

Optimizing the Hybrid Practice Workflow & Physician Wellness in the Era of Artificial Intelligence (AI)



Sheila LoboPrabhu, MD

Professor of Psychiatry, Baylor College of Medicine, Staff Psychiatrist, VA Medical Center, Houston, Texas

Email: sheilaM.loboprabhu@va.gov



Amita Kumar, MD

Board Certified Internist, Certified Health & Life Coach

Email: amitakumar.md@gmail.com

www.dramitakumar.com



Nora Vasquez MD, CHPC

Certified Leadership, Life, & Wellness Coach for Physicians & Executives, Internist

Email: renewyourmindmd@gmail.com

www.renewyourmindmd.com

Disclosures

Dr. LoboPrabhu

Member, Regional Education Team, Texas Medical Association, Physician Health and Wellness Committee

Royalties – American Psychiatric Publishing, Guilford Press

Objectives:



Define Hybrid Practices & Provide Solutions that Leverage Artificial Intelligence (AI)



Provide Actionable Tools to Create Efficient Clinical Workflow & Wellness for Busy Physicians



Workshop: Solutions to Optimize Workflow & Well-Being Using AI Resources

The Hybrid Practice

Flexible work model with combination of remote and in-office work

Transition between in-person, videohealth, and telephone clinical modalities

Single or multiple-physician practice
Variable hours, days of the week
More common after COVID pandemic

Hybrid options

At will, Split-Week, Manager scheduling or Mix of all 3

Hybrid At-will

Employee chooses
schedule of on-
site/remote

Hybrid Split-week

Company decides
on-site days for
employees to
foster collaboration

Hybrid Manager-scheduling

Managers choose
on-site days for
employees for
productivity and
collaboration

Gallup Poll results

Only 12% of hybrid workers prefer 4-5 days on-site

51% prefer 2-3 days on-site

Harter, Wigert et al, 2022. [Coordinating Hybrid Work Schedules -- 5 Important Findings \(gallup.com\)](#)

Software Advice survey on Hybrid work in healthcare

Benefits of hybrid work in surveyed practices:

- 56% report increase in productivity
- 86% report improvement in morale

Less than \$5,000 to set up remote work

Shyrock 2023. Want to boost practice morale and productivity? Allow remote work.
Medicaleconomics.com

Benefits of a Hybrid Schedule

Improved productivity, collaboration

Effective use of workspace

Improved work-life balance and employee well-being

In-person and telehealth options per patient preference

Challenges of a Hybrid Schedule

Social isolation

Difficulty training/on-boarding

More time spent on task collaboration

Decreased verbal communication

Difficulty maintaining current, or forming new relationships

Limitations of Telehealth

Some patients prefer & require in-person care

Technical limitations (labs/physical exam/payment collections etc)

Payment is dependent on changing government reimbursement laws

Challenges to Physician Professionalism

Technology

Market forces

Healthcare system strain

Sociological shift of role of physician in society

Physicians' inability to act according to ethical values, due to institutional and societal constraints

Today's world of technology



Constant Connectivity

**Flexible Work
Arrangements**

Expectation of Availability

Increased Workload

Difficulty in Switching Off

Setting boundaries and managing your thoughts

In this digital age, setting clear boundaries between work and personal life is crucial for maintaining a healthy balance



Boundary implementation

AT WORK

Establish Set Work Hours

Create a Dedicated Workspace

Turn Off Notifications

Practice Mindfulness and Mindful Transitions

AT HOME

Set Aside Time for Self-Care

Scheduling time for non-work activities

Communicate with Family and Friends

SCHEDULE REGULAR BREAKS INTO YOUR DAY!

