



Frigoletto Committee on Physician Well-Being

Center for Faculty Development Orientation

Shannon Scott Vernaglia
October 4, 2023

MGPO Frigoletto Committee on Physician Well-Being

Frigoletto Committee Charter



The Frigoletto Committee was chartered by the MGPO to identify, evaluate, prioritize and offer suggestions to the MGPO Executive Committee for immediate and longer-term remediation of the administrative burden and other factors contributing to physician burnout within the MGPO.



The goal of this work is the restoration of meaning and joy in the practice of medicine at the institutional, practice and physician levels, including the career development and individual well-being.

Frigoletto Committee on Physician Well-Being

Committee Membership

John Belknap	Chief Compliance Officer
Sally Mason Boemer	MGH/MGPO CFO
Steven Chen, MD	At-large (Dermatology)
Jaqueline Chu, MD	PCP
Erik Clinton, MD	At-large (OBGYN)
William Curry, MD	MGPO Chief Medical Officer, <i>chair</i>
John Herman, MD	Psychiatry
Cassandra Kelleher, MD	Specialist (Surgical Services - Pediatric Surgical Services)
Camille Kotton, MD	Infectious Disease
Inga Lennes, MD	SVP, Ambulatory Care and Patient Experience
Darshan Mehta, MD	Interim Director, MGH Office for Well-Being
Lauren Nentwich, MD	At-large (ED)
Vilma Ortiz, MD	Anesthesia
Kerri Palamara, MD	PCP
Shannon Scott-Vernaglia, MD	Pediatric PCP
Helen Shih, MD	At-large (Radiation Oncology)
David Ting, MD	Chief Medical Information Officer
Kathy Tran, MD	Hospital Medicine Unit
Nancy Wei, MD	MGH/MGPO Chief Medical Informatics Officer



Current Initiatives



MGPO Well-Being Initiatives

Current Initiatives



- Electronic ACC Pilot
- InBasket Optimization
- Laptop Lending Program
- Out of State Licensing Support
- WeSolve Stupid Stuff

- **Building Communities and Connections Program**
- **CMO Lunches**
- Faculty Receptions
- **MGPO Commons Lunches**
- Women Surgeon Connectivity Program

- **Career Reflection Interviews**
- **Listening Sessions**
- MGPO Physician Coaching
- **MGH Well-Being Summit**
- **MGPO Lactation Support Program**
- **Parental Wellness Program**
- Primary Care Outreach
- Valor Coaching

- BWH Indian Health Expansion Pilot
- DEI Scholarships to HSPS Extension Programs
- DOM Indian Health Service Initiative
- Scholarships to Conferences for Women Surgeons

***Programs featured on the subsequent slides**



MGPO Well-Being Initiatives

MGPO's Intervention Framework

1

Educate and Increase Awareness

Town Halls

Curbside consults

Listening sessions

Frigoletto newsletters

2

Build Community

Connectivity events

Department-level initiatives

Mentorship/coaching programs

Building Community and Connections Program

3

Engage Leadership

Establishment of Frigoletto Committee on Physician Well-Being

Regular communications with department chiefs

4

Improve Workplace Environment

Admin Burden Relief Initiative

WeSolve Stupid Stuff Campaign



Fall 2023 MGH Well-Being Summit

Wednesday, 11/8/23

11:45 am – 6 pm

Wyndham Boston Beacon Hill – 5 Blossom Street Boston, MA 02114 (limited virtual option)

Hosted by the MGH Well-Being Collaborative, a multidisciplinary group dedicated to addressing and supporting the well-being of hospital staff, at the MGH Well-Being Summit.

Free event open to all employees working to improve well-being at MGH or interested in learning more to help support well-being.

Will feature internal and external speakers, including Kelly Holder, PhD, Chief Wellness Officer, Warren Alpert Medical School of Brown University and Jessica Perlo, MPH, Executive Vice President, American Board of Internal Medicine Foundation.

A poster session with discussion and networking will follow the formal presentations.

