



Tips and Tricks for Addressing Burnout

PANELISTS

Dr. Samantha Lavitt • Dr. Anish Mody • Dr. Neil Naik

WITH

Dr. Stephanie Zhou • Dr. Chandi Chandrasena

Ontario College of
Family Physicians  *Thriving Family Physicians
in a Healthy Ontario*

 Family & Community Medicine
UNIVERSITY OF TORONTO

**Mental Health
and Addictions**

September 17, 2025

Practising Well: Your Community of Practice

Please introduce yourself in the chat!

Your name,
Your community,
Your X (Twitter)
handle

Interested in becoming a
speaker at our CoPs?
Send us an email with your
name & topic(s) of interest to
practisingwell@ocfp.on.ca

@OntarioCollege
#PractisingWell

Your Panelists: Disclosures

Dr. Samantha Lavitt

- Relationships with financial sponsors (including honoraria): OCFP Practising Well CoP speaker, University of Ottawa
- Membership on advisory boards or speakers' bureaus: EDI Advisory Committee and Accessibility Advisory Committee for the Municipality of North Grenville

Dr. Anish Mody

- Relationships with financial sponsors (including honoraria): OCFP Practising Well CoP speaker
- All other investments or relationships: Ontario MD - Peer Leader (contractor for providing expert opinion and one on one consultations with physicians to meet their technology needs)

Dr. Neil Naik

- Relationships with financial sponsors (including honoraria): OCFP Practising Well CoP speaker, Baysil Inc., Amgen, Pfizer, Abbott, Novo Nordisk, AstraZeneca, Boehringer-Ingelheim, Canada Health Infoway, eHealth Centre for Excellence, McMaster University, OHIP, Kitchener-Waterloo Academy of Medicine, Cancer Care in the Waterloo Wellington Region, Lush Woodcraft, The Canadian Collaborative Research Network ("CCRN"), Bayer, University of Waterloo, Topology Health, Khure Health, Ontario Health
- Membership on Advisory Board or Speakers' Bureaus: Amgen, Pfizer, Abbott, Abbvie, AstraZeneca, Boehringer-Ingelheim, Eli Lilly, Amplify Care (formerly eHealth Centre for Excellence), KW4 Primary Care Council, Canada-Africa Community Health Alliance, Waterloo Integrated Renal Program Council, Online Appointment Booking Provincial Advisory Committee, Waterloo-Wellington Therapeutic Endoscopy Committee, Ontario Medical Laboratory Network for Connected Care, Ontario Primary Care Council
- All other investments or relationships: Cloud Dx, Alphabet, Apple, Qualcomm, Johnson & Johnson, Aetna Insurance, RGAX Insurance, LSK Technologies, HealthTii Inc., Communitel, KW4 Ontario Health Team, Grand River Hospital Foundation, Orion Biotechnology, Glucoin, Sunlife Insurance, SanctuaryAI, AIoT, Bird&be, Tactico, FluidAI, FirstHx, Grand River Hospital Foundation, Canada Africa Community Health Alliance (CACHA), Intellijoint, Novo Nordisk

Disclosures

Dr. Stephanie Zhou @stephanieyzhou

Relationships with financial sponsors (including honoraria):

- Ontario College of Family Physicians – Practising Well Scientific Planning Committee
- Canadian Medical Association – Honoraria for practice management lectures
- Department of Family and Community Medicine (University of Toronto)
- Toronto Public Health – Board of Directors member

Dr. Chandi Chandrasena @

Relationships with financial sponsors (including honoraria):

- Ontario MD – Chief Medical Officer

Mitigating Bias

Disclosure of financial support



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Potential conflicts



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.

Practising Well Self-Learning Program

The Practising Well CoP is 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 63 Mainpro+ credits.



**Learn More and
Participate**

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.