Awareness of our thoughts

Recognizing thoughts that do not serve us

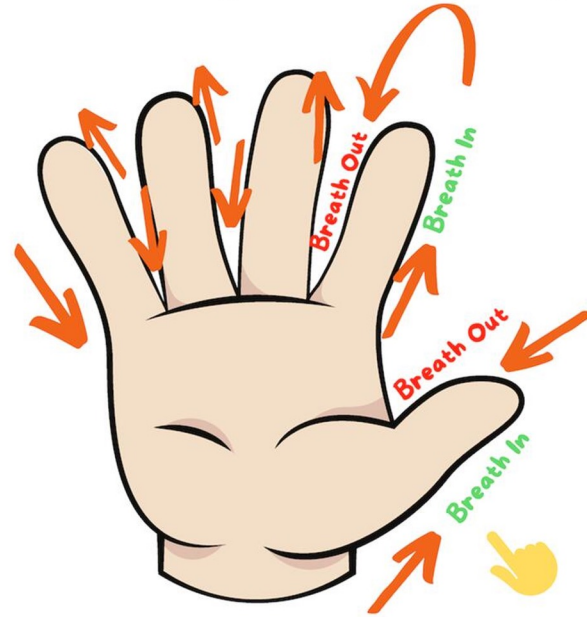
(ie. journaling and/or coaching)

Recognizing feelings in our body

(palpitations, irritability, frustrations, “sighing”, frequent check-ins)

“Calm palm”

Five Finger Breathing



Application strategies - Eisenhower Matrix

	Urgent	Not Urgent
Important	<p>Do: tasks with deadlines and/or consequences.</p>	<p>Schedule: tasks for long-term success with vague deadlines.</p>
Not Important	<p>Delegate: essential tasks that are best done by others.</p>	<p>Delete: unnecessary tasks and distractions.</p>

Urgent

Not Urgent

Important

PROCRASTINATOR needs to do:

crises
deadlines
problems
direct patient care

PRIORITIZER needs to schedule:

prevention
planning
values
relationships
goals
hobbies

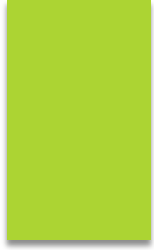
Not Important

YES PERSON needs to delegate:

texts
interruptions
phone calls

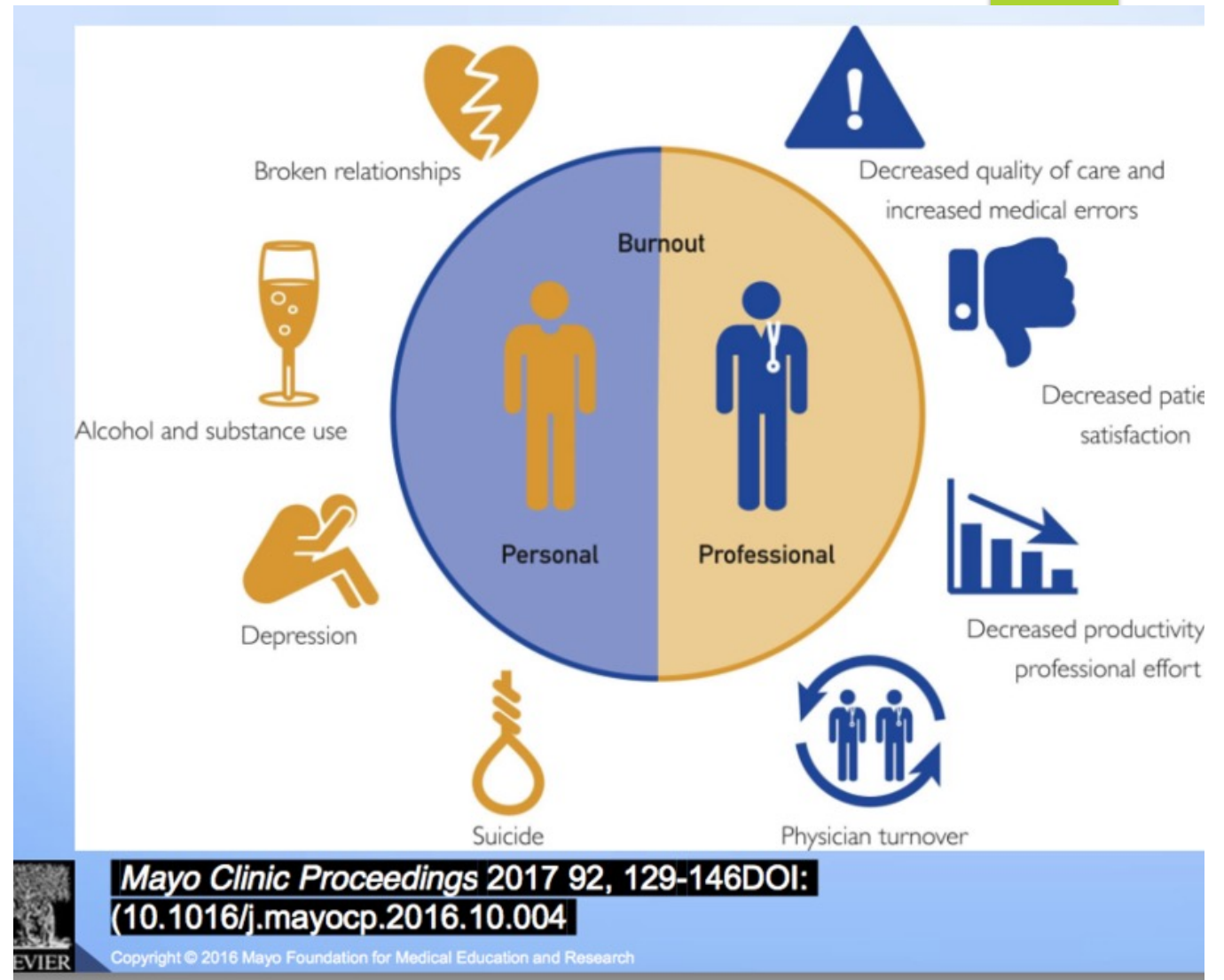
AVOIDER needs to delete:

email
junk mail
online games



The Effects of Occupational Burnout

► Maladaptive syndrome that is expressed due to a prolonged exposure to **Chronic OCCUPATIONAL stressors**.



Honor the Struggle

FACTORS AFFECTING CLINICIAN WELL-BEING AND RESILIENCE

This conceptual model depicts the factors associated with clinician well-being and resilience; applies these factors across all health care professions, specialties, settings, and career stages; and emphasizes the link between clinician well-being and outcomes for clinicians, patients, and the health system. The model should be used to understand well-being, rather than as a diagnostic or assessment tool. The model will be revised as the field develops and more information becomes available. Subsequent layers of the model, and an interactive version of the model, are in development in conjunction with the Action Collaborative's other working groups and will be made available shortly.

EXTERNAL FACTORS

SOCIO-CULTURAL FACTORS

- Alignment of societal expectations and clinician's role
- Culture of safety and transparency
- Discrimination and overt and unconscious bias
- Media portrayal
- Patient behaviors and expectations
- Political and economic climates
- Social determinants of health
- Stigmatization of mental illness

REGULATORY, BUSINESS, & PAYER ENVIRONMENT

- Accreditation, high-stakes assessments, and publicized quality ratings
- Documentation and reporting requirements
- HR policies and compensation issues
- Initial licensure and certification
- Insurance company policies
- Litigation risk
- Maintenance of licensure and certification
- National and state policies and practices
- Reimbursement structure
- Shifting systems of care and administrative requirements

ORGANIZATIONAL FACTORS

- Bureaucracy
- Congruent organizational mission and values
- Culture, leadership, and staff engagement
- Data collection requirements
- Diversity and inclusion
- Level of support for all healthcare team members
- Professional development opportunities
- Scope of practice
- Workload, performance, compensation, and value attributed to work elements
- Harassment and discrimination
- Power dynamics

LEARNING/PRACTICE ENVIRONMENT

- Autonomy
- Collaborative vs. competitive environment
- Curriculum
- Health IT interoperability and usability/Electronic health records
- Learning and practice setting
- Mentorship
- Physical learning and practice conditions
- Professional relationships
- Student affairs policies
- Student-centered and patient-centered focus
- Team structures and functionality
- Workplace safety and violence

