



Improving burnout with time management

PANELISTS

Dr. Chandi Chandrasena • Dr. Sarah Giles • Dr. James Goertzen

WITH

Dr. Stephanie Zhou • Dr. Nikki Bozinoff



Ontario College of
Family Physicians

**Practising
Well**
Share.
Inspire.
Connect.



Family & Community Medicine
UNIVERSITY OF TORONTO

December 13, 2023

Practising Well: Your Community of Practice

Please introduce yourself in the chat!



@OntarioCollege
#PractisingWell

Your Panelists: Disclosures

Dr. Chandi Chandrasena

Relationships with financial sponsors (including honoraria):

- Practising Well CoP speaker
- Chief medical officer of OMD

Dr. Sarah Giles

Relationships with financial sponsors (including honoraria):

- Practising Well CoP speaker
- Medical Post

Dr. James Goertzen

Relationships with financial sponsors (including honoraria):

- Practising Well CoP Speaker
- NOSM U

Disclosures

Dr. Stephanie Zhou @stephanieyzhou

Relationships with financial sponsors (including honoraria):

- Ontario College of Family Physicians – Practising Well Implementation Group Member, CoP Speaker
- Canadian Medical Association – Honoraria for practice management lectures
- Habitat for Humanity GTA – Board of Directors member
- Toronto Public Health – Board of Directors member

Dr. Nikki Bozinoff @NikkiBozinoff

Relationships with financial sponsors (including honoraria):

- Ontario College of Family Physicians – Practising Well Implementation Group Member, CoP Speaker
- CAMH
- Department of Family and Community Medicine (University of Toronto)
- National Institute on Drug Abuse
- Womenmind
- CIHR
- Academic Health Sciences Alternate Payment Plan

Disclosure of Financial Support

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Potential for conflict(s) of interest:

N/A

Mitigating Potential Bias

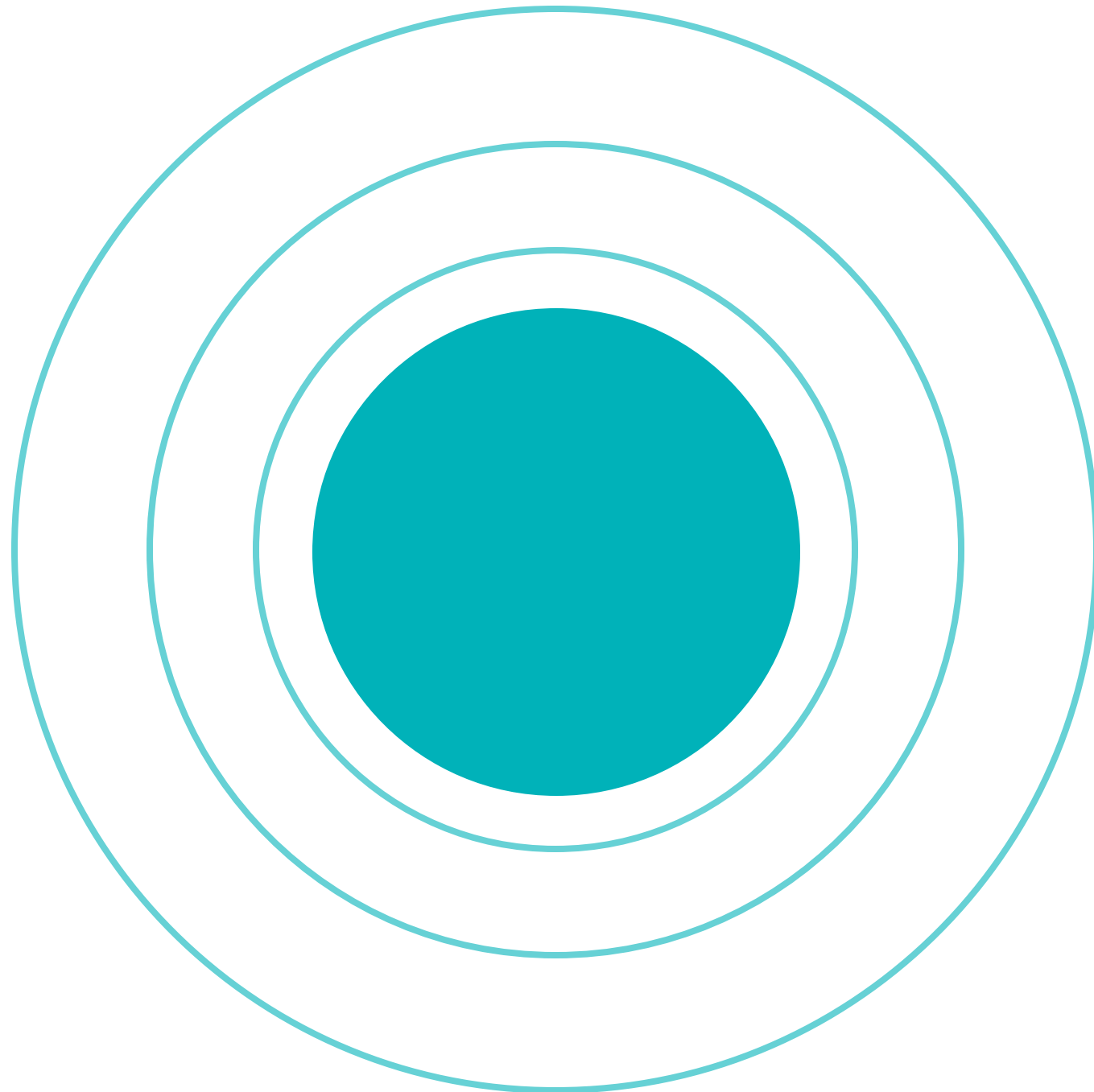
- The Scientific Planning Committee (SPC) has control over the choice of topics and speakers.
- Content has been developed according to the standards and expectations of the Mainpro+ certification program.
- The program content was reviewed by the SPC.

