

HERO Webinar

# Advancing Well-being through a Model for Professional Fulfillment

June 8, 2017

## **Patty Purpur de Vries, MS**



Director of Strategic Projects  
Stanford Medicine WellMD Center  
Director, Stanford Health Promotion  
Network



## **Jessica Grossmeier, PhD, MPH**

Vice President, Research  
HERO

# Get to Know Patty



1st

**Patty (Purpur) de Vries, MS**  
Redefining Worksite Wellness = Professional Fulfillment  
Stanford University • Stanford University  
San Francisco Bay Area • 500+ 🧑

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Born and raised in North Dakota, Patty earned a full-athletic scholarship to attend Stanford University in 1985. She was a 9-time NCAA All-American (Shot Put and Discus) and competed at the 1988 Olympic Trials.

In the 90's, as an entrepreneur, Patty grew her fitness & wellness company, to employ over 100 employees with annual revenues of over \$5 million. In January 2009, Patty sold all corporate contracts, including those with Cisco, Yahoo! and Safeway to Plus One Holdings of New York which is now Optum. During that time, she helped launch the Stanford Health Promotion Network whose 65+ members include large corporations like Apple and Adobe, local counties, medical institutions and several non-profits.

From 2013-2016 she found her passion overseeing the HealthySteps to Wellness Program for all non-physician employees of both hospitals. In early 2016 Patty accepted a role with the newly formed WellMD Center as a vocal advocate for all members of our care teams.



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# Get to Know Patty

## WELLMD

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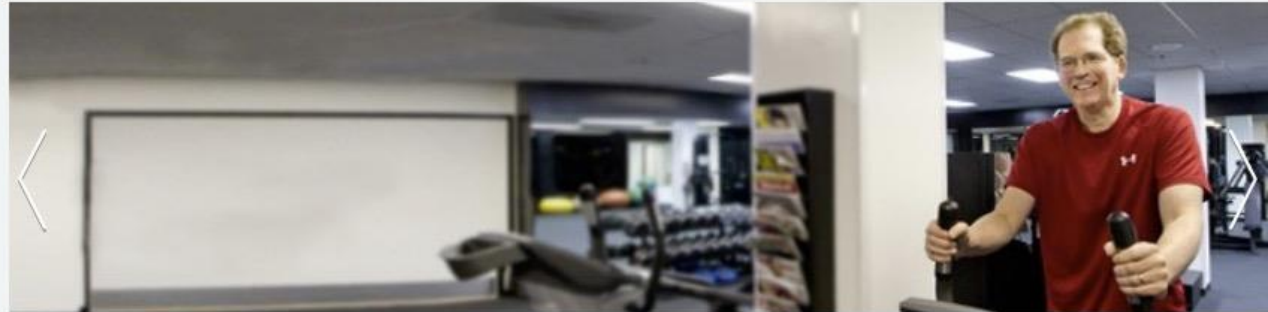
Test Yourself

Get Healthy

Get Connected

Get Help

Contact



## WELLMD

### *Doctors who take care of themselves:*

- Are better role models for their patients.
- Are better role models for their children.
- Have higher patient satisfaction and safety scores.
- Experience less stress and burnout.
- Live longer.

*Use this Web site to find what works for you.*

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### GET HELP

A variety of free immediate and longer term resources are available for physicians, their partners and children.

Recent Research on  
Physician Health

# Get to Know Patty

**STANFORD HEALTH**  
*Promotion Network*

HOME EVENTS RESOURCES WHAT WE DO CONTACT US

## Healthy is Energy

JOIN THE NETWORK

RENEW MEMBERSHIP

### About Stanford Health Promotion Network

**Stanford Health Promotion Network (SHPN) empowers employers with resources and services within a membership network.**

We foster best practice wellness programs that support healthier and self-responsible individuals; promoting the value and effectiveness of happier, healthier employees.

The Stanford Health Promotion Network is an initiative of the Stanford Health Improvement Program, which is part of the Health Promotion Resource Center, a not-for-profit dissemination arm of the world renowned Stanford Prevention Research Center (SPRC), Stanford University School of Medicine.