INDIVIDUAL FACTORS

HEALTH CARE ROLE

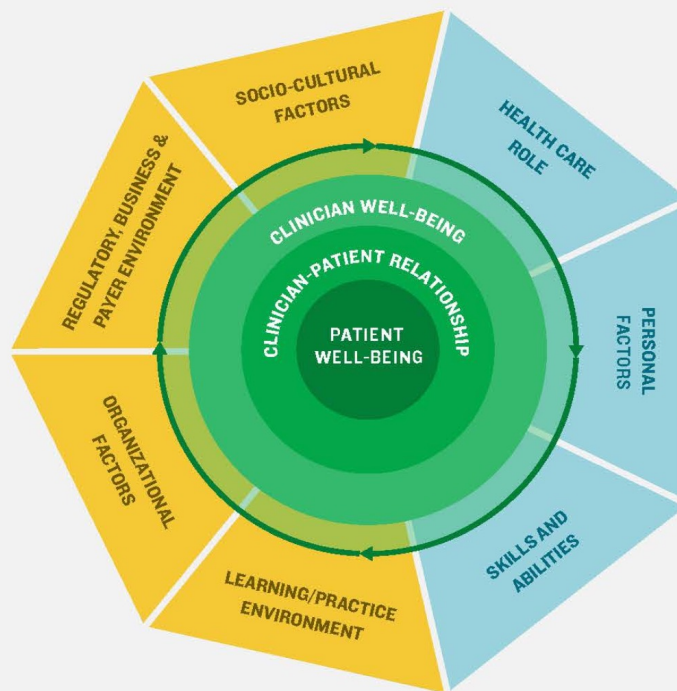
- Administrative responsibilities
- Alignment of responsibility and authority
- Clinical responsibilities
- Learning/career stage
- Patient population
- Specialty related issues
- Student/trainee responsibilities
- Teaching and research responsibilities

PERSONAL FACTORS

- Inclusion and connectivity
- Family dynamics
- Financial stressors/economic vitality
- Flexibility and ability to respond to change
- Level of engagement/connection to meaning and purpose in work
- Personality traits
- Personal values, ethics and morals
- Physical, mental, and spiritual well-being
- Relationships and social support
- Sense of meaning
- Work-life integration

SKILLS AND ABILITIES

- Clinical Competency level/experience
- Communication skills
- Coping skills
- Delegation
- Empathy
- Management and leadership
- Mastering new technologies or proficient use of technology
- Mentorship
- Optimizing work flow
- Organizational skills
- Resilience
- Teamwork skills



1. Create a Culture of Wellness
2. Improve Efficient Practices in the Workplace

3. Implement Coaching Resources to Support Wellness & Leadership Development

Healthcare System: Top Challenges

Organizational Level

Six Sources of Burnout

Source	Description
Workload	Extent to which demands are manageable or overwhelming.
Control	Amount of control people feel in their jobs.
Reward	The effectiveness of rewards and recognition systems.
Community	The organization's responsiveness to staff and community.
Fairness	Respect and fairness among people in the organization.
Values	Personal and organizational values about work.

Note: Source, Maslach and Leiter (1997).

Individual Level

1. Burnout
2. Overwhelm
3. Perfectionism
4. Isolation
5. Blind spots
6. Leadership Skills & Emotional Intelligence



Coaching
Creates
Clarity

Empowers You

What I can control and what I can't

Data source: @mindfulenough | Infographic design by @agrassoblog for educational and motivational purposes



HIGH-PERFORMANCE COACHING Helps You Focus On What Is Within YOUR Control

“We Must First BE WELL to LEAD WELL”

Emotional Health

- Matters of the **Heart**
- Ability to cope/regulate emotions - EQ
- Ability to foster positive relationships
- Can be improved with Coaching/Emotional Intelligence Skills