Land Acknowledgement

We acknowledge that the lands on which we are hosting this meeting include the traditional territories of many nations.

The OCFP and DFCM recognizes that the many injustices experienced by the Indigenous Peoples of what we now call Canada continue to affect their health and well-being. The OCFP and DFCM respects that Indigenous people have rich cultural and traditional practices that have been known to improve health outcomes.

I invite all of us to reflect on the territories you are calling in from as we commit ourselves to gaining knowledge; forging a new, culturally safe relationship; and contributing to reconciliation.





Improving burnout with time management

You raised important questions we'll try to work through together today:

1. What strategies can be employed to ensure realistic goal-setting that acknowledges inherent limitations and enhances productivity?
2. In what ways can integrating digital health technology with existing office IT systems improve overall clinical workflow?
3. How can healthcare professionals effectively incorporate administrative tasks into their schedules without encroaching on personal time and manage patient expectations to prevent burnout?

And other questions you add in the Q&A box...





Improving burnout with time management

Your Panelists

Dr. Chandi Chandrasena

Ottawa, ON

Dr. Sarah Giles

Kenora, ON

Dr. James Goertzen

Thunder Bay, ON



Creating Capacity with Technology


OCFP Practising Well Community of Practice


December 13th, 2023


Dr. Chandi Chandrasena CCFP FCFP,
Chief Medical Officer of OntarioMD,
Family Physician


OMA Physician Burnout Task Force

Top 5 System-Level Solutions to Physician Burnout

1  Streamline and reduce required documentation and administrative work.

2  Ensure fair and equitable compensation for all work done.

3  Increase work-life balance by making organizational policy changes.

4  Promote the seamless integration of digital health tools into physicians' workflows.

5  Provide institutional supports for physician wellness.

 Ontario Medical Association

Healing the Healers: System-Level Solutions to Physician Burnout

Recommendations of the Ontario Medical
Association Burnout Task Force

Aug. 18, 2021





“

The advance of technology is based on making it fit in so that you don't really even notice it, so it's part of everyday life.

BILL GATES

GRACIOUSQUOTES.COM



Do a 360 of your clinic workflow!