For more information email [Sara Lehrhoff](mailto:Sara.Lehrhoff) and to register for the course, [click here](#).

Career Reflection Interviews

Overview

Goal: improvement and retention; we want to understand the factors that led to a physician's decision to leave MGH and we want their perspective on what we might do to improve the MGPO as a place to work. Through the exit interviews we seek to:

- Uncover issues relating to HR.
 - Understand employees' perceptions of the work itself.
 - Gain insight into managers' leadership styles and effectiveness.
 - Learn about HR benchmarks (salary, benefits) at competing organizations.
 - Foster innovation by soliciting ideas for improving the organization and increasing retention.
 - Create lifelong advocates for the organization.
- **18** interviews have taken place with physicians from **10** department/divisions; **7** upcoming interviews scheduled



Listening Sessions

- Modeled after DOM's successful listening sessions, we are planning to host monthly listening session facilitated by MGH Physician Coaches.
- Three sessions held to date:
 - Retaining our Physician Workforce
 - Supporting Physician Parents
 - Creating Community and Fostering Connections
- Future sessions:
 - October 31 – Promotions and Career Advancement
 - November – DEI (date and exact topic TBD)
 - December 13 – Supporting Women Physicians



MGPO Well-Being Initiatives

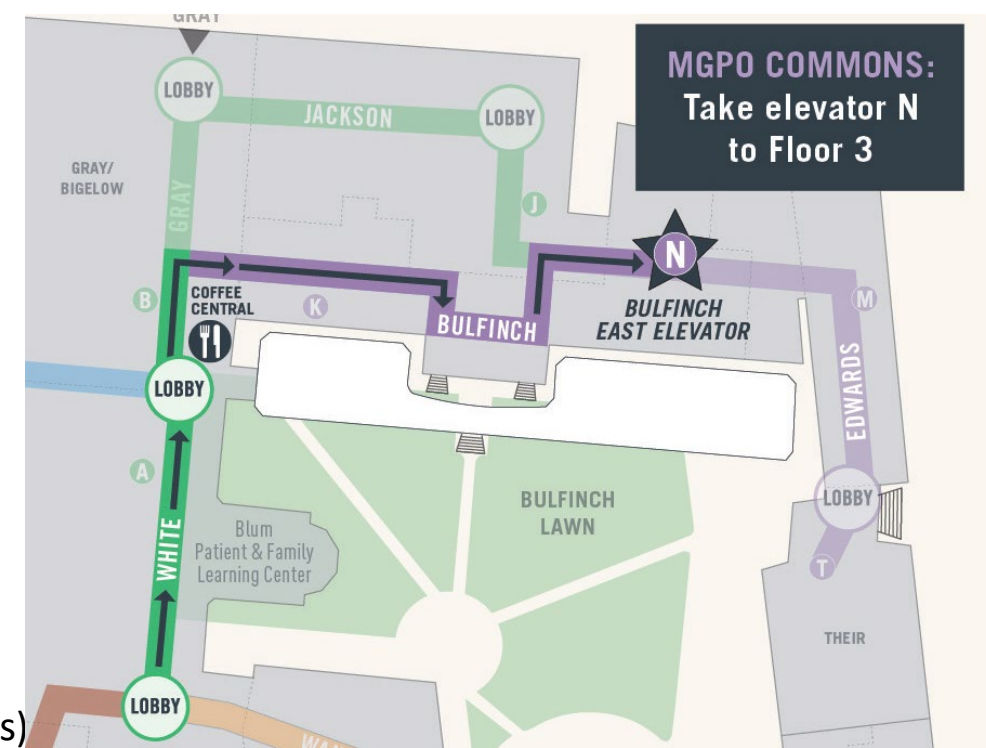
Physician Connectivity

MGPO Commons

- Bulfinch 370
- Gathering place for physicians to rest, meet, and work
- Features:
 - A central common area with a large monitor, seating, and beverages
 - 5 rooms for small meetings or work
 - 1 mother's room
- A variety of events (Doctor's Day, Physician Appreciation Day, Listening sessions)

CMO Lunches

- Monthly informal, small group lunches with up to 12 randomly selected physicians.
 - 1-2 Frigoletto Committee members also invited
- 38 physicians from 13 departments have attended over last year
- Lunch is catered by Pace in the Austen Conference room
- Time for discussion and questions
- Discussion topics have included: physician turnover, Epic and billing, and MGB In Basket work.