Mental Health

- Matters of the **Mind**
- Ability to think clearly
- Impacted by Trauma/Depression/Anxiety...
- Can be treated with medication/therapy

Physical Health

- Matters of the **Body**
- Ability to physically function
- Impacted by Exercise/Nutrition/Sleep/Etc..
- Can be improved with physical care/medication/treatment

AI can improve healthcare delivery & efficiency saving \$150 Billion/year

Artificial Intelligence in Healthcare can be deployed across these use cases



Virtual Assistants for Staff



Robot-Assisted Surgery



Automated Image Diagnosis with AI/ML



AI in Pathology



Personal Health Companions Powered by AI



Rare Diseases Detection with AI



Oncology – Detecting Cancer with AI



Cybersecurity Applications of AI in Healthcare



AI-Powered Chatbots



Medication Management with AI and ML



Robots for Explaining Lab Results



Health Monitoring with AI and Wearables



“ AI chatbots in healthcare will be a **crawl-walk-run endeavor**, where the easier tasks will move to chatbots while **awaiting the technology** to **evolve** enough to **handle more complex tasks** ”

- ▶ According to Accenture analysis, when combined, key clinical health AI applications can potentially create \$150 billion in annual savings for the US healthcare economy by 2026.

Artificial Intelligence

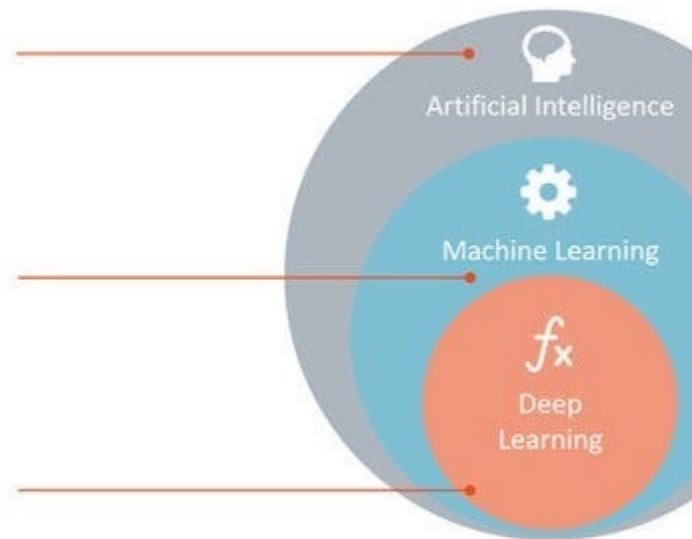
Any technique which enables computers to mimic human behavior.

Machine Learning

Subset of AI techniques which use statistical methods to enable machines to improve with experiences.

Deep Learning

Subset of ML which make the computation of multi-layer neural networks feasible.



Artificial Intelligence- is the ability for a computer to think & learn

<https://www.datarobot.com/wiki/artificial-intelligence/>

AI Tools & Online Resources

(These are not affiliate links)

Leadership

TMA Leadership Track/College

www.tma.org

www.bcms.org

www.renewyourmindmd.com/renewed

Workflow

Digital Calendars

www.usemotion.com

www.GetFreedai.com

www.epic.com

Wellness

Online Counseling

Calm App

Peloton App

Tapping Solutions

Yoga on YouTube

Mindful Meditation on YouTube

AI Tools & Resources

AI Tool Type	Purpose/Use	Example	Website	Cost (Approx.)
Natural Language Processing (NLP)	Facilitates understanding and processing human language, aiding in documentation and data entry.	Nuance Dragon Medical	Nuance	Contact for pricing
Clinical Decision Support	Provides evidence-based recommendations to support treatment decisions.	Epic Systems	Epic	Integrated with Epic EHR system
Predictive Analytics	Predicts patient risks and outcomes to aid in proactive care management.	IBM Watson Health	IBM Watson Health	Contact for pricing
Chatbots for Patient Interaction	Automates patient communication, appointment scheduling, and FAQs.	Ada Health	Ada	Free to start; contact for more