Pre-Visit



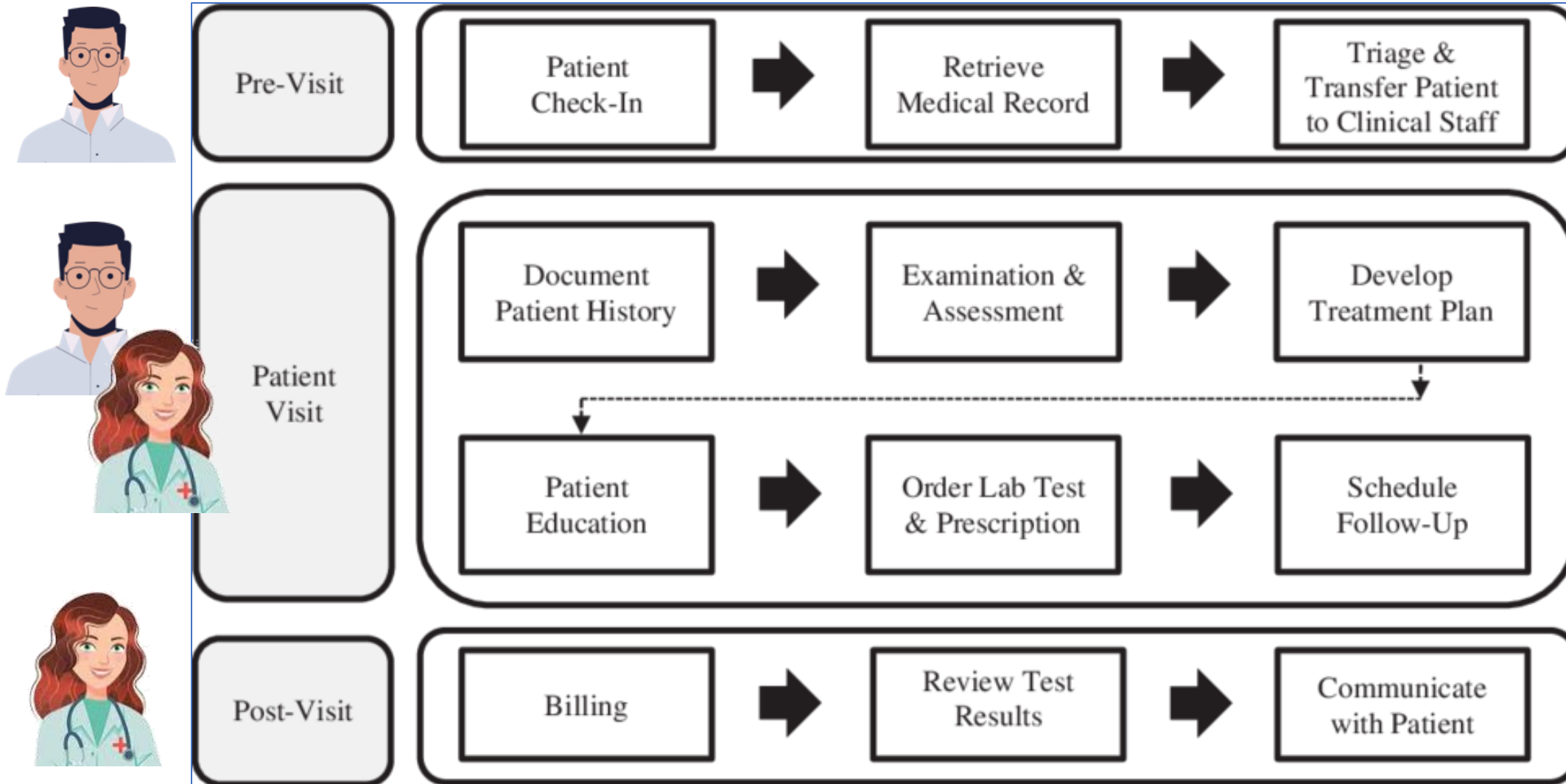
In-Visit



Post-Visit



Conduct a 360 of your workflow



Typical primary care provider workflow: pre-visit, patient visit, and post-visit. Clinical Workflow Process
Diagram adapted from Bowens et al. (2010) and Lee and Shartzter (2005: 1-2).

5 B's of Digital Wellness



BOUNDARIES:

- Set clear guidelines for use with patients & clinic overall

BUCKET FILLING:

- Prioritize in-person interaction when needed to build relationships (AI & other tech)

BREAKS:

- Schedule breaks,
- Regular review of the impact of the technology be prepared to stop using it

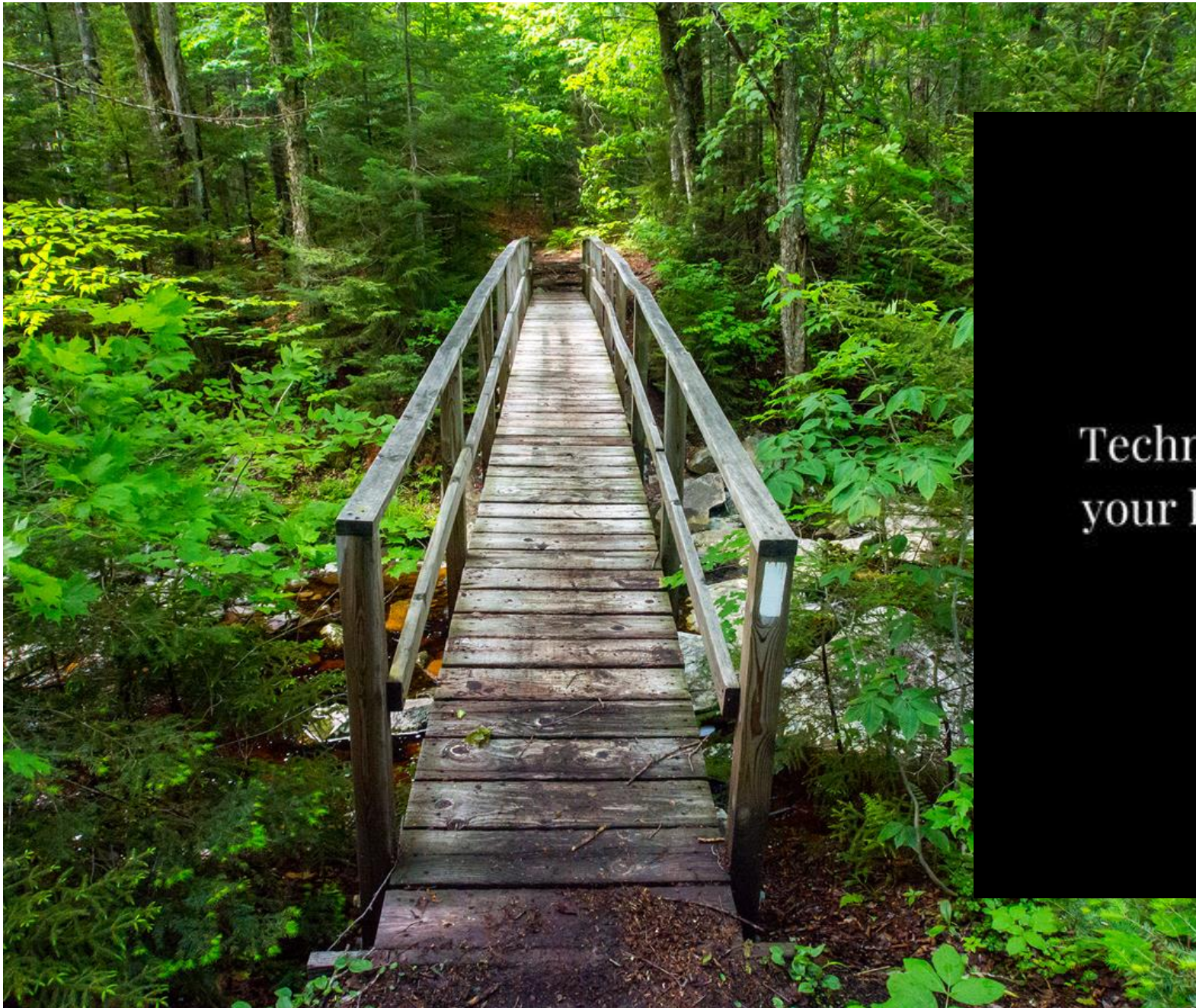
BUILDING CAPACITY:

- Provide ongoing training (effective and efficient use of digital health tools) for clinicians & STAFF
- Optimize EMRs & workflow
- Design rooms for efficient use of technology to save time (face the patient, eye contact, printers, monitors)
- Use Technology as a tool for efficiency

BALANCE: Work and Life:

- Realistic expectations for after-hours communication
- Not checking labs/results except at pre-determined times
- Take a day off per week from charts completely minimum
- Deciding as a clinic what is acceptable standard for coverage and standard of care
- Vacations & enjoying them! TAKE A BREAK
- Limit EMR app or use on weekends &
- evenings





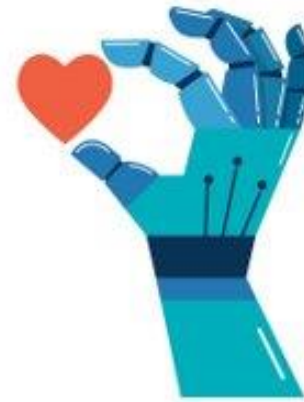
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Technology should improve
your life... not become your
life.

—
BILLY COX

GRACIOUSQUOTES.COM

THANK YOU



Contact support@ontariomd.com / 416-623-1248 /
Toll-free: 1-866-774-8668

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Your Panelists

Dr. Chandi Chandrasena

Toronto, ON

Dr. Sarah Giles

Kenora, ON

Dr. James Goertzen

Thunder Bay, ON

Ruthless Efficiency

Sarah Giles, CCFP(EM), FCFP, FRRMS, DMT&H
ER and Hospitalist Physician, Lake of the Woods District Hospital
Assistant Professor, NOSMU

Conflicts of Interest

- My hospital has docks for staff and visitor parking
- Medical Post – rare article
- SRPC Board Member at Large
- Constantly looking for locums



Be Realistic and Build in time for Disasters

- When building your schedule, be ruthlessly realistic about what you can actually do.
- Build in time for disasters – they are predictable
- Prepare – whether for clinic, an ER shift, or a dinner party – saves time in the long run.
- If there is something you absolutely hate/dread, get rid of it OR do it frequently (medical records, billing, dictating, book keeping) so it's no longer a monster.
- If you have children, elderly parents, or pets, they will sabotage your best plans – expect this!

Outsource

- Meal prep
- Shoveling
- Grass cutting
- Easy parts of forms
- Driving kids (Uber, carpool)
- Accounting
- Grocery shopping
- House cleaning
- Scribe
- Ask for, and accept, help
- Invent an EA who says “no”
- If you hate it, let it go
- Accept limitations



Touch Paper/Emails Once

- I procrastinate and stress over things that take 1min
- Do things when they enter your inbox as much as possible
- Stay organized – have lists – avoid duplication, repetition
- Reuse and recycle – things like COI forms
- On my tombstone: “She checked the last thing off her list”

Take Aways

- Be realistic in what you can actually accomplish
- Outsource as much as possible
- Get rid of things you hate the most
- LISTS
- Touch paper/emails once
- Stay organized





