

THANK YOU

The Bounce Back Project was born out of loss when two highly respected and loved Buffalo Hospital physicians died in 2014. These deaths caused us to pause and ask some important questions – not only about how fragile life is, but the choices we make each day. A group of physicians and hospital leaders later participated in a resilience conference hosted by the Minnesota Hospital Association. At this conference, we learned about a number of tools that promote resiliency and decrease burnout. Our physicians recognized this work held not only personal meaning, but would be meaningful for our patients and our communities.

In our first year, more than 6000 people were a part of our Bounce Back presentations. Individuals are experiencing renewed purpose and meaning. Our physicians are changing the way they practice medicine.

The Bounce Back Project has been privileged to partner with other like-minded individuals across Minnesota who recognize the need and value of this work. We would like to thank the members of our planning team who have provided their time, feedback, and expertise in making this conference possible.

- David A. Romans, DO – EPPA / Unity Hospital
- Karla Heeter – Bounce Back / Buffalo Hospital
- David Beddow, MD – Allina Health
- Christy Secor, DNP – Bounce Back / Buffalo Hospital
- Lea Fairbanks, MD – Minnesota Perinatal Physicians
- Leah Schmoyer – Bounce Back / Buffalo Hospital
- Michael Maddaus, MD – University of Minnesota
- Rahul Koranne, MD, MBA, FACP – Minnesota Hospital Assoc.
- Ken Flowe, MD - Rice Memorial Hospital
- Matthew J. Luedke, MD – Essentia Health
- Rachel Mendel – Bounce Back / Buffalo Hospital
- Andrew J. Houlton, MD – North Memorial Medical Center
- Mark E. Heggem, MD – Riverwood Healthcare Center
- Corey Martin, MD – Bounce Back / Buffalo Hospital



INTENDED AUDIENCE

This program is designed for physicians, administrative leaders, physician assistants, nurse practitioners, pharmacists, physical therapists, nurse leaders, social workers, chaplains, and other clinicians involved in patient care. Other members of the care team may also find it beneficial.

CONFERENCE LOCATION

Crowne Plaza – Minneapolis West
3131 Campus Drive, Plymouth, MN 55441
763-559-6600

CONFERENCE OBJECTIVES

- » Share knowledge, the results of research, and lessons learned on the prevalence, drivers, and consequence of burnout among healthcare providers.
- » Discuss strategies addressing the challenges and barriers we face as a healthcare provider in today's complex healthcare environment.
- » Identify and discuss best practices and experiences in building individual and organizational resilience.
- » Foster resilience through the building of relationships and social connections.

REGISTRATION

Online:	www.BounceBackProject.org/Resilience-Conference
Mail:	Bounce Back Project, c/o Buffalo Hospital 303 Catlin Street, Buffalo, MN 55313
Fax:	763-684-7105

Cost for this CME/CEU certified course is \$300. Registration includes appetizers and entertainment for the December 7th Hippocrates Cafe. Breakfast, lunch, and refreshments are included for the December 8th conference. To ensure a comfortable environment, attendance will be capped; early registration is recommended.

A block of rooms have been reserved with Crowne Plaza at a rate of \$129. Please call 763-559-6600 to reserve your room.

Presentations will be available for download from the conference website. If you have any special needs or dietary requirements, please notify us when registering so we can make arrangements to accommodate you.

Visit BounceBackProject.org/Resilience-Conference for program information and complete faculty listings.

CANCELLATION AND REFUND POLICY

Substitutions are accepted at any time. If you cancel your registration at any time up to the start of the conference, there will be a \$50 administrative charge. No refunds are given after the conference has started.

ACCREDITATION

Minnesota Academy of Family Physicians is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medication education for physicians. The Minnesota Academy of Family Physicians designates this live activity for a maximum of 6.0 AMA PRA Category 1 Credit(s)™. Physicians should only claim credit commensurate with the extent of their participating in the activity.

This activity has been designed to meet the Minnesota Board of Nursing continuing education requirements for 7.2 hours of credit. However, the nurse is responsible for determining whether this activity meets the requirements for acceptable continuing education.

Individuals representing other professional disciplines may submit course materials to their respective professional associations for 6.0 hours of continuing education credit.



MOVING FROM SURVIVING TO THRIVING

DECEMBER 7-8, 2016
CROWNE PLAZA, PLYMOUTH, MN



2016 HEALTHCARE PROVIDER RESILIENCE CONFERENCE OVERVIEW

Making a difference in the lives of others – this is the reason many of us were drawn to our roles in healthcare. We enter into the lives of our patients, their families, and our communities at times of stress, trauma, and uncertainty. We bring comfort, relief, and presence.

This care, however, comes at a cost. The stories we hear and the care we provide to our patients affects us. Regulatory requirements, pressures to reduce healthcare costs, increasing time constraints, and being rated and measured on everything we do have become a part of our everyday realities.

In response, **we cut ourselves off from feeling. We numb our emotions. We look for escape in unhealthy ways.** These are the reasons burnout rates continue at alarming rates.

How do we begin to get off the merry-go-round? How do we become more present not only at work, but at home? How do we begin to reclaim the care we need for ourselves so that we can better care for others? This work is the focus of this conference, and the speakers understand the challenges and the chaos we each face in our professional and personal lives.