Tool/Resource	Description	Pricing
Get Freed AI	Automates EMR documentation with AI.	Custom pricing based on usage

Workshop: Create Your Workflow & Wellness Plan

- ▶ **1. Create Awareness:**
 - ▶ What is working well?
 - ▶ What isn't working?
- ▶ **2. Workflow & Wellness Plan**
 - ▶ Choose 2 areas to improve
 - ▶ Work
 - ▶ Home



Optimize Your Workflow & Life



Physician  Coach

NORA VASQUEZ MD

Renew Your Mind

Legend:

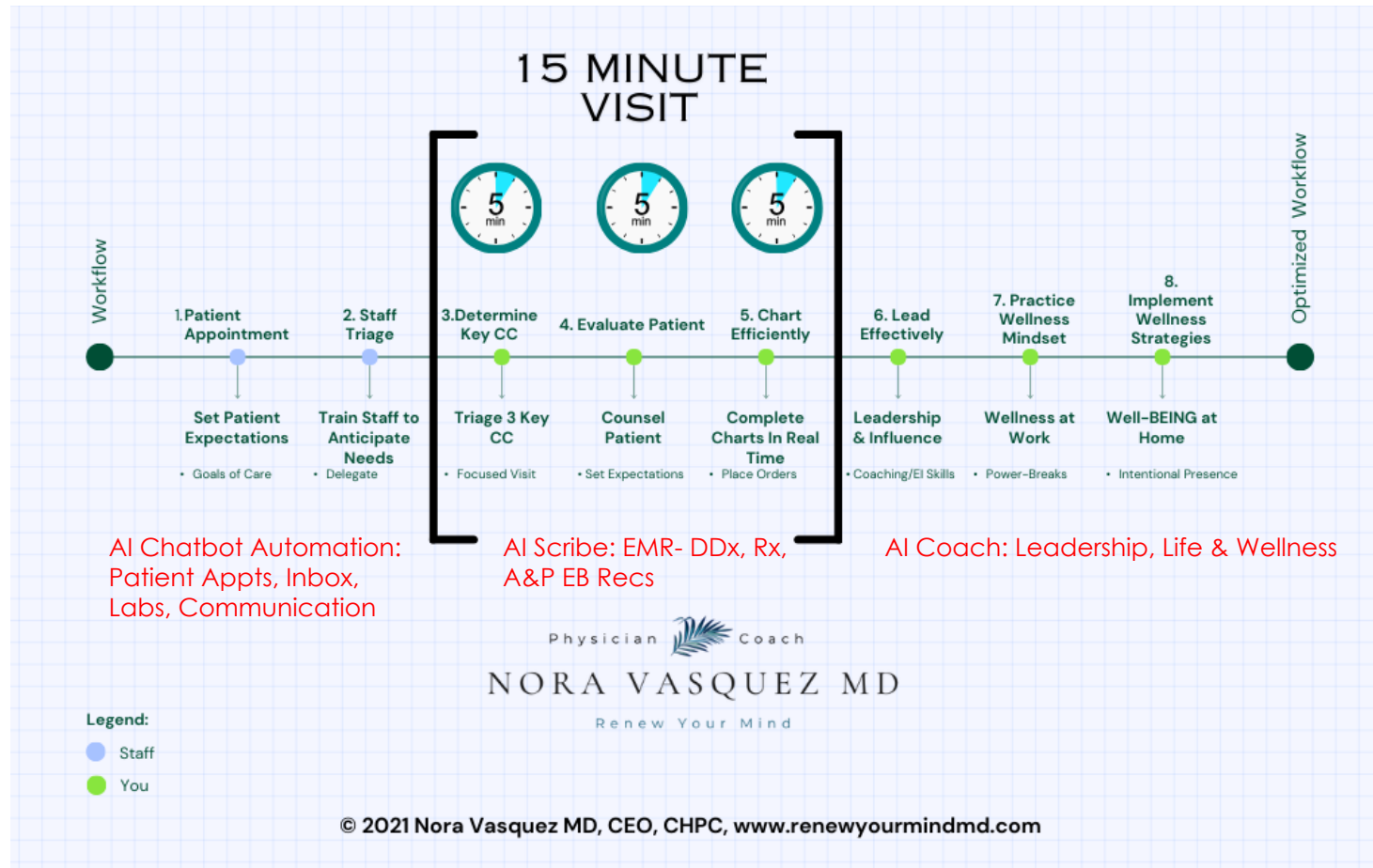
- Staff
- You

© 2021 Nora Vasquez MD, CEO, CHPC, www.renewyourmindmd.com



SCAN QR
Code to
Create Your
Optimized
Workflow &
Wellness Plan

AI Can Optimize Your Workflow & Life



TEXMED 2024 Create Your Optimized Workflow & Wellness Plan -Nora Vasquez MD, CHPC

High-performance coaching is an evidence-based process that can help you reach long-term success and impact while maintaining your wellbeing and positive relationships. This set of questions will help you create a personalized wellness plan and optimized workflow. Please enter your email to receive a CONFIDENTIAL copy of your responses to track your progress.

renewyourmindmd@gmail.com [Switch account](#)



* Indicates required question

Email *

Your email

First and Last Name *

Your answer

Title *

Choose

1. What major stressors or challenges are you struggling with right now? *

- Overwhelm/Work Stress
- Burnout
