



September 8, 2023

## NOTICE

The Board of Directors of the Kaweah Delta Health Care District will meet in an open Academic Development Committee meeting at 4:00PM on Wednesday, September 13, 2023 in the Kaweah Health Medical Center – Support Services Building Copper Conference Room (2<sup>nd</sup> Floor) 520 West Mineral King Avenue.

All Kaweah Delta Health Care District regular board meeting and committee meeting notices and agendas are posted 72 hours prior to meetings (special meetings are posted 24 hours prior to meetings) in the Kaweah Health Medical Center, Mineral King Wing entry corridor between the Mineral King lobby and the Emergency Department waiting room.

The disclosable public records related to agendas are available for public inspection at Kaweah Health Medical Center – Acequia Wing, Executive Offices (Administration Department) {1st floor}, 400 West Mineral King Avenue, Visalia, CA and on the Kaweah Delta Health Care District web page <https://www.kawahhealth.org>.

KAWEAH DELTA HEALTH CARE DISTRICT  
Mike Olmos, Secretary/Treasurer

A handwritten signature in black ink that reads "Cindy Moccio". The signature is written in a cursive, flowing style.

Cindy Moccio  
Board Clerk, Executive Assistant to CEO & CNO

DISTRIBUTION:  
Governing Board  
Legal Counsel  
Executive Team  
Chief of Staff  
<http://www.kawahhealth.org>

**KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS  
ACADEMIC DEVELOPMENT**

Wednesday September 13, 2023

Kaweah Health Support Services Building  
520 West Mineral King – Copper Conference Room (2<sup>nd</sup> floor)

**ATTENDING:** Directors: Lynn Havard Mirviss (chair) & Ambar Rodriguez; Lori Winston, M.D., Chief of Medical Education & Designated Institutional Official; Gary Herbst, CEO; Keri Noeske, CNO; Amy Shaver, Director of GME; Krystal De Azevedo, Manager of GME; James McNulty, Director of Pharmacy Services, Sean Oldroyd, DO; Mara Lawson; Lydia Marquez, Executive Assistant to the Chief of Medical Education & Designated Institutional Official, Recording

**OPEN MEETING – 4:00PM**

**CALL TO ORDER** – *Lynn Havard Mirviss*

**Public / Medical Staff participation** – Members of the public may comment on agenda items before action is taken and after it is discussed by the Board. Each speaker will be allowed five minutes. Members of the public wishing to address the Board concerning items not on the agenda and within the jurisdictions of the Board are requested to identify themselves at this time. For those who are unable to attend the beginning of the Board meeting during the public participation segment but would like to address the Board, please contact the Board Clerk (Cindy Moccio 559-624-2330) or [cmoccio@kaweahhealth.org](mailto:cmoccio@kaweahhealth.org) to make arrangements to address the Board.

- 1. FAMILY MEDICINE RESIDENCY ANNUAL PROGRAM REVIEW** - Review of accreditation status, current citations, performance on institutional metrics, and SWOT analysis.

*Lori Winston, MD, Chief of Medical Education & Designated Institutional Official*

- 2. OVERVIEW OF THE CURRENT WELLNESS PROGRAMS**

*Cory Jaques, MD, Med Staff Wellness Committee member & Co-Chair of the GMEC Subcommittee on Wellness, Michelle Phillips, Co-Chair of the GMEC Subcommittee on Wellness & Psychiatry Coordinator, and Sandra Shadley, LMFT, HEC-C Palliative Care Manager & Schwartz Rounds Administrator and Facilitator*

**ADJOURN** – *Lynn Havard Mirviss*

*In compliance with the Americans with Disabilities Act, if you need special assistance to participate at this meeting, please contact the Board Clerk (559) 624-2330. Notification 48 hours prior to the meeting will enable the District to make reasonable arrangements to ensure accessibility to the Kaweah Delta Health Care District Board of Directors meeting.*

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*Mike Olmos – Zone I  
Secretary/Treasurer*

*Lynn Havard Mirviss – Zone II  
Vice President*

*Garth Gipson – Zone III  
Board Member*

*David Francis – Zone IV  
President*

*Ambar Rodriguez – Zone V  
Board Member*

**MISSION:** *Health is our Passion. Excellence is our Focus. Compassion is our Promise.*



# FAMILY MEDICINE

# FAMILY MEDICINE - CONTINUED ACCREDITATION JAN 25, 2023

ZERO CITATIONS!