Your Panelists

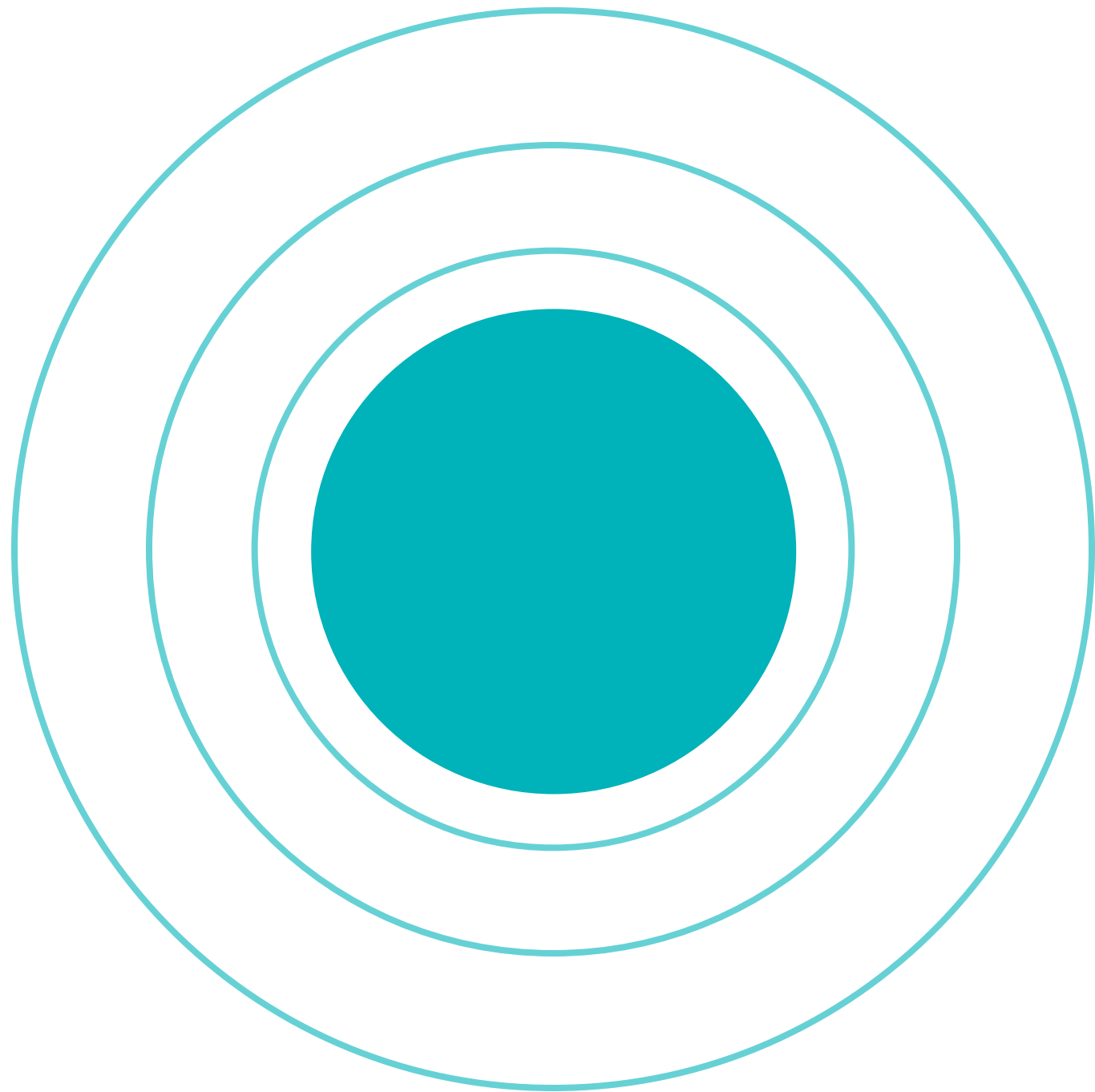


Dr. Samantha Lavitt

Dr. Anish Mody

Dr. Neil Naik

Tips and Tricks for Addressing Burnout



What brought you here?

The struggle is real.

You need help.

We are here to help you.

You came here to help yourself!

Loving Kindness practice

May I feel loved

May I feel healthy

May I feel happy

Your Panelists



Dr. Samantha Lavitt

Dr. Anish Mody

Dr. Neil Naik

Tips and Tricks for Addressing Burnout

An abstract graphic on the left side of the slide. It consists of numerous thin, parallel lines that form a 3D corner or tunnel effect. The lines are colored with a gradient: warm colors like orange and yellow on the left, transitioning through green and blue to cool colors like purple and pink on the right. The lines recede into the distance, creating a sense of depth.