While none of us has mastered this work, we've learned the power of sharing our stories, our experiences, and tools that can be used to make a difference. **We're learning to develop resilience, a strong sense of well-being, greater social connection, improved sleep, and better working memory.**

This conference represents a unique collaboration of physicians, nurses, and hospital leaders from multiple health systems who have come together for one purpose – to impact the lives of individuals, communities, and organizations by **promoting health through resilience.**

Wherever you are in your own journey, this is a great place to start. We hope you join us!



COURSE AGENDA

DECEMBER 7, 2016

6:00PM	Social Connections Gathering	Crowne Plaza
7:00	Hippocrates Cafe	Jon Hallberg, MD
8:00	Social Connections	Crowne Plaza

DECEMBER 8, 2016

7:00AM	Breakfast	Crowne Plaza
8:00	Introduction & Welcome	Karla Heeter
8:15	Who is Going to Heal the Healers? Reflections on basic human needs, the shifts in medicine, burnout and resiliency, and how as leaders in health care we can support change.	Laurie Drill-Mellum, MD
9:30	Breakout Sessions:	
	» Being Data Driven, Burnout Across MN	Rahul Koranne, MD
	» Thriving as Leadership	Val Ulstad, MD
	» Making Stress Work for You	Christy Secor, DNP

DECEMBER 8, 2016 (CONTINUED)

10:15	Break	Crowne Plaza
10:40	Breakout Sessions:	
	» Panel: Resilience When Your Spouse has a Life Threatening Illness	Mark Matthias, MD Mark Heggem, MD Dave Romans, DO
	» Mindfulness: Physician Heal Thy Self	Kathleen Mahon, CNP
	» Panel: Organizational Approaches to Clinician Vitality	Steve Sterner, MD Matthew Luedke, MD Brad Skogen, Chaplain
11:30	This Emotional Life — Story of Resilience	Michael Maddaus, MD
12:00PM	Lunch	Crowne Plaza
12:45	The Secret to Caring for the Patient is Caring for the Caregivers	Bridget Duffy, MD
2:00	Breakout Sessions:	
	» Focus on the Positive, A Primer on Positive Psychology	Jason Halvorson, MD
	» Resiliency Doesn't Happen in a Vacuum: The Value of Teamwork	Ken Flowe, MD
	» The Surgeon & Purpose	Steven Kern, MD
2:40	Break	Crowne Plaza
3:10	Growing in Gratitude	Corey Martin, MD
4:10	Inspiring You to Live the Life You Imagined	

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HIPPOCRATES CAFE

Hippocrates Cafe combines performing arts and medicine. It is a live show that uses professional actors and musicians to explore healthcare topics through story and song.

Performances are designed to educate, entertain, and heal through a combination of poetry, short stories, essays, letters, historical documents, and music. Pieces are carefully picked to illuminate the chosen topic in a way that is thoughtful, respectful, and creative.

Since its debut in 2009, Hippocrates Cafe has performed more than 80 unique shows in eight states. Topics have included family medicine, cancer, influenza, aging, and more.



JON HALLBERG, MD

Hippocrates Cafe founder, director and host, Jon Hallberg, MD, introduces show topics and provides narration throughout, giving context for all pieces.

Medical director of the award-winning, innovative University of Minnesota Physicians Mill City Clinic, Hallberg serves as regular medical analyst on Minnesota Public Radio's

Hallberg's Picture of Health. He also manages the Fisch Art of Medicine Student Awards, which enables University of Minnesota medical students to explore the arts.

KEYNOTE SPEAKERS



LAURIE DRILL-MELLUM, MD

Who would expect an insurance company to focus on well-being, resiliency, empathy, and communication? Laurie Drill-Mellum has spearheaded this work since her appointment in 2012 as MMIC's first Chief Medical Officer. She is a board-certified emergency medicine physician and a Bush Medical Fellow. She is a graduate of the Emergency Medicine Residency

Program at Hennepin County Medical Center and completed a fellowship in Integrative Medicine at the University of Arizona.



MICHAEL MADDAUS, MD

Dr. Michael Maddaus was a high school dropout who went on to become a professor of thoracic surgery at the University of Minnesota. After serving in the Navy, obtaining his GED, finding his path through medical school, and through general and thoracic surgery training, he joined the University of Minnesota faculty where he practiced thoracic surgery

for 20 years, becoming a full Professor of Surgery. He has been recognized for several honors and awards including *Best Doctors in America* and was also named a *Top Doctor in Thoracic Surgery*.



BRIDGET DUFFY, MD

Dr. Bridget Duffy is currently the Chief Medical Officer for Vocera, a group that restores humanity to healthcare. Previously Dr. Duffy co-founded and served as CEO of ExperiaHealth and was the Chief Experience Officer (CXO) of the Cleveland Clinic, the first position of its kind in the nation. She has also been featured in HealthLeaders magazine as one of "20 People

Who Make Healthcare Better." Dr. Duffy completed her training at the University of Minnesota and Abbott Northwestern Hospital.



COREY MARTIN, MD

Dr. Corey Martin is the Director of Medical Affairs for Buffalo Hospital and leads Allina Health System's approach to address burnout in caregivers. He is one of the creators of the award winning Bounce Back Project which promotes resilience in community and healthcare settings. Dr. Martin is a practicing Family Physician and a graduate of Yale School of Medicine. He is a

recovering perfectionist and aspiring "good enoughist."