## Mission

To train family medicine physicians in a nurturing environment to provide high quality, evidence based, multi-disciplinary care while advocating for patient education and access to healthcare for patients of all cultures and walks of life in Central California.

## Program Aims:

Train residents in full spectrum family medicine to care locally and advocate for a diverse underserved population.

# FAMILY MEDICINE

Major changes: New clinic, Endocrine rotation, Surgery experience, return to SNF visits, move US

## Strengths

Leadership of Dr. Martinez and approachable faculty  
Supported by multiple State grants  
Diversity  
Unopposed and 100% match rate  
100% boards pass rate

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## Weaknesses

Faculty admin, scholarly & teaching abilities  
Admin support for FMG  
Clinic call center, workflows, efficiency  
Peds/OB Volume  
Small medical group without larger group benefits

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## Opportunities

Integrate w/ Street Medicine & community orgs  
Ultrasound in the Clinic  
Faculty development to improve resident rapport  
Geriatrics rotation with IM  
Focus on positive, bonding with clinical team

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## Threats

New ACGME program requirements & ISS limitations  
Competing offers to graduates

# FAMILY MEDICINE PERFORMANCE ON INSTITUTIONAL INDICATORS



## Test performance

Boards Pass Rates  
In-training exam scores



## Resident Survey

Compliance <57% so no data available  
Step 3 pass rates



## Faculty Survey

Information lost during hand-over process  
Effective teamwork in pt care  
Interprofessional skills modeled or taught  
PD effectiveness

Faculty satisfied with evals as educators & faculty development

Witness/experienced abuse, harassment, mistreatment, discrimination

Emphasis on culture of pt safety  
Environment conducive to education  
Faculty commitment to education  
Diversity & Inclusion x 3 areas



**QUESTIONS?**



Dr. Raphael Martinez  
Newest FM faculty Member

# Wellness



[kaweahhealth.org](http://kaweahhealth.org)



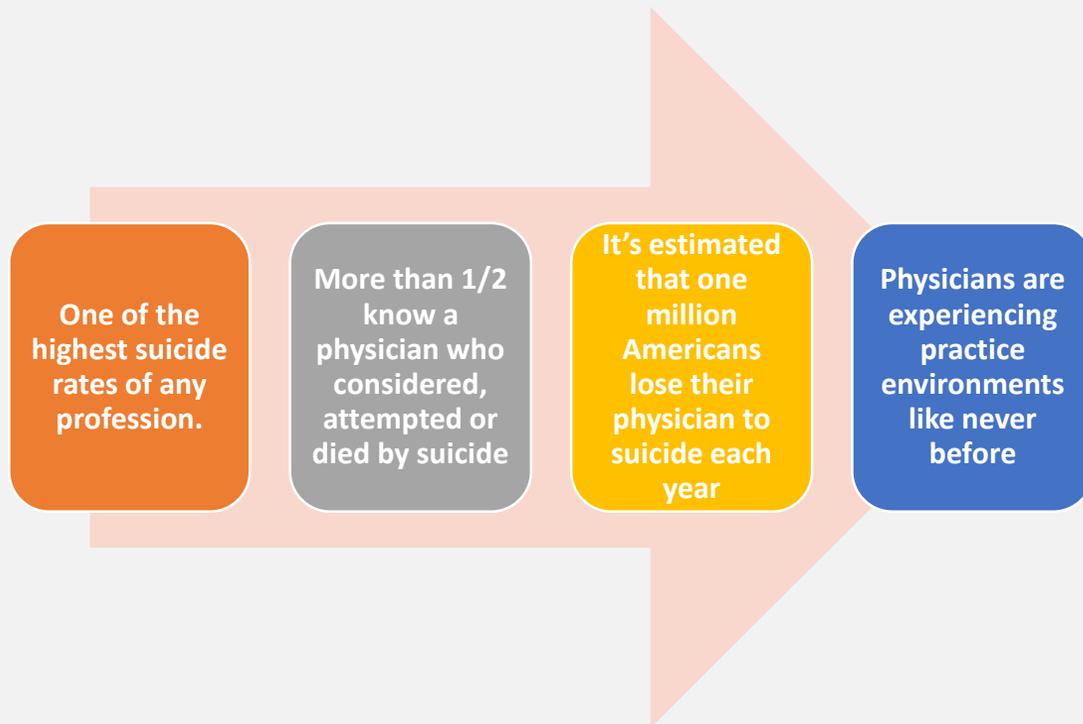
# Accreditation Council for Graduate Medical Education