OCFP Practicing Well

Managing Burnout
Anish Mody CCFP

Burnout

- Moral Injury
- Personal Systems
 - Practice related
 - Personal



Technological delegation



Patient delegation



Compose a new message

Select a recipient

☐ Family Practice

☒ Forms

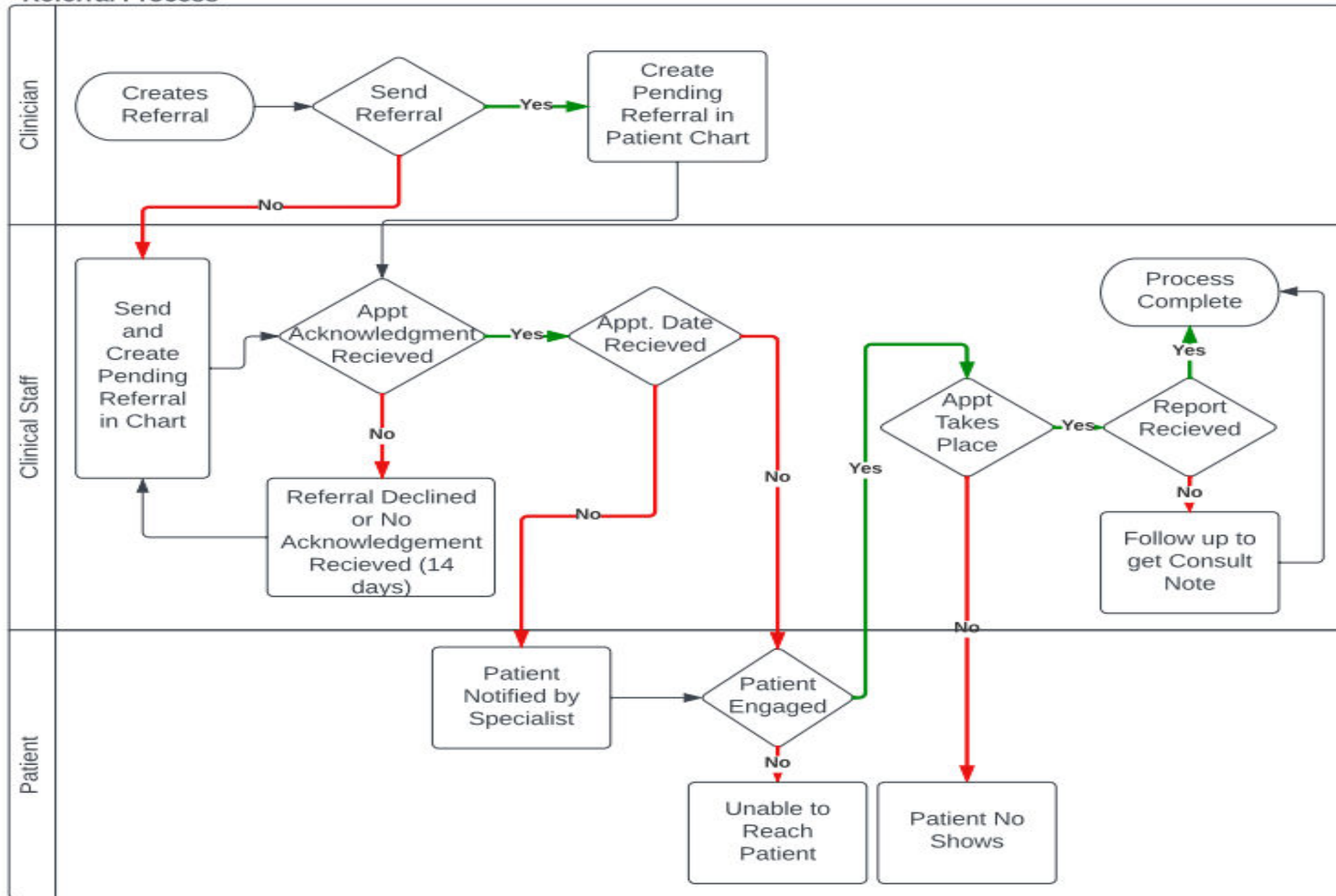
Kindly attach your third party forms to this message.

- Ensure your part is complete and signed. Ensure the form is in PDF format and legible (Photos of forms are not accepted)
- Ensure relevant information is available or provide it
- You are responsible for all fees to complete forms, unless specified otherwise
- Please allow a minimum of two weeks to complete the forms. Additional fees apply for urgent requests
- Forms are either completed or an appointment is needed.



Team

Referral Process



Send Email to Anish Test

closed referral

Templates 

To: Anish Test

Subject:

Email: Dear Anish,

[weblink]

Note: This is an outgoing email only. Please do not reply to this email. If you have any questions or concerns, please contact the office in the usual manner.

