



| **STEPS**forward®



Mentoring for Impact

The ability to deliver great quality care is the main driver of physician well-being.

The **AMA** now offers “**Mentoring for Impact**”; no-cost support for implementing AMA resources to transform their teams, practices, and patient experience to save time and provide great quality care. The goal is to create a practice setting where physicians can deliver the care for which they were called to this profession, sharing the work with a team working at the top of their skill set.

“Mentoring for Impact” is part of the AMA STEPS Forward® Innovation Academy, which provides physicians, care teams, and health care leaders time-saving practice innovation strategies that promote professional satisfaction, the efficient use of technology, practice sustainability, and quality patient care.

Our team of physician advisors provide one-on-one conversations (remotely or in-person). Organizations often engage AMA physician/s biweekly (4 sessions over 1-2 months). These expert physician interfaces are tailored to address your team’s unique challenges.

Focus areas include:

Implement and improve team-based care

- Share strategy and tools from successful teams around the U.S.
- Decrease the frustration of front-line physicians so they can get back to ‘doctoring’

Help your physicians spend less time in the EHR

- Decrease message volumes that enter the inbox, rather than increase resources to empty the inbox
- Triage inbox and patient portal messages appropriately
- Address only issues that require an MD/DO degree

Debunk regulatory myths and get rid of unnecessary tasks

- Engage with your compliance officers to be sure rules are not over-interpreted, which can waste time and money
- ‘Get rid of stupid stuff’ to increase meaningful time with patients

Overcome common barriers to practice transformation

- Find common ground with compliance officers, informatics teams, and administrators to align missions with physician well-being and impact on patient quality care
- Tailor your messages and understand the business case for practice transformation

Optimize your team to work at the top of their skill set

- Align skills, resources, and opportunities to maximize team efficiency and engagement
- *Example: Increase the role of the medical assistant from ‘room and run’ to a position that more meaningfully interacts with patients and physicians, increasing their work satisfaction and retention*

Make the business case for improving physician well-being

- *Example: Spend the resources to avoid physician burnout; a physician experiencing burnout makes more referrals, errors, and orders more tests*

Ex: A \$150 printer in the physician's office saved 60 miles of walking (20 hours of physician time/year)

AMA support is tailored to your team's challenges in a variety of ways:

Kick-off presentation

- Presentation to a large or small group (such as grand rounds or a small leadership group charged with addressing physician well-being and practice efficiency)
- Discuss challenges and focus on solutions
- Introduce drivers of burnout and time-saving solutions

Biweekly meetings over the course of 1-2 months

- *Ex: Help an existing practice efficiency committee as a subject matter expert*
- Provide your committee with success stories from various organizations

Meeting workshop support

- Provide subject matter expertise at committee meetings addressing practice efficiency, physician retention and recruitment, on boarding, and implementation of team-based care
- Share best practices from throughout the country

Physician leader assistance

- Meeting preparation and debriefing with lead or leaders
- Sharing best practices to avoid costly trial-and-error
- Prepare for common concerns they will encounter

Bridge building presentations

- Help entities within the same organizations break through barriers
- *Ex: Tailor and align the message to engage other teams within the same organization, including compliance, IT, nursing officers*

Grand rounds/keynote address

- Raise awareness of the magnitude of the impact of burnout on physicians and quality of care. This highlights the problems, makes the business case, and moves the conversation toward solutions, including stopping unnecessary work and developing efficient workflows.

AMA "Mentoring for Impact" can help you and your team more effectively engage colleagues, lead change management, and implement time-saving practice solutions. At the end of your team's day, you'll have confidence that documentation is finished, and you delivered great care to your patients.

Please email STEPSforward@ama-assn.org for assistance or additional questions.