The delivery of safe and high-quality patient care on a consistent and sustainable basis can be rendered only when the clinical learning environment ensures the well-being of clinical care providers

The creation of a learning and working environment with a culture of respect and accountability for physician well-being is crucial to physicians' ability to deliver the safest, best possible care to patients



# Facts about Mental Health and Suicide Among Physicians



Physicians have higher rates of burnout, depressive symptoms, and suicide risk than the general population

- 300-400 physicians a year die by suicide
- Suicide is the second most common cause of death in residents



Physicians and trainees can experience high degrees of mental health distress and are less likely than other members of the public to seek mental health treatment

- Six in 10 physicians often have feelings of burnout
- When left untreated, burnout can cause more cases of depression



Physicians report several barriers to seeking mental health care, including:

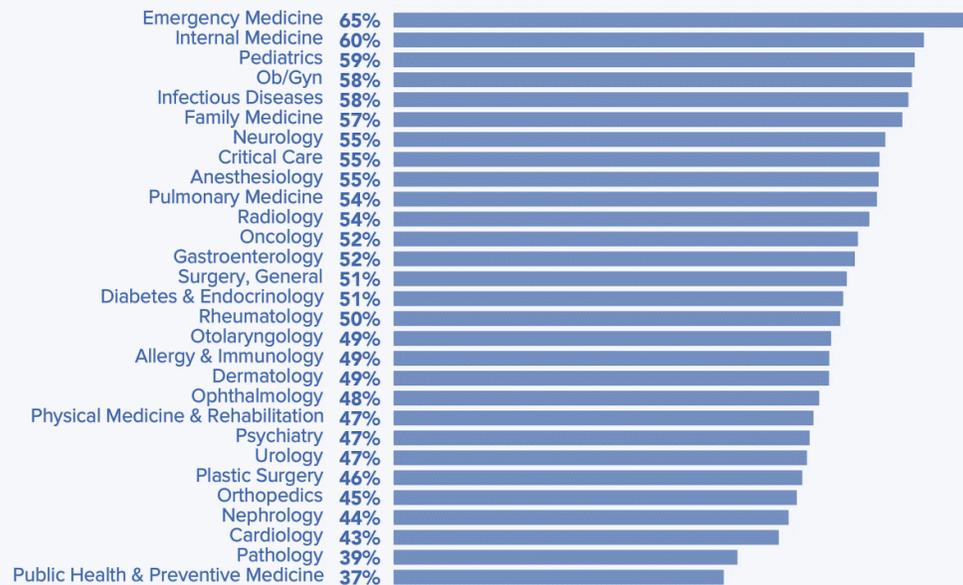
- Time constraints
- Hesitancy to draw attention to self-perceived weakness
- Concerns about reputation and confidentiality
- State Licensure
- Credentialing Applications