☒ Secure Message:

We have been notified that your referral has been closed due to inactivity or a no show. See attached. Our clinic policy states that "it is the responsibility of the patient to follow up with any referral that has been closed". It is also the patient's responsibility to pay for any no show fees charged by the clinic you were referred to (if applicable).

If another referral is needed by our clinic, this service is not OHIP funded and subject to a no show/missed appointment fee of \$20.

Sincerely,
Novel Health Team

 Add Attachments...

☐ Allow reply

☐ Notify me when viewed



Skills

Your Panelists



Dr. Samantha Lavitt

Dr. Anish Mody

Dr. Neil Naik

Tips and Tricks for Addressing Burnout

Sustainability of the mental MinD



A close-up view of a helicopter's instrument panel at night. The panel is illuminated with various gauges and dials, including an engine oil pressure gauge, torque gauge, airspeed indicator, and fuel gauges. A digital display shows the time 5:45. The background shows a blurred view of city lights through the cockpit window.

Taking time off

HIS HELICOPTER MUST BE OPERATED
IN COMPLIANCE WITH THE OPERATING
LIMITATIONS SPECIFIED IN THE
APPROVED HELICOPTER FLIGHT MANUAL.
MINIMUM COCKPIT WEIGHT 170 LBS.
SELECTIVE PASSENGER LOADING
WHEN BOTH CREW SEATS ARE OCCUPIED
ONLY ONE (1) MID-PASSENGER IS
PERMITTED UNLESS THERE ARE TWO (2)
ATT. PASSENGERS.
WHEN ONLY ONE (1) CREW SEAT IS OCCUPIED
NO MORE THAN TWO (2) ATT. PASSENGERS
ARE PERMITTED UNLESS THERE IS ONE (1)
MID-PASSENGER.
ABOVE 4,150 LB. G.W. ALTERNATE
PASSENGER LOADING FROM SIDE TO SIDE.
REFER TO RPM WEIGHT AND BALANCE FOR
ADDITIONAL LOADING INFORMATION.



A female doctor with dark hair tied back, wearing a white lab coat over a blue shirt, is swinging on a thick brown vine in a lush jungle. She has a stethoscope around her neck and is looking towards the camera. The background is filled with dense green foliage, including palm leaves and red flowers, with sunlight filtering through the trees. The text "Tarzan method for vacation" is overlaid in white, with a horizontal white line underlining the word "vacation".