By working collaboratively with corporations, not-for-profit organizations, government agencies, large business centers, hospitals and health insurance providers, SPRC will further its mission of preventing disease and promoting better health by providing education, support materials and research information to members of the Stanford Health Promotion Network.

### Recent Stanford HPN Articles

### Join Our Mailing List

Get up-to-date information about new fun, healthy events and activities.

email

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### Upcoming Events

The Stanford Health Promotion Network Presents:  
**The Value of Worksite Wellness & an inside peek at Google's programs**

Featuring: **Paul E. Geisler, PhD**  
Senior Director, Consulting and Support Research  
STANFORD HEALTH PROMOTION NETWORK

Join Now  
An on-line health and performance bulletin provided at Google

June 15, 2017  
1:30PM



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## Advancing Well-being through a Model for Professional Fulfillment

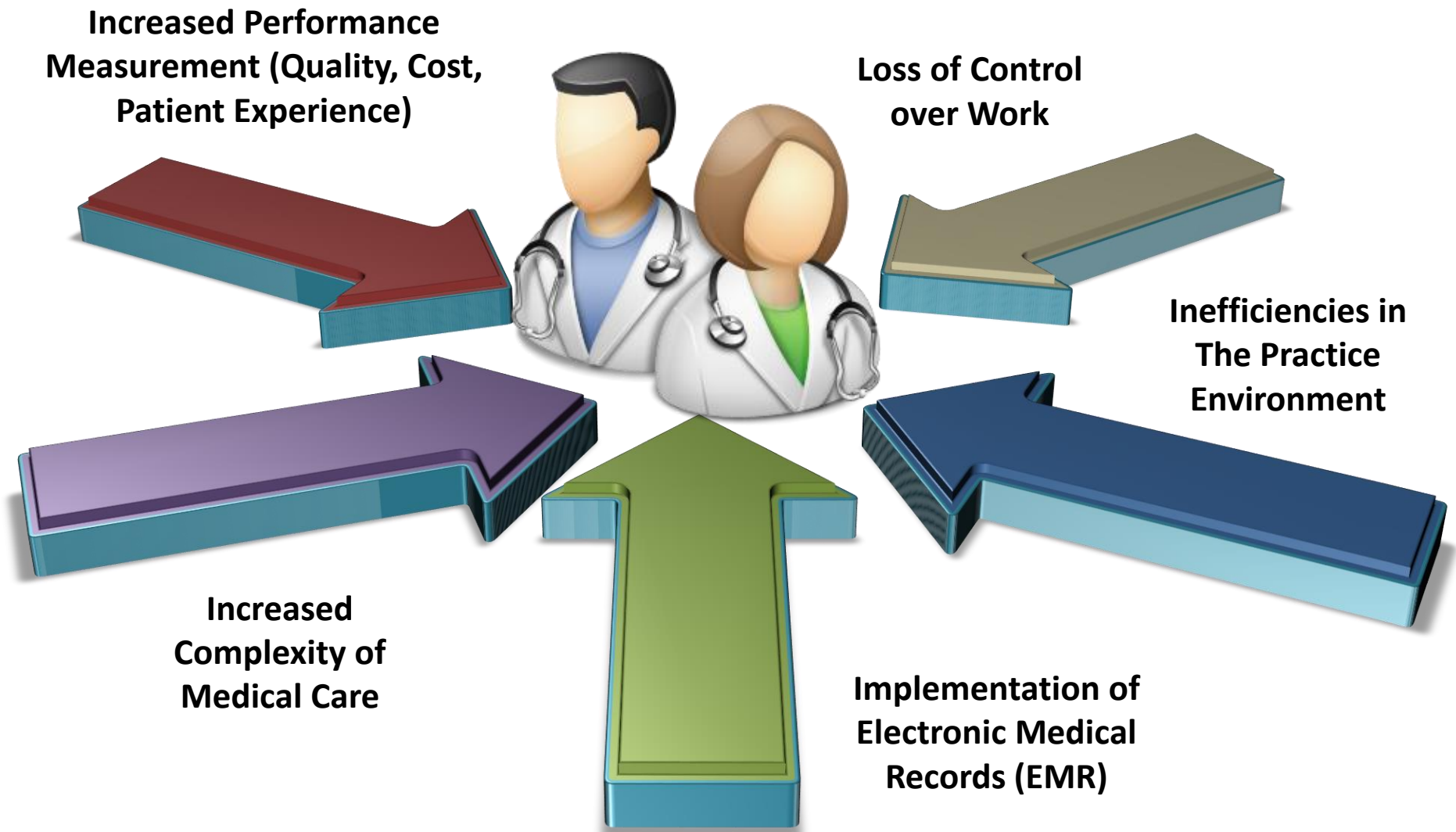


**Patty Purpur de Vries, MS**  
Director of Strategic Projects  
Stanford Medicine WellMD Center  
Director, Stanford Health Promotion Network

# Agenda

- Drivers of Burnout
- Our Vision of Professional Fulfillment
  - Personal Resilience
  - Culture of Wellness
  - Efficiency of Practice
- Elevating Wellness in your Organization

# · rivers of urnout



Physician Burnout is a Public Health Crisis: A Message to Our Fellow Health Care CEOs  
Noseworth, Madera, et al. March 2017

# Burnout = Running on Empty

*Individuals report a sense of having "run out of fuel," as though they have nothing left.*

## Components of Burnout

- Emotional Exhaustion
- Interpersonal Disengagement





# Our Vision



Professional  
Fulfillment

**Professional Fulfillment  
is defined as:**

*Happiness or  
meaningfulness, self-  
worth, self-efficacy and  
satisfaction at work.*

Mickey Trockel, MD, PhD  
Stanford Medicine WellMD Center

# Our Conceptual Framework

"Physician Well-Being: The Reciprocity of Practice Efficiency, Culture of Wellness, and Personal Resilience". <http://catalyst.nejm.org/physician-well-being-efficiency-wellness-resilience/>



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# Personal Resilience



## **PERSONAL RESILIENCE**

Individual skills, behaviors, and attitudes that contribute to physical, emotional, and professional well-being.

