



Wednesday, 11 November 2020
12:00-1:00 pm

A Zoom Webinar: <https://us02web.zoom.us/j/86828545236> Passcode: 439854

A John F. Anderson Memorial Lecture

WISDOM & WELL-BEING: NEW WAYS FORWARD FOR HEALTHCARE WORKFORCE WELL-BEING

Richard Westphal PhD RN FAAN, Professor of Nursing and Director, Alliance for
Compassionate Care, School of Nursing, UVA

Margaret Plews-Ogan MD MS, Brodie Professor of Medicine, School of Medicine, UVA

Marcia Day Childress PhD, moderator

This is a profoundly challenging time to be a healthcare professional. But times of challenge can be times of positive change, times when wisdom can emerge. In this Medical Center Hour, Drs. Richard Westphal and Peggy Plews-Ogan discuss a new approach to supporting healthcare professionals in their humanitarian work, an approach that can, and should, lead to transformation in health care, toward the humanistic, compassionate endeavor we all want it to be, for the workforce and for those they serve.

Co-presented with the Compassionate Care Initiative, School of Nursing, UVA

Suggested resources:

1. Feist J, Feist C, Cipriano P. Stigma compounds the consequences of clinician burnout during COVID-19: a call to action to break the culture of silence. *NAM Perspectives*. Commentary. National Academy of Medicine, Washington DC, 2020: <https://doi.org/10.31478/202008b>
2. Hobfoll SE, Watson P, Bell CC, Bryant RA, Brymer MJ et al. Five essential elements of immediate and mid-term mass trauma intervention: empirical evidence. *Psychiatry* 2007; 70(4):283-315.
3. Plews-Ogan M, Bell T, Townsend G, Canterbury R, Wilkes D. Acting wisely: eliminating negative bias in medical education—how can we do better? *Academic Medicine* 2020 (Nov), PMID: 32889937
4. Rider EA, Gilligan MC, Osterberg LG, Litzelman DK, Plews-Ogan M, et al. Healthcare at the crossroads: the need to shape an organizational culture of humanistic teaching and practice. *Journal of General Internal Medicine* 2018(July), 33(7):1092-1099
5. Plews-Ogan M, May N, Owens J, Ardelt M, Shapiro J, Bell S. Wisdom in medicine: what helps physicians after a medical error? *Academic Medicine* 2016, 91(2):233-241: <https://doi-org.proxy01.its.virginia.edu/10.1097/ACM.0000000000000886>

6. National Academies of Sciences, Engineering, and Medicine. *Taking Action Against Clinician Burnout: A Systems Approach to Professional Well-Being*. Washington DC: National Academies Press, 2019: <https://doi.org/10.17226/25521>
7. Shanafelt TD, Ripp J, Brown M, Sinsky CA (2020). Caring for healthcare workers during a crisis: creating a resilient organization. AMA, 2020: <https://www.ama-assn.org/system/files/2020-05/caring-for-health-care-workers-covid-19.pdf>
8. Westphal RJ. Psychosocial impact of trauma on the patient, family, and caregiver, in KA McQuillan, MB Flynn Makic, eds. *Trauma Nursing: From Resuscitation through Rehabilitation*, 5th ed. Elsevier, 2020, pp 316–331
9. Plews-Ogan M, May N, Owens J. *Choosing Wisdom: Strategies and Inspiration for Growing through Life-Changing Difficulties*. Templeton Press, 2012
10. Plews-Ogan M, Beyt G, eds. *Wisdom Leadership in Academic Health Science Centers: Leading Positive Change*. Radcliffe Publishing, 2013

Richard Westphal PhD RN FAAN is a graduate of the University of Minnesota (BSN), UCSF (MSN), and UVA (NP, PhD). He is a dual board-certified advanced practice mental health nurse and nurse practitioner. His clinical work and research focus on traumatic stress, occupational stress injuries, and mental health promotion. He currently is professor of nursing in the Department of Family, Community, and Mental Health Systems in the UVA School of Nursing. He directs UVA's Alliance for Compassionate Care and is co-director of the Be Wise: Wisdom and Well-Being initiative within UVAHealth. Dr. Westphal's career in the US Navy spanned more than 32 years and included service as a hospital corpsman, a mental health clinician, co-author of the Department of the Navy Maritime Combat and Operational Stress (COSC) Doctrine, author of Navy Medicine's Care for the Caregiver program and a psychological health programs and policy advisor to the Department of Defense, Veterans' Administration, and multiple state agencies.