Tarzan method for vacation

Office efficiency and change management

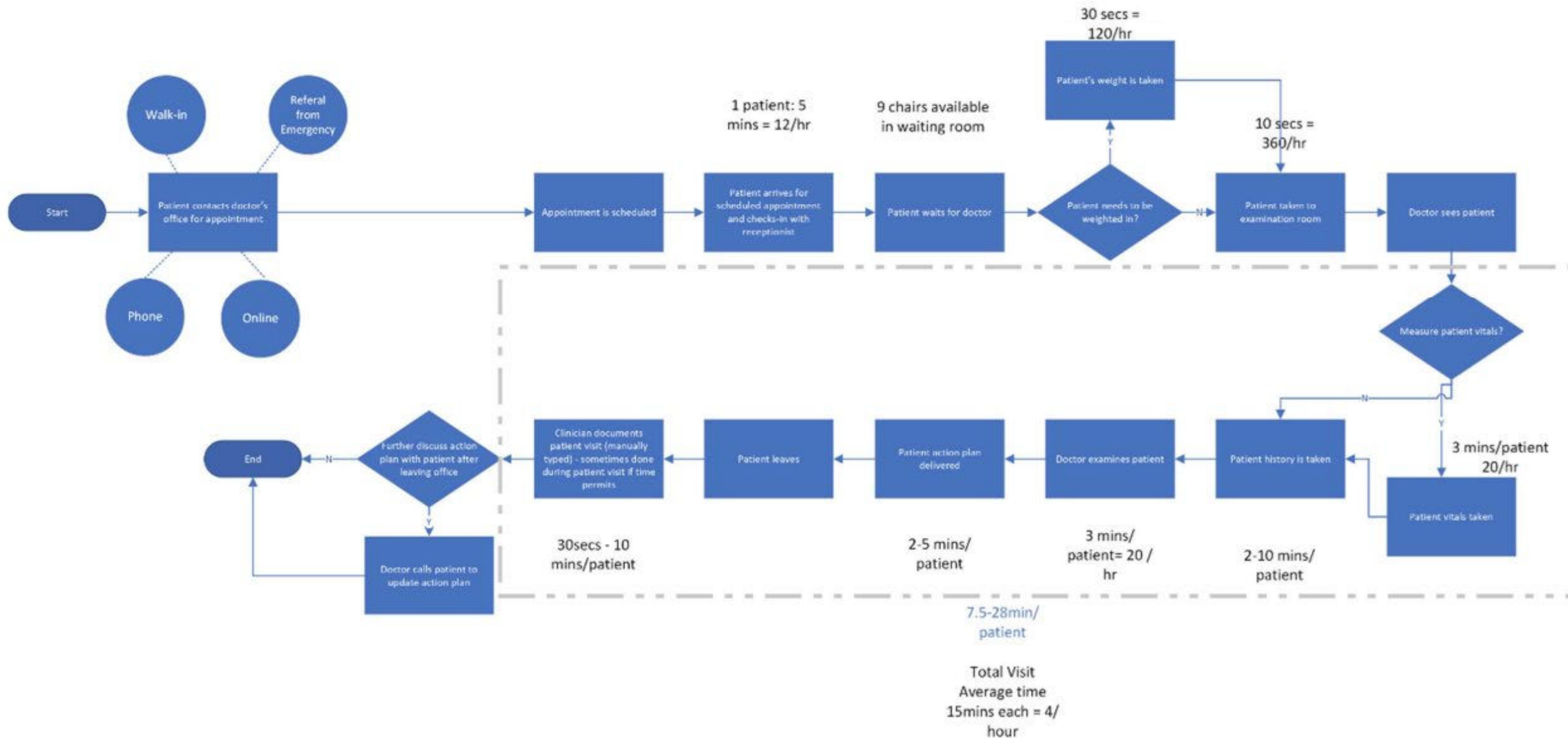




Efficiencies in different ways

SHTCIR APPOINTMENTS											
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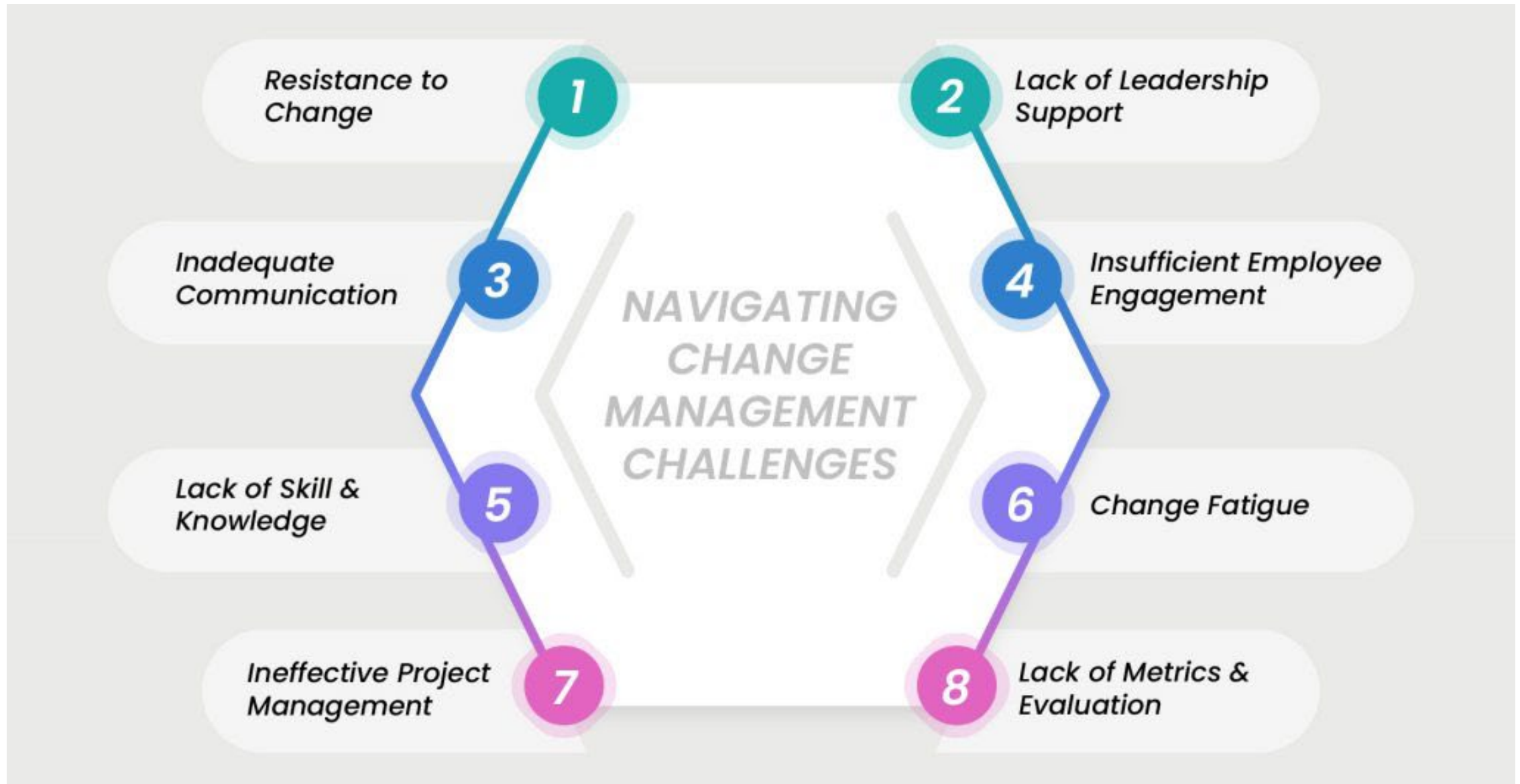
Exhibit 1: Patient Journey Map