- Keeping up with charting/inbox/tasks
- Leading my team
- Being present for my family
- Time management
- Creating time to rest/take care of myself
- Work-life Balance
- Stress at home
- Personal Health Concerns
- Other: _____

2. Choose a few strategies that you will do to support your **EMOTIONAL HEALTH** * from the list below.

- Practice Gratitude/Meditation/Prayer
- Connect with a trusted friend/colleague
- Practice Mindfulness/Deep Breathing/Tapping
- Ask for help/delegate
- Schedule an appointment with a coach
- Schedule an appointment with a counselor/mental health specialist
- Other: _____

3. Choose a few strategies that you will do to support your MENTAL HEALTH from the list below. *

- Create healthy boundaries
- Schedule an appointment with a counselor/PCP/seek mental health services
- Join a supportive community/interest group
- Hire a household manager/Outsource cleaning/yardwork
- Schedule whitespace on your calendar for guilt-free rest & self-care
- Other: _____

4. Choose a few strategies to support your PHYSICAL HEALTH from the list below. *

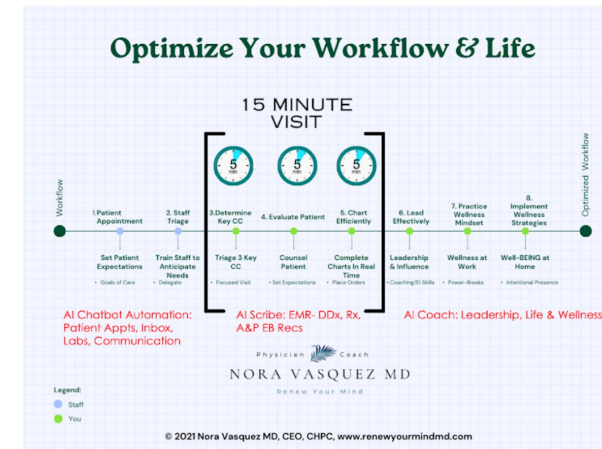
- Schedule adequate rest/sleep
- Exercise/Walk regularly
- Make an appointment with your PCP/Specialist
- Schedule an appointment for your Preventative Visit/Cancer Screenings
- Eat a balanced nutritious diet/drink water
- Other: _____

