

THE OWL POST DISPATCH

Official Newsletter of the TUHS Practitioner Wellness Committee



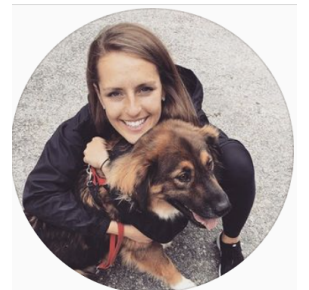
Is there a task you think utilizes practitioner time or resources in a non productive way?



[Click here to submit it to the Waste Elimination Task Force for Review!](#)

HOUSE STAFF SPOTLIGHT

Get to know your fellow Owls.



Who: Olga Mutter, PGY4 and Education Chief

Where: OB/GYN Residency Program

When: I've been at Temple for 4 years! My partner and I couples matched, he is a General Surgery resident.

Why: I knew I would be an OB/GYN on my first day of my gynecology rotation. It just felt right! I knew I was meant to serve this patient population and I love how fun and interesting and fast paced and diverse the field is. I love the patient population that Temple serves and that we take care of a large Spanish speaking population. I also think that the diversity and acuity of what we get exposed to is rare and feel very thankful for my training.

Recent proud moment: I love watching my junior residents accomplish things now (and do those things so well!) that they weren't able to in the beginning of the year.

Owl I admire: All of my co-residents. They're just amazing people and doctors and I feel so lucky to work with them and learn from them.

Little known fact: In high school, I had a clothing company.. before medicine took over my life =)

Favorite thing about Temple: Temple is a place where everyone cares a tremendous amount about our patients and I think that shows every day!

WELLNESS CONSULT SERVICE

The easiest consult you'll ever call.

A place to crowdsource the wisdom of peers.

Can you provide some advice for giving tough feedback to colleagues, trainees or other team members?

- I try and provide real time face to face feedback whenever possible so folks are used to issues being addressed as they occur
- I stay focused on facts and observable behaviors, and keep the conversation as future focused and actionable as possible
- I heard once "clear is kind, unclear is unkind" and that stuck with me
- You waded into dangerous waters if you try and presume motivations for someones behavior. It is important to give folks the benefit of the doubt.
- Check that its an appropriate setting, especially for sensitive feedback, and ask the person if you can have a conversation to gauge their readiness for it.
- I offer people the opportunity to give me feedback as well.
- Try to keep it a two way conversation: after I offer my interpretation, I'll say something like "what do you think?" or "Is there anything I'm missing?"
- I go with the old standard "When I observed x, it made me think/feel y..."
- I have used "It doesn't sound like you..." when I have to bring something concerning to a colleague or other teammate.
- I don't give feedback when I'm stressed, distracted, unprepared or frazzled. It never ends well.

What's the best thing you've read, watched or listened to lately?

Read:

The Invisible Half by Brit Bennett, Long Bright River by Liz Moore (Philly based!), Talking to Strangers by Malcolm Gladwell, Grit by Angela Duckworth

Watched:

Little Monsters (horror/comedy, Hulu), The Social Dilemma (documentary, Netflix), Palmer (drama, appleTV)

Listened to:

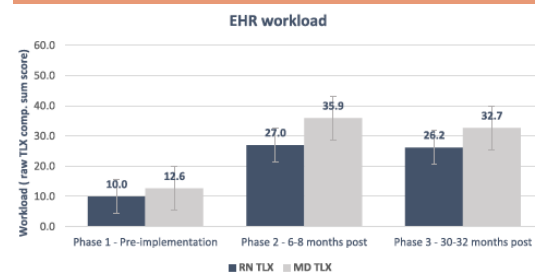
Nice White Parents podcast by NYT, Dolly Parton's America by WNYC, 99% Invisible podcast



Wellness Lit Corner

Dunn Lopez et al.
Electronic health record usability and workload changes over time for provider and nursing staff following transition to new EHR. Appl Ergon. 2021 May.

"We found significant increase in perceived workload post-implementation that persisted for 2.5 years ($p < .001$). The workload increase was associated with usability ratings, which in turn may relate to EHR interface design violations identified by a heuristic evaluation. Our findings suggest further innovation and attention to interface design flaws are needed to improve EHR usability and reduce clinician workload."



Takeaway:

Nurses & physicians experience significant \uparrow workload that persists at least 2 years after switch to commercial EHR. The distress heard around the world shouldn't be dismissed as "a learning curve" issue. More end-user training isn't the answer.

-@ChristineSinsky



Owl Ribbon Award Winner of the Month

***Justin Gamez, MD
(OB/GYN)***

Scan below to nominate a Temple attending, resident or advanced practice provider for an Owl Ribbon to recognize excellence in teamwork, professionalism or patient care.

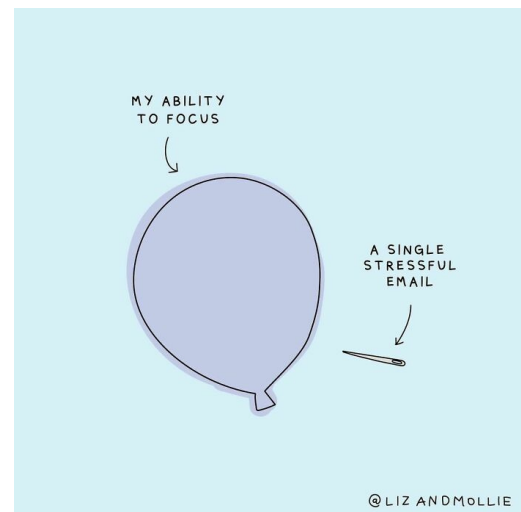


March 2021

Save the Date Spring Wellness Grand Rounds Thursday, May 27th at noon



Featuring Al'ai Alvarez, MD Co-Chair, Stanford WellMD Physician Wellness Forum



**IS EMAIL STRESSING YOU OUT?
DON'T FORGET TO REFERENCE THIS NEW RESOURCE
FROM YOUR PRACTITIONER WELLNESS COMMITTEE:
TEMPLE HEALTH EMAIL BEST PRACTICES**

WELLNESS WISDOM OF THE MONTH

"The preponderance of evidence shows that there is an inverse relationship between compassion and burnout."

-Stephen Trzeciak, MD, MPH speaking about his research on the [Freakonomics](#) podcast - [listen here](#)