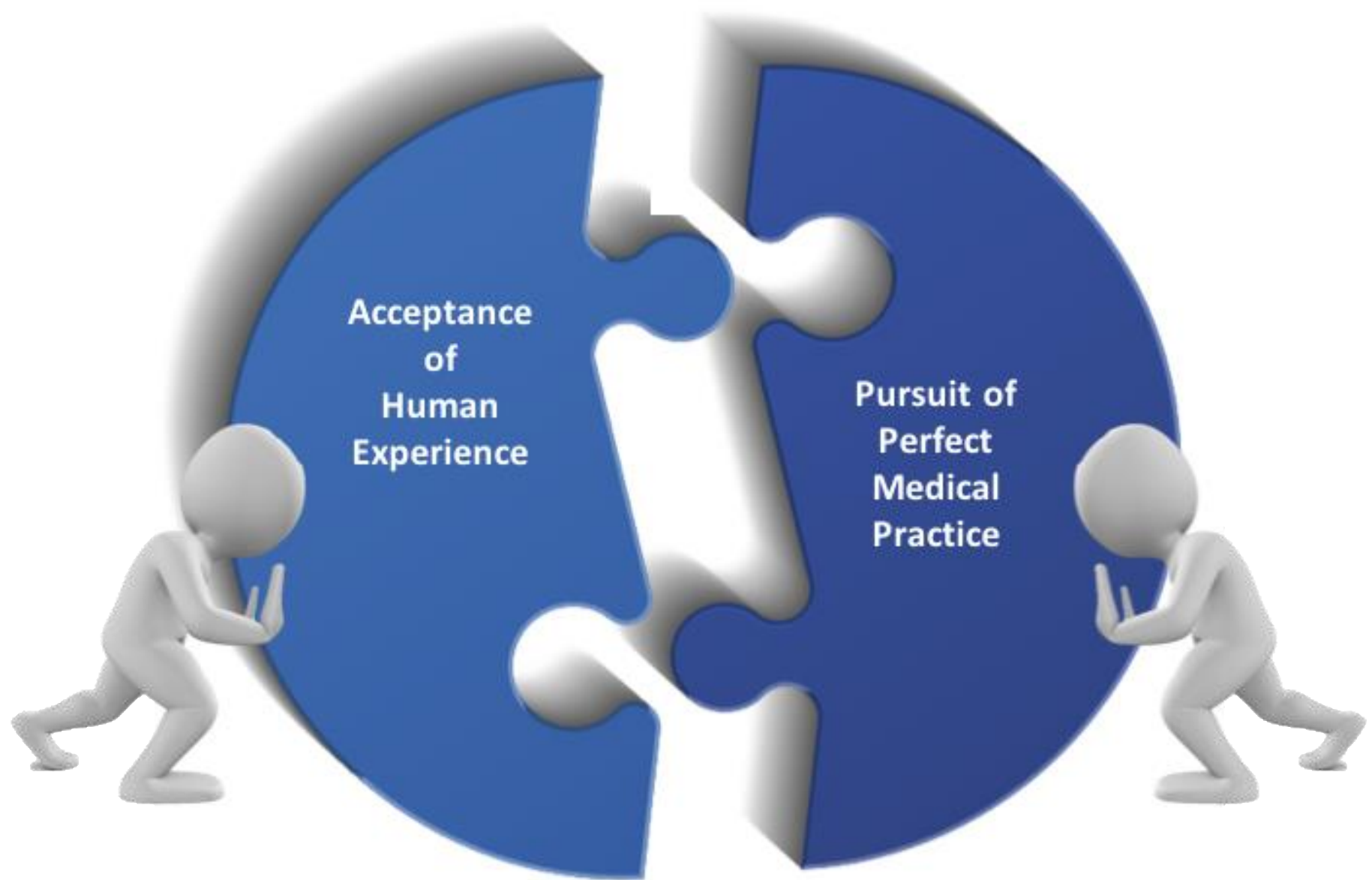
# Personal Resilience



The strongest determinants of burnout are:

- **Low Self-Compassion**
- **Sleep Related Impairment**
- **Meaningfulness of clinical care**

# Our need for Self-Compassion



# Athletic Facilities

The screenshot shows the Stanford Athletics website with a dark red header. The header includes the Stanford logo and 'HOME OF CHAMPIONS' on the left, and navigation links for 'SPORTS', 'TICKETS', 'FANS', 'ATHLETICS', 'GIVING', 'RECRUITS', and 'SHOP' in the center. On the right, there are links for 'Connect | Stanford.edu', 'Buy Tickets', '#gostanford', and a social media icon. Below the header, the word 'FACILITIES' is centered. The main content area is a grid of 12 facility cards, each with a photo, a title, and a list of sports or activities.

Facility Name	Activities
Arrillaga Center for Sport & Recreation	- Women's Squash - Men's & Women's Fencing - Facility for students, faculty & staff
Arrillaga Family Sports Center	Home to Department of Athletics, Physical Education, and Recreation (DAPER)
Arrillaga Outdoor Education & Recreation Center	
Avery Aquatic Center	- Men's & Women's Swimming and Diving - Men's & Women's Water Polo - Synchronized Swimming
Boyd & Jill Smith Family Stadium	- Softball
Burnham Pavilion & Ford Center	- Men's and Women's Gymnastics - Some Men's Volleyball
Cobb Track and Angell Field	- Track & Field
Klein Field at Sunken Diamond	- Baseball



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# Health Improvement Program (HIP) Classes