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Toronto, ON

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Dr. James Goertzen

Thunder Bay, ON

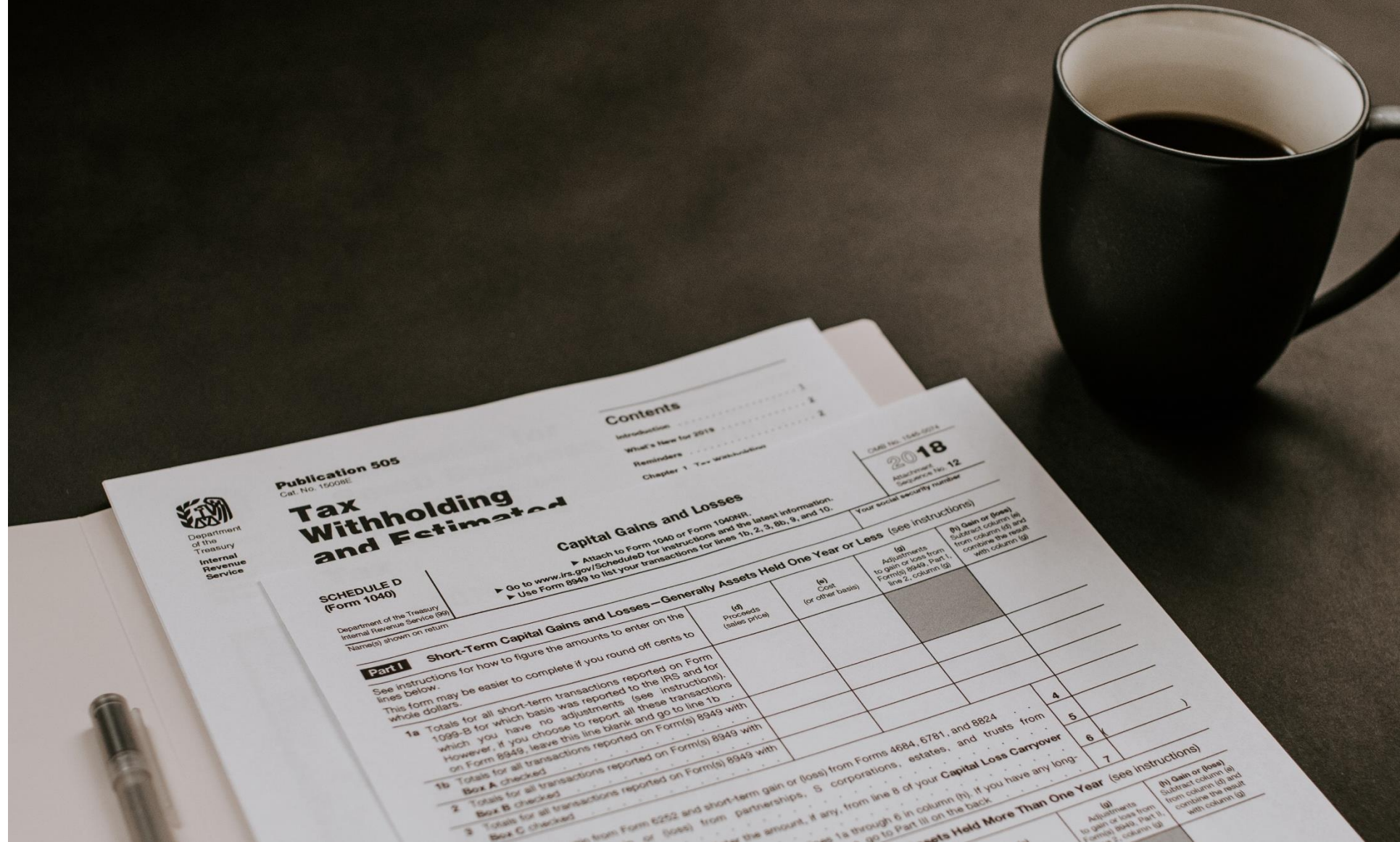
Time Management

Setting Yourself Up For Success!

James Goertzen MD, MCISc, CCFP
Former Associate Dean, CEPD
NOSM University



Burden of paperwork



Publication 505
Cat. No. 15008E

Tax Withholding and Estimated Tax

SCHEDULE D
(Form 1040)

Department of the Treasury
Internal Revenue Service (99)
Name(s) shown on return

Contents

Introduction
What's New for 2018
Reminders
Chapter 1 Tax Withholding

OMB No. 1545-0047
2018
Attachment
Sequence No. 12

Capital Gains and Losses

▶ Attach to Form 1040 or Form 1040NR.
▶ Go to www.irs.gov/ScheduleD for instructions and the latest information.
▶ Use Form 8949 to list your transactions for lines 1b, 2, 3, 8b, 9, and 10.