# Burnout

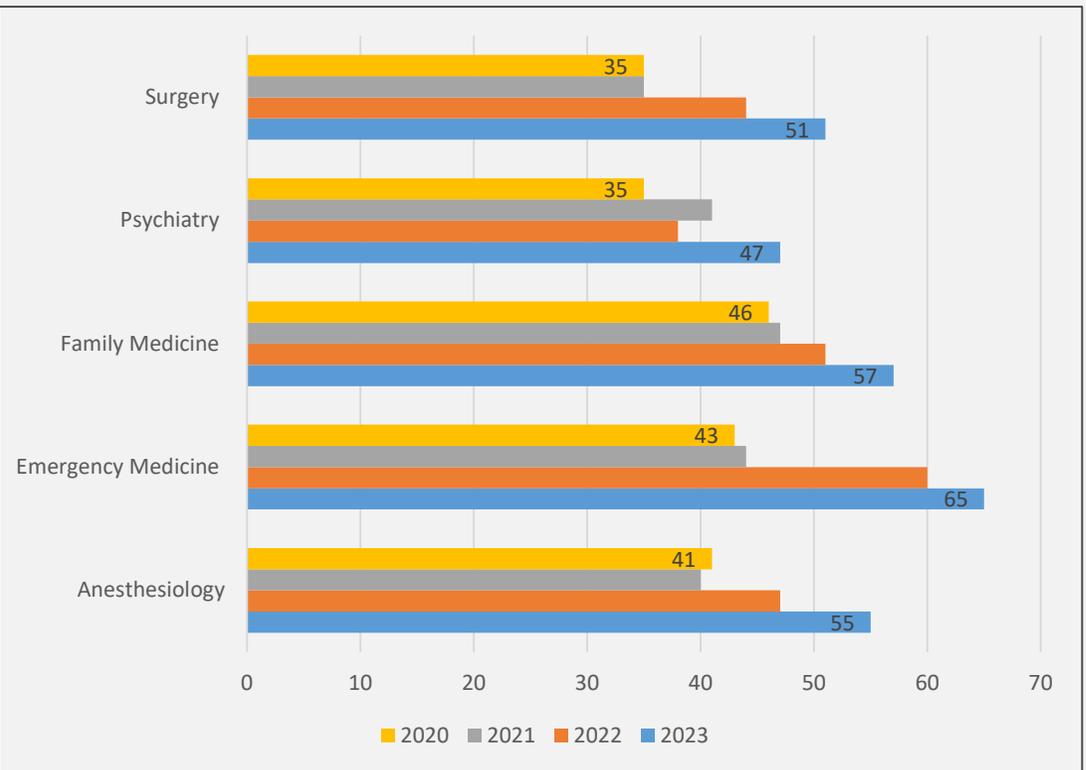
There should be a focus on improving the clinician's well-being as a means to improve patient care and reduce burnout among residents, fellows, and practicing physicians

## Medscape 2023

Which Physicians Are Most Burned Out?