The Process of Transition - John Fisher, 2012

(Fisher's Personal Transition Curve)





Different solutions for different problems

Patient access and intake

- Online appointment booking + Reminders
- E-Forms/digital intake
- Queue/ Self-check in kiosks
- Virtual visits

Care delivery and documentation

- Ambient AI Scribes
- Secure patient messaging
- Provincial viewers (Connecting Ontario, Clinical Connect, OLIS)

More solutions!

Ordering, results, and referrals

- ePrescribing
- OLIS lab integration
- HRM integration
- eOrdering (limited release)
- **eReferral**

Communications and phone workflow

- Call queues, voicemail to text
- Mass emails
- AI phone triaging

It keeps going!

Population Health and QI

- Als for rare disease identification
- EMR searches
- Screening activity report

Remote monitoring

- Various remote patient monitoring programs in different OHTs (CHF, DMT2)



Examples!

- Inbox flooded with hospital faxes → **HRM to EMR + retire duplicate faxing.**
- Evenings spent charting → **Ambient AI scribe + smart templates.**
- Chronic disease bounce-backs → **RPM/Telehomecare enrollment.**
- Phones jammed from 9–11am → **Online booking + cloud phone call-back** (and voicemail-to-text triage)
- Lost lab reqs / duplicate tests → **Lab eOrdering + OLIS access in EMR/viewer.**

