The Patient and the Practitioner in the Age of Technology:
Promoting Healing Relationships
Research, Practical Solutions, and Innovations from the United States & Around the World

A Virtual Conference Series
Session IV: March 5, 2021

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PROGRAM OVERVIEW
The electronic health record (EHR) and other health information technologies (HIT) have profoundly affected the relationship between patients & their practitioners and between practitioners and their work. This second international symposium will bring together diverse patients, professionals, and researchers to examine what science and front line practice has taught us about the impact of the EHR and other HIT on the patient-practitioner relationship, how human relationships figure in software and device design and implementation, ethical stewardship of shared data, and current best practices for successfully integrating HIT into clinical practice, while keeping the patient at the center of care. We shall consider the impact of the COVID-19 pandemic on these issues.

TARGET AUDIENCE:
• Physicians, Physician Assistants, Nurses, Nurse Practitioners
• Mental Health Professionals
• Patients
• EHR, HIT, & Device Designers
• Officials involved in healthcare technology
• Educators who teach the effective use of technology in patient care
• Researchers studying rapport, attention, multitasking, practitioner satisfaction, burnout, and wellness, and best practices for implementing HIT in clinical settings
• Leaders of medical organizations involved in information technology implementation and clinician satisfaction

SERIES THEMES
1. Relationships Matter More Than Ever, and They Are Changing
2. Addressing Disparities
3. Designing Human-Centered Health Information Technology (HIT)
4. Advancing the Adoption of Patient-Empowering Technology
5. Teaching the Use of HIT to Support Relationship-based Care
6. Promoting Wellness in Clinical Care
7. Working with Governments, Institutions, & Stakeholders to Support Healing Relationships & Human Capital
8. Ethical Stewardship of Shared Data

SERIES OBJECTIVES
1. Identify one concrete intervention that can increase access to the full benefits of HIT for each of the following groups of patients and practitioners: underserved urban communities; rural communities; elderly patients
2. Describe three best practices that can be instructed to practitioners of any level of experience using HIT in clinical interactions to enhance the patient-practitioner interaction
3. Explain three design principles that can facilitate HIT use for patients and practitioners
4. Describe one intervention made by an institution that decreased practitioner burnout related to HIT
5. Define patient confidentiality, privacy, and security with respect to HIT, and identify one current threat to each
6. Describe one feature of HIT in another country that is different from what you have encountered in your own nation

CONFERENCE SUPPORT PROVIDED BY
The Paul Levinger Professorship Program in The Economics of Health Care
Andrew and Shelley Sigal Scholarship Fund

SAVE THE DATE FOR FUTURE VIRTUAL DISCUSSION: Friday, May 7, 2021

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<th>Time</th>
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<td>9:00–9:05 AM</td>
<td>Welcome</td>
<td>Allan R. Tunkel, MD, PhD; Elizabeth Toll, MD; Wei Wei Lee, MD, MPH</td>
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<tr>
<td>9:05–9:15</td>
<td>The Health Practitioner in the Digital Age: Blogging with My Patients</td>
<td>Michael Hauzer, MD, MPH; Shmuel Reis, MD, MHPE</td>
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<td>9:15–9:25</td>
<td>Mass Education and Information in the Age of Information</td>
<td>Paula M. Procter, RN, CertEd(FE), MSc, SFHEA, FBCS, CITP, FIMIANI, FIAHSI</td>
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<td>9:25–9:35</td>
<td>Personalized Electronic Health Record Coaching</td>
<td>Stewart Babbott, MD &amp; Kate Bakich, MS</td>
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<td>9:35–9:45</td>
<td>I Got Sued and Survived by Entering a Dance Competition and Podcasting to Help My Peers</td>
<td>Gita S. Pensa, MD</td>
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<td>9:45–9:55</td>
<td>Question &amp; Answer Session</td>
<td>Maria (Lolita) Alkureishi, MD, FAAP</td>
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<td>9:55–10:00</td>
<td>Bio, Tech Break, Dancing For Wellness Movie Screening</td>
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<td>10:00–10:20</td>
<td>Concurrent Abstract Presentations</td>
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<td>I. A Review of Scoring Instruments That Assess the Quality of Electronic Progress Notes</td>
<td>Daniel T. Coghlin, MD, FAAP</td>
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<td>II. How YouTube can help You Better Use the EHR for Patient Care</td>
<td>Gurprit K. Randhawa, MSc, MBA, PhD, CHE; Aviv Shachak, PhD, MSc, BSc</td>
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<td>III. Can Medical Education Podcasts Change the Hidden Curriculum for Trainees?</td>
<td>Justin Berk, MD, MPH, MBA</td>
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<td>IV. Wellmometer Dashboard: Person-Centered Innovation</td>
<td>Sharon Levy, RN, MPhil</td>
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<td>10:20–10:30 AM</td>
<td>Question &amp; Answer Session &amp; Wrap Up</td>
<td>Wei Wei Lee, MD, MPH</td>
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<td>10:30–11:00 AM</td>
<td>Mindfulness Meditation</td>
<td>Ellen Flynn, MD, MTS &amp; Chloe Zimmerman, MD, PhD Candidate</td>
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The rising prevalence of health provider burnout may be partly due to learning and practicing medicine in increasingly computerized clinical environments. Such technical environments can foster a sense of disconnection from patients and the calling of medicine, demoralization, and fractured attention. Mindfulness training (MT) is the practice of continuously bringing the attention back to the present moment. It has been demonstrated to preserve attentional capacities over high-demand periods with positive impact on psychological health and performance. This session will discuss insights in the context of today’s “hyperconnected” medical environment and the role that inattention and disconnection play in medical errors, poor patient outcomes, and burnout and will include a brief mindfulness exercise.
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