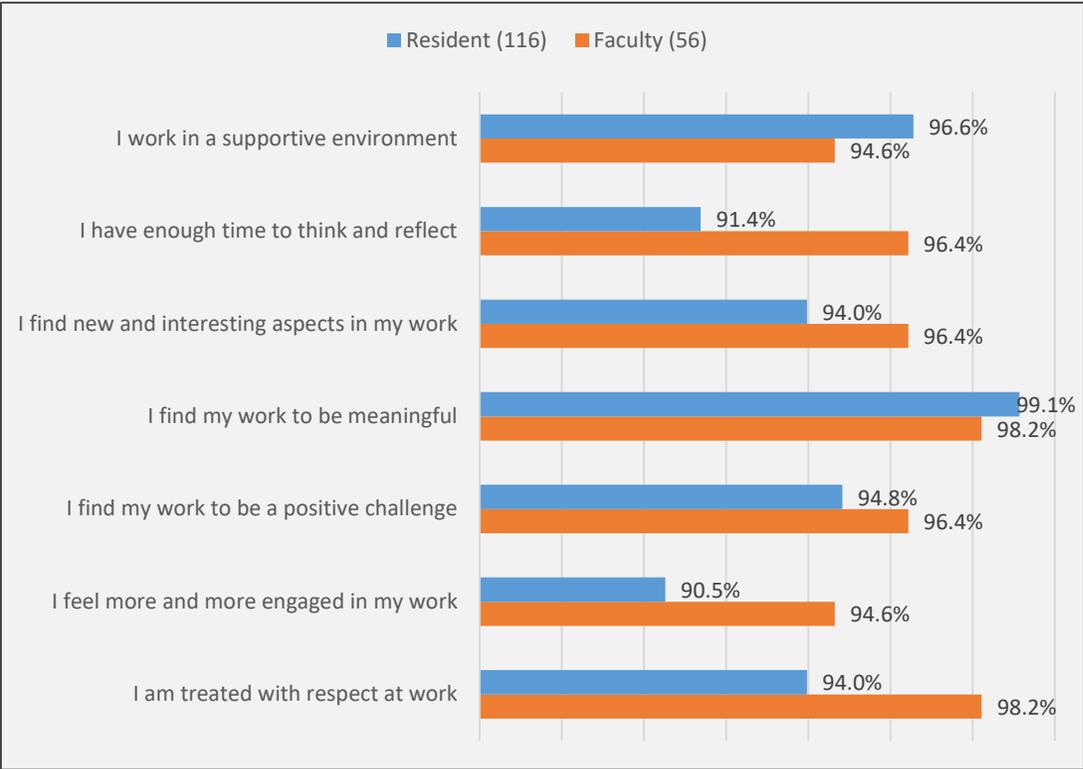


## Medscape 2020-2023



# ACGME Survey: Academic Year 2022-2023

## Kaweah Residents & Faculty



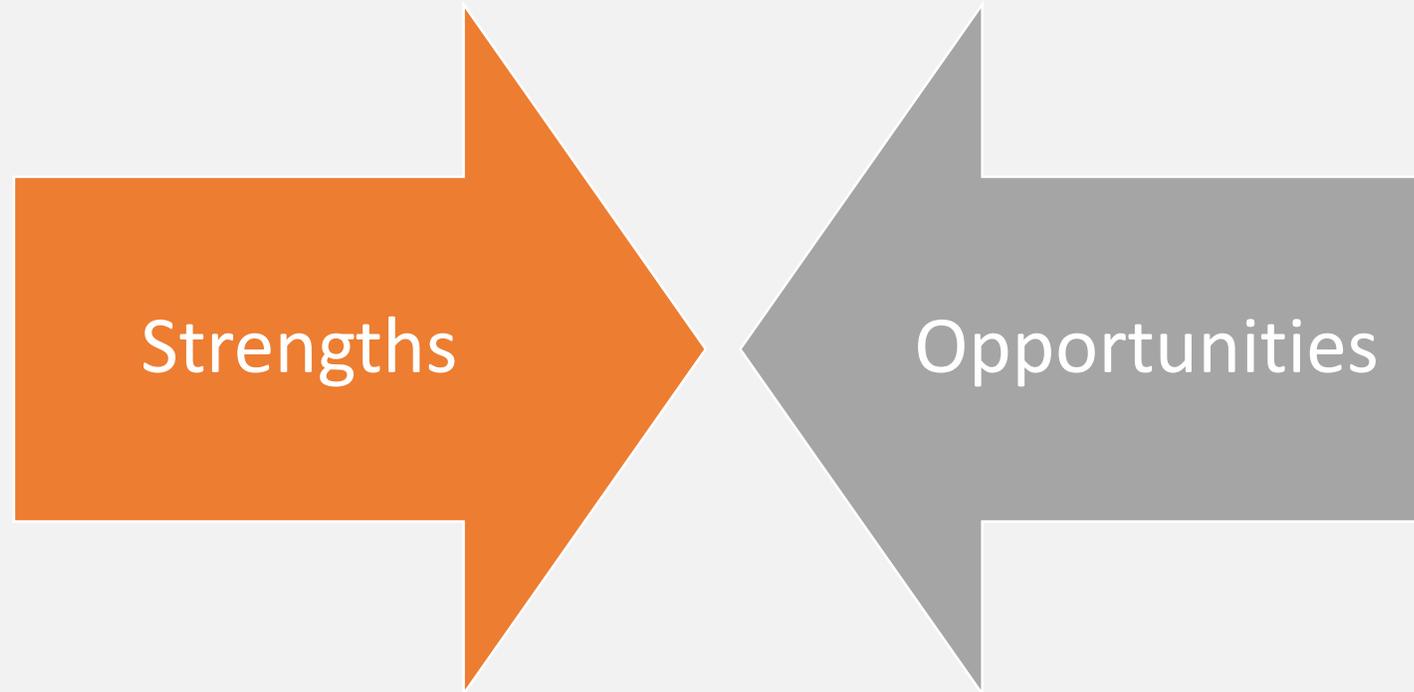
# GME Wellness Committee | *a subcommittee of GMEC*