MGPO Building Communities and Connections (BCC):

Modeled after the successful Women in Oncology Program, led by Kerry Reynolds, MD, BCC's mission is to train leaders in other departments/division to launch similar groups. The goal of this program is to develop a sense of community within departments/ divisions where physician colleagues can find belonging, purpose, shared values, and support each other over the course of a career. Program participants receive group coaching sessions and funding for 3 local events.

An open call for applications was sent out in August and last month 8 applicants were awarded funding:

- Ryan Adams, MD (Radiology): Establish a program for interventional radiologists to gather for educational and social experiences.
- Jackie Chu, MD (Internal Medicine): Bring together clinical leaders from community health centers and affiliated community practices to set SMART (specific, measurable, achievable, relevant, time-bound) goals aligned with the MGH Community Health pillar and mission.
- Amy Comander, MD; Laura Spring, MD; Robb Friedman, MD; Jim Weitzman, MD (Cancer Center): Build community among oncologists at network sites.
- Evangeline Galvez, MD (Internal Medicine): Create a faculty-level community amongst med-peds physicians to create mentorship and offer support.
- Rocio Hurtado, MD (Infectious Disease): Foster a culture of inclusion and well-being for infectious disease faculty by creating groups focused on career transitions, work-life integration, and career development.
- Evelyn Lilly, MD (Dermatology): Foster professional connections amongst female attending dermatologists, brainstorm solutions to barriers, and foster peer mentorship and sponsorship in academic and personal pursuits.
- Tony Pham, MD (Psychiatry): Bring together Asian Pacific Islander physicians across the MGB network to solidify their community.
- Lorraine Schratz, MD (Pediatrics): Develop a program to help pediatricians thrive and feel connected, supported, and respected by colleagues who know and care for them.



MGPO Well-Being Initiatives

Parental Wellness Program

- Collaboration with ECOR and the Center for Faculty Development
- Available to all MGPO physicians
- Aims to improve wellness and productivity and reduce burnout of expectant and new parents.
- Includes:
 - Feeding and lactation stipends
 - Parental Wellness Advocate (PWA) pairings: This is the opportunity to be connected to an experienced parent who provides guidance and practical strategies on navigating parental leave and the transition back to work
 - Opportunity to join virtual new parent groups
 - Access to lactation resources
- The program was funded as a pilot through the Uplift Grant program in 2020. The pilot supported parents in the endocrine division, before being expanded to all DOM physicians with funding from the DOM Frigoletto department grant
- Program management is also supported by the Center for Faculty Development and ECOR is sponsoring stipends for research faculty.



MGPO Well-Being Initiatives

MGPO Lactation Support Program

- Launched in 2021 in partnership with the Department of Medicine, the MGPO Lactation Support Program provides an emergency stock of pumping supplies conveniently located in the cabinets in the employee lactation room in the Commons.
- These supplies are meant to be used when physicians have forgotten a product you need to pump.
- Products from the most popular brands are available and include supplies such as bottles, milk bags, breast shields, valves, tubing, and more.
- A survey is sent to all program participants.

The logo for speCtra, featuring the word "speCtra" in a pink, lowercase, sans-serif font with a registered trademark symbol.The logo for medela, featuring the word "medela" in a black, lowercase, sans-serif font next to an orange stylized leaf or drop icon.The logo for willow, featuring the word "willow" in a black, lowercase, serif font.The logo for elvie, featuring the word "elvie" in a light green, lowercase, sans-serif font.The logo for Lansinoh, featuring the word "Lansinoh" in a white, lowercase, sans-serif font inside a teal oval.



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