Your social security number

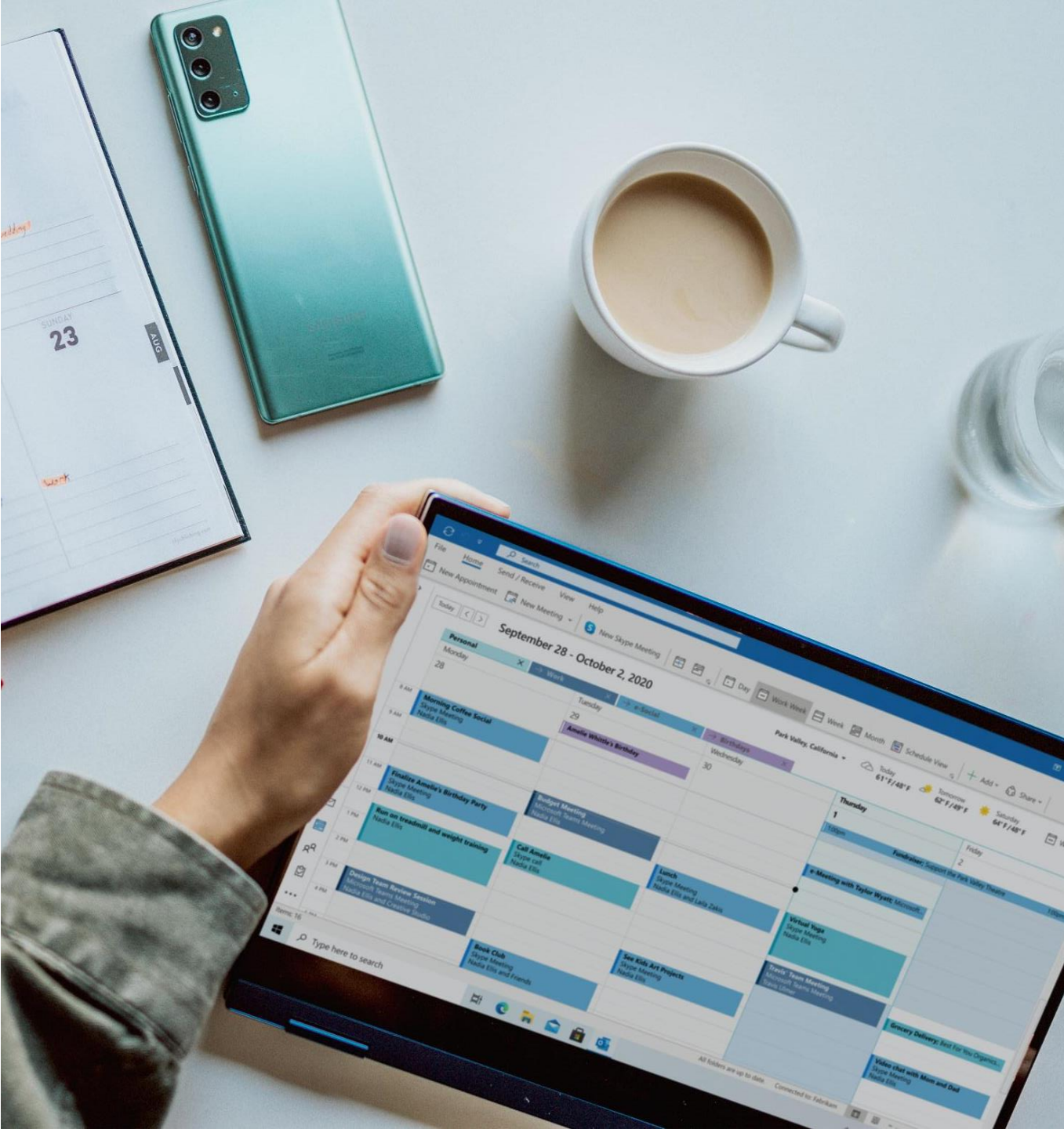
Part I Short-Term Capital Gains and Losses—Generally Assets Held One Year or Less (see instructions)

See instructions for how to figure the amounts to enter on the lines below.
This form may be easier to complete if you round off cents to whole dollars.

	(d) Proceeds (sales price)	(e) Cost (or other basis)	(g) Adjustments to gain or loss from Forms 8949, Part I, line 2, column (g)	(h) Gain or (loss) Subtract column (d) from column (e) and combine the result with column (g)
1a Totals for all short-term transactions reported on Form 1099-B for which basis was reported to the IRS and for which you have no adjustments (see instructions). However, if you choose to report all these transactions on Form 8949, leave this line blank and go to line 1b				4
1b Totals for all transactions reported on Form(s) 8949 with Box A checked				5
2 Totals for all transactions reported on Form(s) 8949 with Box B checked				6
3 Totals for all transactions reported on Form(s) 8949 with Box C checked				7

Assets Held More Than One Year (see instructions)

	(i) Adjustments to gain or loss from Forms 8949, Part II, line 2, column (i)	(j) Gain or (loss) Subtract column (i) from column (h) and combine the result with column (i)
4 Totals for all long-term capital gain or (loss) from Forms 4684, 6781, and 8824		
5 Totals for all long-term capital gain or (loss) from partnerships, S corporations, estates, and trusts from line B of your Capital Loss Carryover		
6 Totals for all long-term capital gain or (loss) from Form 6252 and short-term gain or (loss) from Form(s) 8949 with Box A checked		
7 Totals for all long-term capital gain or (loss) from Form(s) 8949 with Box B checked		
8 Totals for all long-term capital gain or (loss) from Form(s) 8949 with Box C checked		