Co-Chairs: Cory D. Jaques, MD & Michelle Phillips, C-TAGME Members: Bruno Alonso, MD; Jennifer Carrillo; Steve Carstens, MD; Jessica Chan, MD; Arturo Hernandez, MD; Chris Patty, DNP, RN; Emily Smith, MD; Monica Khokhar, MD; Asma Tariq, MD

- ❑ Well-being requires that physicians retain the joy in medicine while managing their own real-life stresses
- ❑ Residents and faculty members are at risk for burnout and depression
- ❑ Psychological, emotional, and physical well-being are critical in the development of the competent, caring, and resilient physician
- ❑ Self-care and responsibility to support other members of the health care team are important components of professionalism



# Wellness Committee



# Wellness



# Schwartz Rounds

Kaweah Health Medical Center



[kaweahhealth.org](http://kaweahhealth.org)



# Schwartz Rounds Alignment with KH Strategic Plan & Mission/Vision

**Strategic Plan:** Ideal Work Environment Objective 2.1.3: [6] Schwartz Rounds Sessions scheduled in FY 24.

**Mission Vision & Pillars:** Health is our passion. Excellence is our focus. **Compassion** is our promise.

**Dianne Cox** and **Marc Mertz** – Executive Team Champions

**Kent Mishler**, D. Min. Director of Chaplain & Volunteer Services

**Sandra Shadley**, LMFT, Palliative Medicine Manager

**Ryan Howard**, MD, Physician Champion



## Schwartz Rounds Steering Committee

# Thank you!

Liz Wynn

Julianne Randolph

Brisana Flores

Maribel Resendez-Molar

Kimberly Vliem

Greg Bitney

Jennifer Faria

Emma Camarena

Chris Patty

Michelle Phillips



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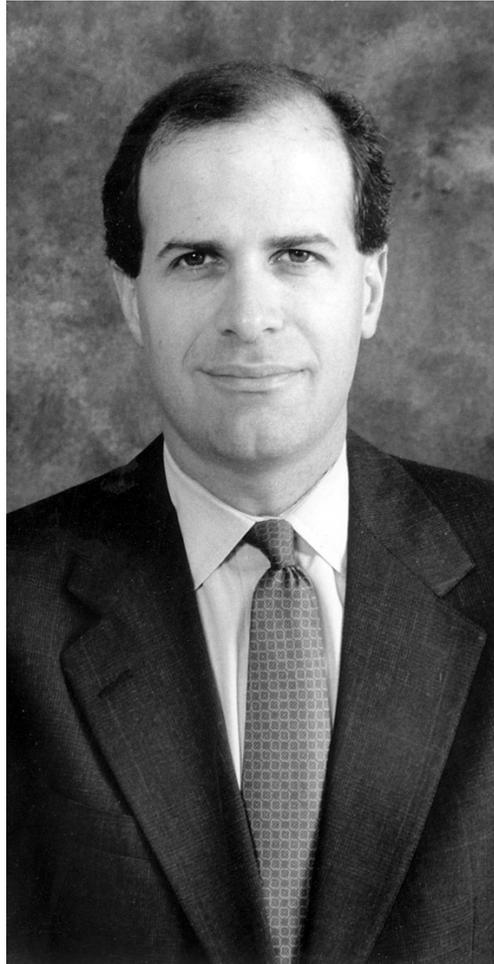


# Schwartz Rounds

## Mission & Purpose

To promote *compassionate care* by strengthening the *human connection* at the heart of healthcare.

