



# Virginia Commonwealth University Health System Inaugural Conference "Wellness in Action"

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Virginia Chapter**

The Virginia Commonwealth University (VCU) Physician Wellness in Action Task Force planned the Wellness in Action conference, an educational and interactive conference focused on organizational well-being.

## Objectives

- Acknowledge and explain the problem of burnout at VCU.
- Describe the ways burnout may be affecting the health care at VCU.
- Identify practical approaches to mitigate burnout and inefficiency at the institution.

## Impact

- 286 registered attendees represented every specialty across the organization. Internal medicine had the highest numbers of attendees followed by pediatrics and general surgery.
- The Top 10 priorities for change were announced based on input from the breakout sessions. The VCU Physician Wellness in Action Task Force has been charged with developing key performance indicators for the priorities, and four of the 10 are now fully resourced widespread initiatives including:
  - Efficiency training in LEAN process improvement across the entire organization with scheduling for training from 2019 to 2021,
  - Compensation Plan revamp with a variety of incentives derived from value-based care,
  - Improved emphasis on team building across all clinics. Practice Administrators, Nursing Managers, and Medical Directors are now completing half day monthly workshops to optimize team-based care,
  - Decreasing the burden of documentation through implementation of widespread use of team-based documentation and internally trained scribes for clinic sites.

## Lessons Learned

- The learning curve for many on this topic is vast and varied.
- The administrators and leaders in health care are hungry for education and involvement in making an impact in this area as well.
- A key to successful work will always include a great communication plan.
- The best suggestions come from the "boots on the ground."

## Get involved!

Contact our program by visiting [www.acponline.org/physician-well-being](http://www.acponline.org/physician-well-being), e-mailing us at [ACPwellbeing@acpprograms.org](mailto:ACPwellbeing@acpprograms.org), and engaging with us on social media using [#physicianwellbeing](https://twitter.com/physicianwellbeing).