Schedule
time for
forms &
letters

Your time is \$\$ **Charge** **appropriately**

January 2023 Edition

Physician's Guide to Uninsured Services

A Guide for Ontario
Physicians

Ontario Medical Association

FOOD 7A-4P	
GGET GRANOLA	
W MILK	6
W ALMOND MACADAMIA MILK	7.5
W YOGURT	7.5
ADD MARKET FRUIT	4
NICE BISCUIT	6
YEAST RAISED WAFFLE	
W MAPLE SYRUP & BUTTER	10
W FRUIT, RICOTTA & HONEY	12.5
GGET BREAKFAST BURRITO	11
EGGS ON A BISCUIT & AVO	12
GGET BREAKFAST SANDWICH	9
PROTEIN BRE KIE	13
OVERNIGHT OATS	8
CHICKPEA FRITTATA	12
AVOCADO TOAST	11
SALMON SALAD	16
TURKEY BAGUETTE	12
SIDES	
2 EGGS	4.5
BACON	4.5
ROASTED POTATOES	3
MARKET FRUIT	
RUSTIC TOAST	3
JAM & BUTTER	6



Partner with your patient

- Complete demographics
- Provide consent/sign form
- Track down documentation
- Draft letter
- Respect timelines & fee



Partner with your clinic staff

- Office policies
- Office posters
- Patient responsibilities
- Form completion
- Payment collection
- Gratitudes

Know your responsibilities

- College of Physicians & Surgeons of Ontario
- Canadian Medical Protective Association



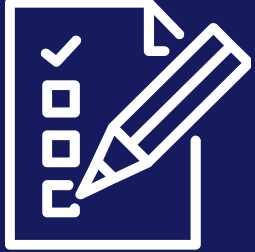




Relevant resources and office tools

Resources

Tools



Links to resources shared today will be sent to participants following the session.

Tools and Resources

Resource	Type	Link
Digital Health Tools Accessible from Your EMR	Digital Health Tools	https://www.ontariomd.ca/what-we-do/digital-health-tools
OMD Educates Webinars	Webinars	https://www.ontariomd.ca/what-we-do/events/omd-educates
Physician Burnout Brochure	OMD Publications	https://www.ontariomd.ca/documents/resource-library/ontariomd-physician-burnout-brochure-aug-2-final.pdf
Digital Health Drug Repository (DHDR) Brochure	OMD Publications	https://www.ontariomd.ca/documents/resource-library/dhdr-brochure.pdf
OMD Advisory Service	OMD Publications	https://www.ontariomd.ca/documents/resource-library/omd-advisory-service-brochure.pdf
Online Appointment Booking	OMD Publications	https://www.ontariomd.ca/documents/resource-library/oab-brochure.pdf
Peer Leader Brochure	OMD Publications	https://www.ontariomd.ca/documents/resource-library/peer-leaders-bro-4gtscnmu.pdf
OMD Products & Services Brochure	Brochure	https://www.ontariomd.ca/documents/resource-library/products-and-services-brochure-v6-2-final.pdf
Privacy & Security Online Training	Online Training	https://www.ontariomd.ca/products-and-services/privacy-and-training-resources
Digital Health eTips Newsletter	Newsletter	https://www.ontariomd.ca/
OMA. Physician's guide to uninsured services: A guide for Ontario Physicians. January 2023 Edition.	Guide	https://www.oma.org/search?q=physician%20guide%202023%20uninsured%20services
OMA. Uninsured services.	Poster	https://www.oma.org/member/search?q=uninsured%20services%20poster
CPSO. Advice to the Profession – Continuity of Care	Information	https://www.cpso.on.ca/Physicians/Policies-Guidance/Policies/Continuity-of-Care/Advice-to-the-Profession-Continuity-of-Care#:~:text=Advice%20to%20the%20Profession%3A%20Continuity%20of%20Care%201,...%205%20Walk-in%20Clinics%20...%206%20Endnotes%20
CPSO. Third Party Medical Reports	Information	https://www.cpso.on.ca/Physicians/Policies-Guidance/Policies/Third-Party-Medical-Reports
CMPA. Medical letters, forms, and reports. May 2022	Guide	https://www.cmpa-acpm.ca/en/education-events/good-practices/physician-patient/medical-letters--forms--and-reports

Resources

Education



Links to resources shared today will be sent to participants following the session.

Practising Well CoP – Self Learning Program

The Practising Well CoP is now certified for self learning credits!

Earn **1-credit-per-hour** for reviewing the recording and resources from **past CoP sessions**. The self learning program is certified for up to 38 Mainpro+ credits.