Margaret (Peggy) Plews-Ogan MD MS holds degrees from the College of Wooster (BA), Pace University (MS), and Harvard Medical School (MD). She completed an internal medicine residency at Brigham & Women's Hospital, Boston. For five years after residency, she worked with migrant farmworkers in eastern Virginia. Now Brodie Professor of Medicine, Dr. Plews-Ogan has practiced and taught inpatient medicine at UVA since 2000. She was division chief of Hospital and Ambulatory Medicine, Geriatrics, and Palliative Medicine for ten years. Her research began in the area of medical error, disclosure of such errors, and coping with medical mistakes; this led her to study how physicians learn from failures and ultimately to the arena of wisdom, including how wisdom is gained in the wake of difficult experiences. Dr. Plews-Ogan currently co-directs the Wisdom and Well-Being program, a system-wide UVAHealth initiative to address stress and burnout, nurture professionalism, and provide coaching for faculty and staff. Earlier, she was founding director of the Center for Appreciative Practice, dedicated to fostering positive emotion in the workplace. She continues to direct the medical school's Foundations of Medicine course, where she has piloted a program to foster wisdom in medical trainees and where she initiated a longitudinal patient-student partnership in which all medical students participate. Most recently, she designed a training program in responding to disrespect and bias in health care, a program that's become a national model. Dr. Plews-Ogan is author of numerous articles and book chapters and three books—*Appreciative Practices in Health Care*, *Choosing Wisdom* (with an accompanying public television documentary), and *Wisdom Leadership in Academic Health Science Centers: Leading Positive Change*.

Drs. Westphal and Plews-Ogan declared no personal/professional relationships with commercial entities producing healthcare goods and/or services related to this presentation. Medical Center Hour planning group members M.D. Childress PhD; R.J. Bonnie LLB; R. Carpenter DrNP; J.F. Childress PhD; M.F. Marshall PhD; J. Mutter MD MA; K. Reid PhD RN FNP-C CNL; L. Shepherd JD have no personal/professional relationships with commercial entities producing healthcare goods and/or services, while R. Dillingham MD MPH reports interests with Gilead and Warm Health Technology Inc. UVA Office of Continuing Medical Education faculty and staff have no personal/professional financial relationships with commercial entities producing healthcare goods and/or services.

ACCESS this Zoom webinar at <https://us02web.zoom.us/j/86828545236> Passcode: 439854

Or by telephone: Dial (for higher quality, dial a number based on your current location): US: +1 301 715 8592 or +1 312 626 6799 or +1 646 558 8656 or +1 253 215 8782 or +1 346 248 7799 or +1 669 900 9128. International numbers: <https://us02web.zoom.us/j/kdP7w9Xnrx> Webinar ID: 868 2854 5236; passcode: 439854

Medical Center Hour programs are free of charge and open to the public. For more information, see Center for Health Humanities and Ethics: <https://med.virginia.edu/biomedical-ethics/medical-center-hour/> Watch Medical Center Hour recordings at <http://www.youtube.com/uvamch>

How to Claim Continuing Education (CE) Credit for Watching Medical Center Hour LIVE on Zoom or via VIDEORECORDING:

Using the Google Chrome or Firefox browser on a phone, tablet, or computer, go to <https://cmetracker.net/UVA> and log into your CE account with your email and password. Choose 'CE Certificate-Eval for Credit,' enter Activity Code **139154**, then complete and submit your evaluation. You have 30 days from this program date (11 November 2020) to evaluate and obtain credit for this program. This is the only way you can receive credit for this Medical Center Hour.

The University of Virginia School of Medicine (UVA SOM) is accredited by the ACCME to provide continuing medical education for physicians. UVA SOM designates this live activity for a maximum of 1.0 AMA PRA Category 1 Credit. Physicians should claim only the credit commensurate with the extent of their participation in the activity. UVA School of Nursing (SON) Continuing Education is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. UVA SON Continuing Education awards 1.0 contact hour to a nurse who participates in this educational activity and completes the post-activity evaluation. UVA SOM and/or UVA SON, as accredited provider(s), awards 1.0 Hour of Participation (consistent with the designated number of AMA PRA Category 1 Credit or ANCC contact hours) to a participant who successfully completes this educational activity. UVA SOM and/or UVA SON Continuing Education maintains a record of participation for six (6) years.

Learning objectives:

1. Explore the current workplace challenges that put healthcare professionals at risk of excess stress, burnout, and mental health difficulties.
2. Consider the rationale and features of a new system-wide initiative to better support healthcare professionals and, in so doing, begin transforming workplace culture in positive ways.