

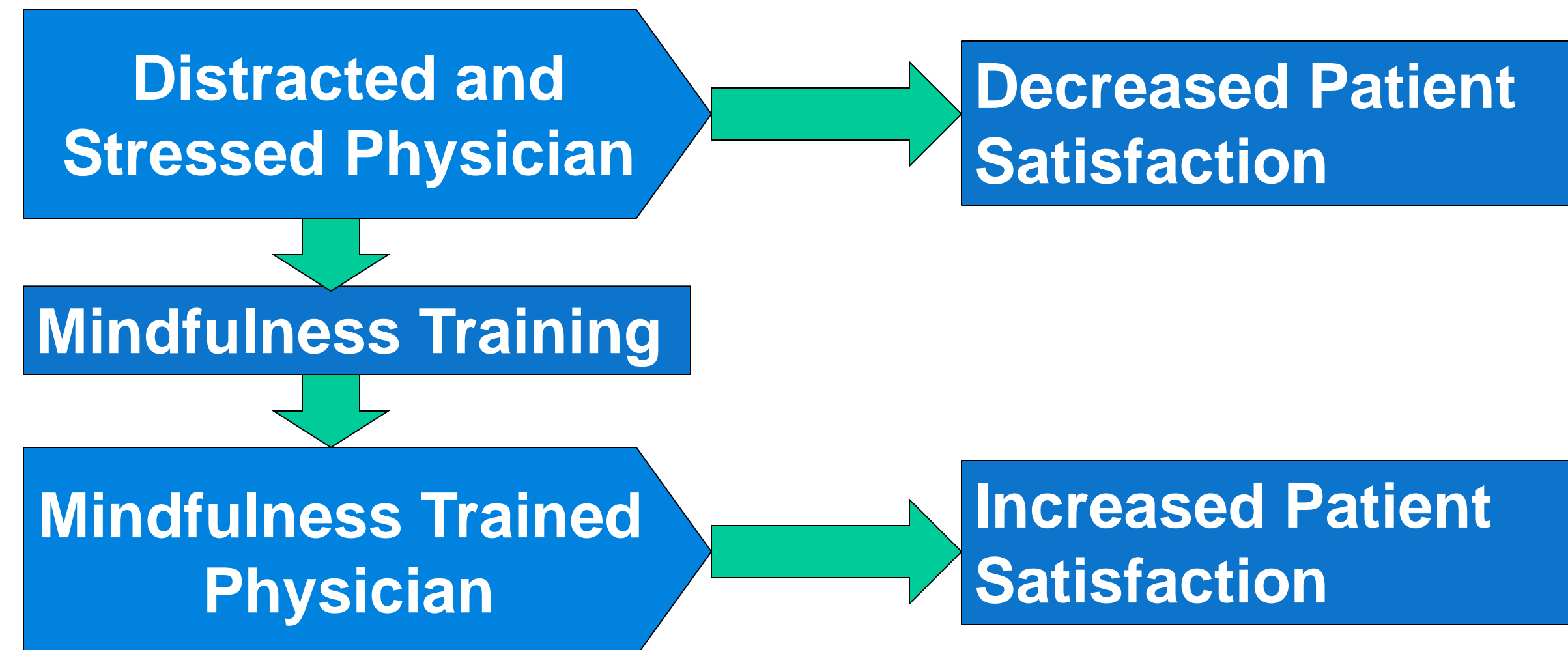
# California Health Improvement Project (CHIP)

## Mindfulness Training for Physicians: Can it Raise Patient Satisfaction Scores?

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### Problem Statement and Underlying Causes

Physicians are increasingly stressed and distracted in their jobs because medicine is changing rapidly in ways that harm the physician/patient relationship. This is leading to decreased physician morale and burnout, both of which are linked to lower patient satisfaction scores. A growing body of evidence shows that Mindfulness training can boost physician morale and decrease burnout. Thus, Mindfulness training for physicians may be a key component to helping physician morale and reducing burnout, possibly raising patient satisfaction scores.



### Project Description

Currently, a minority of physicians have undergone mindfulness training. In 2012, we completed a web based 12 week curriculum for physician mindfulness training using Emindful.com. The pilot showed notable benefits in standardized validated tests. The current project has many more physicians enrolled in the online curriculum and is looking at the same standardized validated tests as well as physician morale questions and patient satisfaction scores.

### Goal and Objectives

**Goal:** To further evaluate whether mindfulness training for our physicians can lead to a improved physician morale and focus, and higher patient satisfaction scores.

**Output-oriented Objective:** Enroll 100 physicians in online mindfulness training (through 2 staggered cohorts), with at least 80 of them completing the following: pre-course surveys (baseline data), immediate post-course surveys, and 3 and 12 month post-course surveys. The surveys include standard validated questions (stress, sleep, quality of life) along with morale questions. Additionally, we will collect patient satisfaction scores for those timeframes.

**Outcome-oriented Objective:** Physicians who enroll in and complete the course will show a baseline increase in patient satisfaction scores of 5%. They will also show a baseline increase in morale by 5%. The changes will be sustained for up to 1 year post course completion.

### Outputs & Outcomes

#### Outputs Achieved

- April Cohort Enrollees: 64 (average attendance 44)
- July Cohort Enrollees: 35

#### Preliminary Outcomes – First Cohort Immediate Post Course Completion

Assessment	Pre	Post	Improvement	Improvement Percent	Result
Perceived Stress Scale	20.1	14.6	5.5*	27.4%	✓ Less Stress
Pittsburgh Sleep Quality Index	5.1	3.7	1.4**	27.5%	✓ Better Sleep
Work Limitations Questionnaire	165.3	86.5	78.8***	47.7%	✓ Higher Productivity
Internal Morale Measure (5 point scale)	3.6	3.94	0.33	9.2%	✓ Better Morale
Patient Satisfaction Scores			Will be Available October 2014		

\*, \*\*, and \*\*\* : p < 0.0001

#### Complete Outcome Data in November 2015

#### Qualitative Quote from Physician Participant

*"I feel calmer and more at ease in general. Stressful things happen around me rather than to me more often. I'm more able to approach conflict with humor. I'm more compassionate with myself."*

### Lessons Learned

- Physician scheduling needs time – I wish I had published the courses with more advance notice as that would have increased enrollment and smoothed the process for all.
- Involving multiple medical centers was critical to achieving enrollment.
- Making personal persuasive presentations at department meetings was very successful.
- Technological problems presented significant challenges. Doing the course behind the firewall might be the best way going forward.
- A project of this size required help. I didn't know this at the beginning. I could not have done this project without the help of Betty Lin, MD. She was my equal partner in the work.

**Screenshot of an online mindfulness session**

### About My Organization

The Permanente Medical Group, Inc (TPMG) is a physician-led medical group of more than 8,000 dedicated and exceptional physicians working together across specialties, who by making patient care personal help over 3.4 million Kaiser Permanente members live healthier, happier, and longer lives.

Through innovation, a commitment to quality, physician autonomy, and an integrated health care delivery model, TPMG is able to achieve its goals for its Northern California members.

### Contact Me

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