) Aug 31, 2025

Lab Requisition - Drug Monitoring

NN

 Ministry of Health and Long-Term Care Laboratory Requisition Requisitioning Clinician / Practitioner		Laboratory Use Only			
Name Neil P Naik		<div>CLEAR</div>			
Address 435 The Boardwalk Waterloo, Ontario N2T 0C2		Clinician/Practitioner's Contact Number for Urgent Res 519-743-1011		Service Date yyyy mm dd	
Clinician/Practitioner Number 035233	CPSO / Registration No 108785	Health Number	Version	Sex <input type="checkbox"/> M <input checked="" type="checkbox"/> F	Date of Birth yyyy mm dd 2000 01 01
Check <input checked="" type="checkbox"/> one: <input type="checkbox"/> OHP/Insured <input type="checkbox"/> Third Party / Uninsured <input type="checkbox"/> WSIB		Province ON		Other Provincial Registration Number	
Additional Clinical Information (e.g. diagnosis)		Patient's Last Name (as per OHP card) Family Care		Patient's Telephone Contact Number	
Copy to: Clinician/Practitioner Last Name First Name Address		Patient's First & Middle Name (as per OHP card) Boardwalk		Patient's Address (including Postal Code) 435 The Boardwalk, Unit 205 Waterloo, ON N2T 0C2	
Note: Separate requisitions are required for cytology, histology / pathology and tests performed by Public Health Laboratory					
X Biochemistry		X Hematology		X Viral Hepatitis (check one only)	
Glucose <input type="checkbox"/> Random <input type="checkbox"/> Fasting		CBC		Acute Hepatitis	
HbA1C		Prothrombin Time (INR)		Chronic Hepatitis	
Creatinine (eGFR)		Immunology		Immune Status / Previous Exposure Specify: <input type="checkbox"/> Hepatitis A <input type="checkbox"/> Hepatitis B <input type="checkbox"/> Hepatitis C or order individual hepatitis tests in 1 "Other Tests" section below	
Uric Acid		Pregnancy Test (Urine)		Prostate Specific Antigen (PSA)	
Sodium		Mononucleosis Screen		<input type="checkbox"/> Total PSA <input type="checkbox"/> Free PSA	
Potassium		Rubella		specify one below: <input type="checkbox"/> Insured - Meets OHP eligibility criteria <input type="checkbox"/> Uninsured - Screening. Patient responsible for payment	
ALT		_pratal: ABO, RhD, Antibody Screen (stre and ident. if positive)		Vitamin D (25-Hydrox)	
Alk. Phosphatase		Repeat Prenatal Antibodies		<input type="checkbox"/> Insured - Meets OHP eligibility criteria osteopenia, osteoporosis, renal renal disease, malabsorption syndrome, medications affecting vitamin D metabolism	
Bilirubin		Microbiology ID & Sensitivity (if warranted)		<input type="checkbox"/> Uninsured - Patient responsible for payment	
Albumin		Cervical		Other Tests - one test per line	
Lipid Assessment (includes Cholesterol, HDL-C, Triglycerides, calculated LDL-C & Chol/HDL-C ratio; individual lipid tests may be ordered in the "Other Tests" section of this form)		Vaginal / Rectal - Group B Strep			
Albumin/Creatinine Ratio, Urine		Chlamydia (specify source):			
Urinalysis (Chemical)		GC (specify source):			
Neonatal Bilirubin:		Sputum			
Child's Age: days hours		Throat			
Clinician/Practitioner's tel no. Ext.		Wound (specify source):			
Patient's 24 hr telephone no. Ext.		Urine			
Therapeutic Drug Monitoring:		Stool Culture			
Name of Drug #1		Stool Ova & Parasites			
Name of Drug #2		Other Swabs / Pus (specify source):			
Time Collected #1 hr. #2 hr.		Specimen Collection			
Time of Last Dose #1 hr. #2 hr.		Time Date			
Time of Next Dose #1 hr. #2 hr.		Fecal Occult Blood Test (FOBT) (check one)			
I hereby certify the tests ordered are not for registered in or out patients of a hospital		<input type="checkbox"/> FOBT (non CCC) <input type="checkbox"/> ColorCancerCheck FOBT (CCC) no other test can be ordered on this form			
		Laboratory Use Only			
X Clinician/Practitioner Signature August 31, 2025 Date					

4422-64 (2012/11) © Queen's Printer for Ontario, May 21

Antipsychotics

ADHD

Antidepressants

Antiepileptics

Biologics

Nozinan

Tiaprofenic ...

DO...

Hydroxyurea

Prolia/Bisphosphonates

L-thyroxine

TSH= never

Lithium

()

Ulipristal

Arimidex

Letrozole

Valproic Acid

Methotrexate

Hydroxychloroquine

Stand. Screen

Fatty Liver

Obe...

Fatigue

Inflam.

Osteopor...

Your Panelists



Dr. Samantha Lavitt

Dr. Anish Mody

Dr. Neil Naik

Tips and Tricks for Addressing Burnout

A compassion-based approach to practice management

IT IS POSSIBLE

(with a few caveats)



Crisis intervention: Personal day

1. Contact whoever manages your schedule.
2. Deliver a message clearing your schedule of all non-urgent patients and meetings.
3. Arrange coverage for any urgent responsibilities.
4. Do this without apologizing for being a human.

Script:

“ I am taking a personal day tomorrow. Please clear my schedule of all obligations. Move all my patients to next available appointment. If anything needs to be addressed before the end of the week, please take a detailed message and send it to me on Friday. If anyone has urgent needs, please redirect to after-hours clinic or ER.”

Caveat #2

You have to genuinely care about:

1. Yourself
2. The people you work with
3. Your patients and their families

Check with your values. Do these three groups fit within them?

How does this work anyway?

- Scheduling
- Forms
- Tricky encounters with patients
- Patient education
- Vacations and absences
- Communication training for staff
- Emergency planning
- Technology integration
- Office accessibility
- Office culture and inclusivity

Scheduling

Book according to your FUNCTIONAL Capacity,
not your Maximum capacity.