HIP.Stanford.edu



**Over 1,000 classes every year:**

Health education

Physical activity

Stress management

Mind/body

Safety, first aid, and CPR

Ergonomics

Health and fitness testing

Health advising and coaching

Lifestyle behavior modification

Disease prevention and management



Meditation

Tai Chi

Chi Qigong

Mindful Yoga

Jungshin Fitness

Shaolin Kung Fu

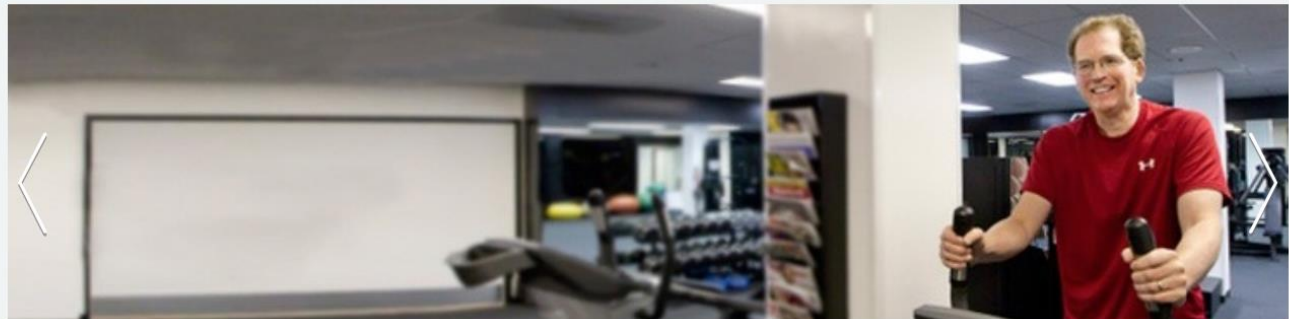
Chen Family Taijiquan

24 Forms, Yang Style Tai Chi

Plus 'WOW' Classes!

Nutrition and weight management

## WELLMD

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## WELLMD

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Physician Health



# Culture of Wellness



## **CULTURE OF WELLNESS**

Organizational values and actions that promote personal and professional growth, self-care and compassion for ourselves, our colleagues and our patients.

# Culture of Wellness



**Leadership Support** was identified by over **60%** as very important.



# Mayo Clinic Leadership Questions

Shanafelt TD, et al Mayo Clin Proc. 2015 Apr;90(4):432-40.

To what extent do you agree or disagree with each of the following statements about your immediate supervisor?

- Holds career development conversations with me
- Empowers me to do my job
- Encourages employees to suggest ideas for improvement
- Treats me with respect and dignity
- Provides helpful feedback and coaching on my performance
- Recognizes me for a job well done
- Keeps me informed about changes taking place at Mayo Clinic
- Encourages me to develop my talents and skills
- Overall, how satisfied are you with your immediate supervisor?

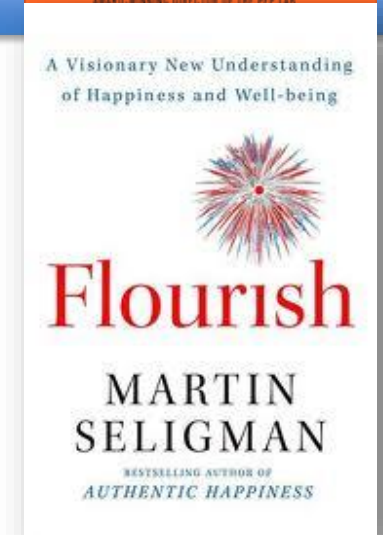
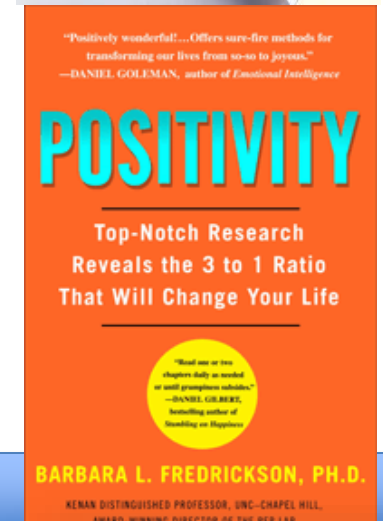
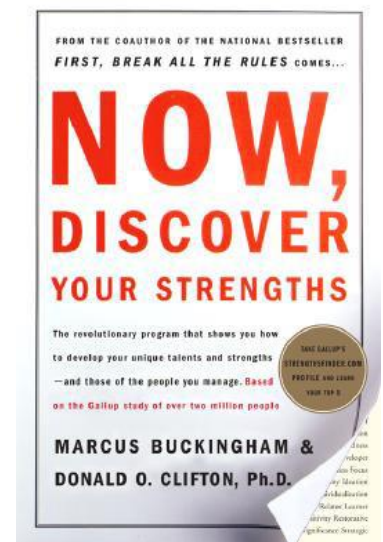
*Response options: 5=strongly agree, 4= agree, 3=neither agree or disagree, 2=disagree, 1=strongly disagree: NA = don't know/not applicable*

# Culture-Based Programs

- Wellness-Infused Team Trainings
- Grant Program
- Champion Network
- Healthy Work Environment (HWE)



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# Efficiency of Practice



## EFFICIENCY OF PRACTICE

Workplace systems, processes, and practices that promote safety, quality, effectiveness, positive patient and colleague interactions, and work-life balance.