5. Choose 3 Goals To Optimize Your Workflow *

Optimize Your Workflow & Life

15 MINUTE

5. Choose 3 Goals To Optimize Your Workflow *



- Improve Communication with Staff/Patients
- Clarify Expectations & Huddle with Staff
- Triage 3 Key Chief Complaints
- Complete Charts in Real Time
- Develop Leadership & Influence Skills
- Build Emotional Intelligence Skills
- Practice Wellness Strategies at Work
- Implement Wellness Strategies at Home
- Optimize the 15 minute visit
- Transition Well from Work to Home

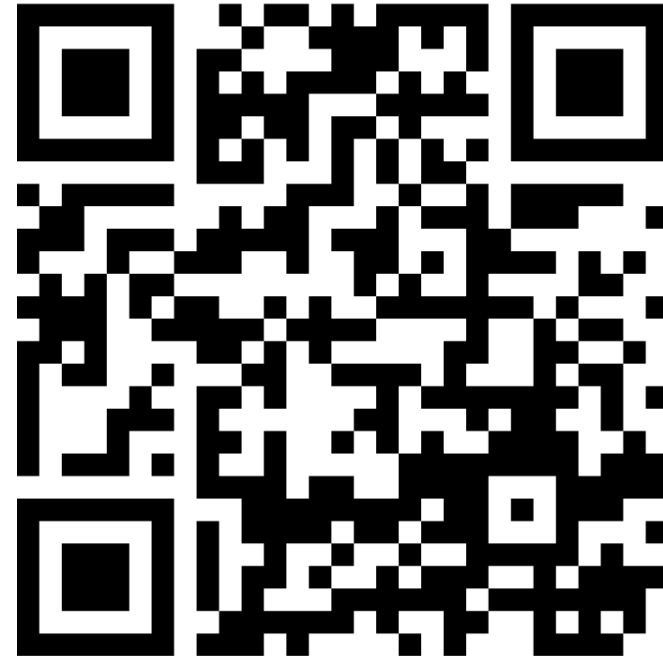
What do you want to remember from today? *
Share any additional feedback or helpful insights below:

Your answer

Please PRESS the SUBMIT BUTTON below to receive an email with your Plan and AI/Online Resources, References.

Congratulations! You just created your optimized wellness and workflow plan to succeed each day!

To learn more email Nora Vasquez MD, CHPC at renewyourmindmd@gmail.com & join the FREE BCMS community for more online resources here: <https://www.renewyourmindmd.com/renewed>



Questions & Reflections

What do you want to remember from today?



Sheila LoboPrabhu, MD

Professor of Psychiatry, Baylor College of Medicine, Staff Psychiatrist, VA Medical Center, Houston, Texas

Email: sheilaM.loboprabhu@va.gov



Amita Kumar, MD

Board Certified Internist, Certified Health & Life Coach

Email: amitakumar.md@gmail.com

www.dramitakumar.com



Nora Vasquez MD, CHPC

Certified Leadership, Life, & Wellness Coach for Physicians & Executives, Internist

Email: renewyourmindmd@gmail.com

www.renewyourmindmd.com

References

<https://www.ama-assn.org/system/files/ama-steps-forward-saving-time-playbook.pdf>

https://www.mcmasterforum.org/docs/default-source/product-documents/rapid-responses/optimizing-the-use-of-hybrid-care-models-for-delivery-of-healthcare-services.pdf?sfvrsn=236190ed_5

<https://edhub.ama-assn.org/steps-forward/module/2702509>

<https://www.mdpi.com/2227-9717/11/3/939>

Morris 2023. Morale improved for 86% of medical practices that went hybrid. Softwareadvice.com

Zappa 2022. Knowledge sharing and hybrid work: opportunities and challenges for healthcare professionals. www.ucl.ac.uk

Evercare by Evernorth 2021. The benefits and limitations of telehealth. Evercore.com

Zheng & Wachter. Ethics in conflict: Moral distress as a root cause of burnout. J Gen Int Med 2019

Medscape Physician Burnout and Depression Report 2023 'l Cry but No One Cares. (medscape.com)

Shanafelt T. et al. Healing the professional culture of Medicine. Mayo Clin Proceedings 2019