The difference? Functional capacity is tested
under OPTIMAL conditions AND means you
leave clinic before you croak.



Forms!

Form type	Burnout reason	Values and compassion reason
Physio letter	Greedy insurance companies making me sign a stupid letter to make it harder to get paid services	My patient will heal faster and have less pain if I sign this letter
Long-term disability	Greedy insurance companies/the government want to put up barriers for people asking for support because they think they are lazy and are wasting my time when I could be doing other important patient care	Completing this with my patient helps us both explore their needs and get additional support to live a better quality of life.
Very detailed referral forms	This service just doesn't want to do the work of reading my letter so I have to do all this work ahead of time. I can't do everything!	My colleagues are also overwhelmed in a system that is overburdened and this form helps them triage patients correctly so everyone gets the care they need

Tricky encounters

The archetype	What's missing?	The approach
The listmaker	Either don't feel heard or worry about missing/forgetting pertinent information	<ol style="list-style-type: none">1. Acknowledge the list and its importance2. Prioritize the top 1-3 things for today3. Immediately book another appointment for the next group of concerns
The frequent flyer	Not feeling heard or their priority is not being addressed	<ol style="list-style-type: none">1. FIFE!2. Set up regular appointments to avoid surprise visits until you find the unmet need
The anxious decision maker	Understanding the paradox of choice	<ol style="list-style-type: none">1. Acknowledge complexity2. Provide a reliable resource3. Remove time pressure if possible
The curveball	I don't know! What happened?!	STOP exercise

Stop, do a safety check

Take a breath

Observe

Proceed



Resources Tools



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

Tools and Resources

Resource	Link
OMA - Operations and practice management	https://www.oma.org/practice-professional-support/running-your-practice/operations-and-practice-management/requests-from-dentists/
Physician Health Program - Articles about burnout, Burnout Toolkit and Connect with PHP – personal assistance for physicians	https://www.oma.org/practice-professional-support/physician-health-and-wellness/
Recorded Webinar (OMA Member access required) - Strategies to manage challenging patient encounters and preserve your well-being	https://learn.oma.org/login/index.php
ProQOL scale to measure satisfaction and compassion fatigue	ProQOL Measure ProQOL
You are not a frog: The podcast that helps people under pressure beat burnout and work happier	https://open.spotify.com/show/3teg92vTEUvSLBeC0DvKK0
You are not a Frog	You Are Not a Frog: Podcast for Doctors
The Other Human in the Room by Dr. Joan Chan	https://open.spotify.com/show/60OP5H1qwwO3CQXBvHOtWU

Resources Education



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

Addressing Requests From Dentists

New resource to help you understand your responsibilities when responding to requests from dentists

Resource includes:

- Summary of expectations from **CPSO** and **RCDSO** to clarify roles
- Direction on how you can respond to **common requests**
- A **template letter** to use in response to dental requests
 - *Available directly in your EMR*

Addressing requests from dentists

You have told us that you often receive requests from non-physician health-care professionals, including dentists. Common requests from dentists include asking the physician to:

- assess the patient to clear them for a dental procedure
- answer medication questions
- complete forms
- order tests, such as MRIs
- provide the patient's medical history

This resource is intended to guide you in appropriately addressing these requests.

Scan the QR code access the page on OMA.org



<https://www.oma.org/practice-professional-support/running-your-practice/operations-and-practice-management/requests-from-dentists/>



Osteoporosis and Fracture Prevention Workshop

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- **Expert insights** from facilitators sharing the latest updates from the 2023 clinical practice guideline.
- A **collaborative learning experience** designed specifically for family physicians.

October 21st, 2025 | 9 a.m. – 12 p.m.

\$195 + HST

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learn more

Mentorship Program - Connect with a Peer Guide!

Interested in continuing your learning journey in preventing burnout?

Join our Peer Connect program as a Peer Learner to engage in **one-on-one conversations** with a Peer Guide (a fellow family physician). Together, you'll explore your strengths, build strategies for a sustainable and fulfilling practice and gain tools to **support your wellness and prevent burnout**.

Scan the QR Code for more information!



**Scan the QR
code for more
information!**



[Peer Connect](#)



practisingwell@ocfp.on.ca

Upcoming Community of Practice

Authorizing Cannabis

with Dr. Gordon Arbess, Dr. Erin Lurie, Allan Carpenter

October 22, 2025
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 12 credits.