# Efficiency of Practice



Higher perception of **EMR\* helpfulness** was associated with higher professional fulfillment

EMR: Electronic Health Record

# Medical Care Example: Efficiency of Practice

- Through collaboration, we are poised to develop more efficient :
  - Teamwork
  - Work flow
  - Technology upgrades
- We can't do it alone



# In-efficiencies of Practice



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How might this model work in  
other industries?



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# Your Sphere of Influence

- **Collaborate** across your organization
- **Contribute** to a culture of wellness
- **Cultivate** personal resilience

**Celebrate Successes**



# Acknowledgements

- Bryan Bohman, MD
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- Tait Shanafelt, MD
- Harise Stein, MD
- Wes, Alles, PhD
- Charelle Fernandez, MS



# Poll Question #1

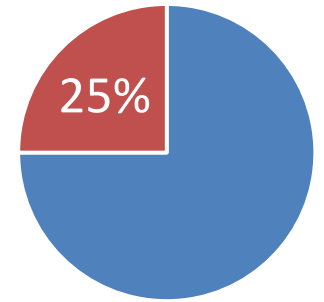
**Turnover is a costly issue in a healthcare setting like Stanford. Is turnover something you could include in your business case for health and well-being?**

- A. Yes, turnover is highly relevant in my organization and I could add to the business case
- B. Maybe. Turnover is relevant but I need a stronger link between health and well-being and turnover.
- C. No, turnover is not an issue in my organization.
- D. No, because leaders in my organization do not believe the health and well-being initiatives are related to turnover

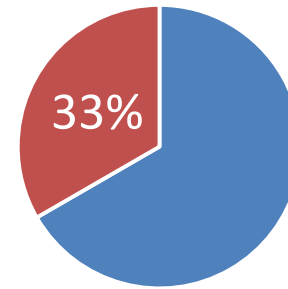
# Poll Question #2

**What percentage of your wellness efforts are currently focused on individual programs vs systemic change?**

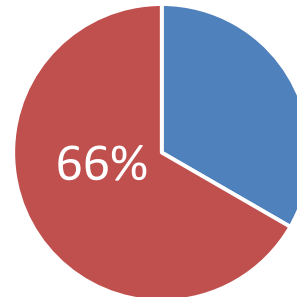
**A. 25% or Less** (75% of focus is systemic and 25% is individual programs)



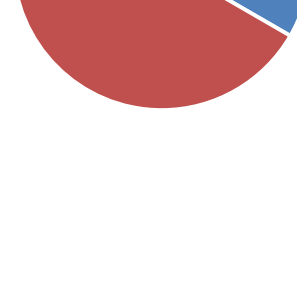
**B. 33%** (66% of focus is systemic and 33% is individual)



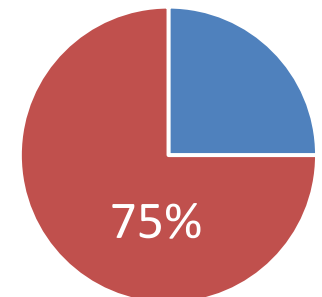
**C. 50%** (50% of focus is systemic and 50% is individual)



**D. 66%** (33% is individual and 66% is systemic)



**E. 75% or More** (25% is individual and 75% is systemic)



Systemic Focus



Individual Focus

# Poll Question #3

**How much time do you feel would be ideal to focus on systemic or organizational programs?**

- A. 75% or More** (75% of focus is systemic and 25% is individual programs)
- B. 66%** (66% of focus is systemic and 33% is individual)
- C. 50%** (50% of focus is systemic and 50% is individual)
- D. 33%** (33% is individual and 66% is systemic)
- E. 25% or Less** (25% is individual and 75% is systemic)



# Q&A



PattySue@stanford.edu



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September 12-14, 2017

Arizona Grand Resort & Spa  
Phoenix, AZ

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