For more information and to participate:

<https://www.ontariofamilyphysicians.ca/education-practice-supports/practising-well/practising-well-community-of-practice/practising-well-cop-self-learning-program>

Peer Connect

Enabling you to connect, share and learn from your fellow family physicians.



Mentorship Program - Connect with a Peer Guide!

An opportunity to partner with another family physician, **one-to-one or in a small group**, for support as you **explore clinical complexity and increase your confidence** caring for patients with mental health challenges, substance use, and chronic pain. A focus can be on your well-being as you engage in this challenging work.

<https://www.ontariofamilyphysicians.ca/supports-for-family-doctors/mental-health-and-addictions-supports/peer-connect-mentorship/>

Upcoming Changing the Way we Work Community of Practice

Winter virus season and changes to breast cancer screening

with Drs. Allison McGeer, Jonathan Isenberg, Anna M. Chiarelli and Ms. Maggie Keresteci

The increased administrative burden on family doctors, along with a rise in complex patient cases, have led to extended work hours, leading to burnout within family medicine. In this session, we will share invaluable strategies and time management hacks to combat burnout and enhance both professional satisfaction and personal well-being. The panel will offer insights and tips on optimizing charting and paperwork review to increase efficiency in practice.

December 15, 2023

8:00am – 9:00am

[Register Now](#)



This one-credit-per-hour Group Learning program has been certified by the College of Family Physicians of Canada and the Ontario Chapter for up to 1 Mainpro+ credit. The Changing the Way we Work Community of Practice includes a series of planned live, interactive sessions. Each session is worth 1 Mainpro+ credits, for up to a total of 32.5 credits.



FMS 2024

FAMILY MEDICINE SUMMIT

Driving Real Change for Family Doctors Today

Live –stream days on January 26 & 27, 2024

Why attend?

- **Hear from thought-provoking leaders** including keynote speakers: Dr. Teresa Chan, Dr. Avi Goldfarb and Dr. Chika Stacy Oriuwa.
- **Strengthen your skills** on health topics that matter to you and your practice.
- **Connect and network** with your family medicine community.

Register today at <http://www.ocfpsummit.ca>



Opening Keynote



Dr. Hayley Wickenheiser

Family Physician Resident, Olympic Gold Medalist, Hockey Hall of Famer and Senior Director of Player Development for the Toronto Maple Leafs

Resources

Supports



Links to resources shared today will be sent to participants following the session.

Supporting Family Doctors Through Respiratory Illness Season

Information to help Ontarians stay healthy

[Information for Physicians](#)

[Information for Patients](#)

<https://www.ontariofamilyphysicians.ca/education-practice-supports/respiratory-illness-season-tools-and-resources>

Respiratory Illness Season Tools and Resources

This respiratory illness season, the OCFP is sharing tools and resources to help family doctors and patients.

Respiratory Illness Tools and Resources

Find current information on vaccines, IPAC reminders, planning for high-risk groups to access antivirals, and patient education on caring for illness at home.

[Tools and Resources for Family Doctors](#)

Screening Tool

This tool will help you screen patients for respiratory symptoms to ensure high-risk patients have timely access to antiviral treatments.

[Screening for Symptoms of Respiratory Illness](#)

Patient Education

Share these tips and resources on vaccines, antivirals and when and where to seek care.

[Tools for Patients](#)

Resources

Supports



OMA Physician Health Program

<https://php.oma.org>

Centre for Addiction and Mental Health
Health Care Provider (HCP) Resource
Site

<http://www.camh.ca/covid19hcw>

CMA Wellness Hub

<https://www.cma.ca/physician-wellness-hub>



- PARO 24/7 Helpline for Residents, Family Members, Medical Students
- 1-866-HELP-DOC



- <https://www.ontario.ca/#support-health-care-worker>
 - Self-led / With peers / Talk to a clinician
- [Ontario Shores Centre for Mental Health Sciences, Whitby](#)
- [St. Joseph's Healthcare, Hamilton](#)
- [The Royal Ottawa Mental Health Centre, Ottawa](#)
- [Waypoint Centre for Mental Health Care, Penetanguishene](#)
- [Centre for Addictions and Mental Health \(CAMH\), Toronto](#)



- ECHO Coping with COVID
 - for health providers (educational credits)
 - Fridays 2-3pm EST
- <https://camh.echoontario.ca/echo-coping-with-covid/>

Support for you and those you care about.

Upcoming Community of Practice

Effective strategies for Benzodiazepine weaning in patient care

with Dr. Ali Damji and Dr. Jonathan Bertram

January 17, 2024
8:00am – 9:00am

[Register Now](#)

practisingwell@ocfp.on.ca



This one-credit-per-hour Group Learning program has been certified by the College of Family Physicians of Canada and the Ontario Chapter for up to 1 Mainpro+ credit. The Practising Well Community of Practice includes a series of planned live, interactive sessions. Each session is worth 1 Mainpro+ credits, for up to a total of 15 credits.