# Schwartz Rounds started with one person...



Kenneth B. Schwartz  
1954-1995  
Schwartz Center Founder

- Ken was a relatively healthy healthcare attorney who died of lung cancer in 1995, at the age of 40.
- Ken shared his experience in an article in the Boston Globe Magazine in July, 1995, entitled: “A Patient’s Story”.
- Ken shared that in the year following his diagnosis, he was ***“subjected to chemotherapy, radiation, surgery and news of all kinds...most of it bad”***.

- As harrowing as this experience was, Ken noted that it was ***“punctuated by moments of exquisite compassion”***.
  
- ***“These acts of kindness – the simple touch of my caregivers have made the unbearable, bearable.***

# In Ken's Words...

- ***“In my new role as patient, I have learned that medicine is not merely about performing tests or surgeries, or administering drugs. These functions, important as they are, are just the beginning. For as skilled and knowledgeable as my caregivers are, what matters most is that they have empathized with me in a way that gives me hope and makes me feel like a human being, not just an illness. Again and again, I have been touched by the smallest kind gestures – a squeeze of my hand, a gentle touch, a reassuring word. In some ways, these quiet acts of humanity have felt more healing than the high dose radiation and chemotherapy that hold the hope of a cure.”***

# A few days before Ken's death...

- He summoned his family and friends to his bedside and asked that they form a foundation to ***ENSURE THAT HIS EXPERIENCE OF COMPASSIONATE HEALTHCARE WAS CONTINUED FOR OTHERS.***
- His family asked those who cared for Ken what would help them in continuing to offer the compassionate care Ken received.
- The caregivers said that what would support them most, would be to have a place where they could share their experiences and draw strength and support from one another.
- And from this...Schwartz Rounds were born in 1997, at Massachusetts General Hospital...where Ken received his care.

# Schwartz Rounds - Growth & Impact...

- Owing to the power and value of the process, Schwartz Rounds are now held in hundreds of sites across the US and in almost 200 sites in the UK, Canada, Australia and New Zealand. And now...right here in Visalia as well!
- Kaweah Health began offering Schwartz Rounds every other month in October, 2022...with six sessions having occurred thus far and six sessions scheduled for the remainder of FY 24.
- Average attendance ranges from 40-50 hospital and medical staff members.

# Kaweah Health Schwartz Rounds Topics

- My Why...What Keeps Me Going
- 2022 in Review: Gifts, Challenges and Memories
- The Patient Who Most Touched My Heart
- Caring for One Another – From Everyday Crises to Extreme Cases
- Ongoing Stressors in the Post Pandemic Era
- Turning the Other Cheek – Compassionate Care in the Face of Anger

# What participants are saying...

- “I enjoyed and admire the sharing of personal feelings with experiences.”
- “Content was very helpful with opening eyes for things some don’t always see.”
- “I appreciate that there was a range of interdisciplinary teams...it gives a great perspective and is a great eye opener.”
- “Remember that simple acts of compassion matter – even if it’s just a hand on the back...remember to reach out, debrief and decompress.”

# Schwartz Rounds – An Evidence-Based Practice

- In research published in: ***Academic Medicine, The Journal of the Association of American Medical Colleges***, participants have noted:
- Improved teamwork, interdisciplinary communication, and appreciation for the roles and contributions of colleagues from different disciplines.
- Decreased feelings of stress and isolation, and more openness to giving and receiving support.
- Increased insight into the social and emotional aspects of patient care; increased feelings of compassion toward patients; and increased readiness to respond to patients' and families' needs.

# Future Plans...

- Our next Schwartz Rounds session will be held **Friday, October 6, 2023**, and will mark the one year anniversary of Schwartz Rounds at Kaweah Health!
- We welcome all hospital staff, medical staff and medical learners to attend. Please sign up in Workday.

Thank you!



the schwartz center  
FOR COMPASSIONATE HEALTHCARE

[kaweahhealth.org](http://kaweahhealth.org)



**Kaweah Health**  
MORE THAN MEDICINE. LIFE.

# The pursuit of healthiness

