



**Medical Affairs Advisory Committee  
Meeting Minutes**

**Meeting Date: March 20, 2024**

Circulated: April 10, 2024

Approved: April 17, 2024

**Present:** Analisa DiFeo (Chair), Katherine Gold, Ann Marshall (FSO, Coordinator), William Meurer, Shahzad Mian, Zack Ouellette (Office of EVPMA, Admin), Sara Pasquali, Marschall Runge (Executive Vice President for Medical Affairs), Carol Shannon

**Absent:** Nancy Allee, Aadit Bhausar, Ruth Carlos, Mujtaba Hameed, Michal Olszewski

**Guest Presenters:**

- Elizabeth Harry, MD, Chief Well-Being Officer, Instructor in Internal Medicine

**Topic:** Faculty and staff burnout and wellness

1. Chair Analisa Difeo called the meeting to order and the minutes from the last meeting were approved.
  - Announcements: A MAAC proposal related to second-opinion requests has been drafted. MAAC members are also invited to submit nominations for [SA committees](#), including for MAAC membership and MAAC Chair.
2. Dr. Elizabeth Harry presented on the topic of Well-being at Michigan Medicine:
  - Dr. Harry invited MAAC members to reflect on the “why” of their MM work. Responses included the community at MM, infrastructure, access to resources, being passionate about child health and underserved populations, a collaborative and interdisciplinary culture, and faculty excellence and commitment.
  - The Well-being Office’s mission is to address how you can do your “why” while feeling safe and thriving in your workplace. Well-being is addressed from an academic perspective and includes the causes, occupational hazards, main drivers, and remedies for [clinician burnout](#). This focus is distinct from mHealthy’s efforts on behalf of wellness.
  - Cognitive load is a finite resource and has been measured with the [NASA Task Load Index](#). Standardization can help decrease extraneous load. Attention is also very important as an aspect of well-being.
  - A goal is to help faculty perform frictionless, without “pebbles in the shoe” and to develop well-being centered communities and leadership. Important also is assuming good intent and, in a divisive world, to hold different viewpoints with dignity.
  - Challenges with burnout and well-being are national issues and MM is well-positioned to address these issues. The intent is to focus on the problems, not the people, and to be curious and inquisitive. Dr. Harry offered to come back to future MAAC meetings if helpful.
3. Discussion included the topics:
  - Post-pandemic culture and how easy it is to get worked up via pixels on a screen and how this can change if we can show-up with a trust mindset. Picking up the phone or stopping by someone’s office can help add back in personalization. It is also important to balance in-person venues with the equity benefits of virtual access.
  - There was discussion about how to balance standardization with “keeping it human,” i.e. not standardizing everything. The importance of doing standardization in a way that is evidenced-based and thoughtful.
  - Trust is bidirectional, i.e. the importance of having guiding principles, of engaging participants, and building trust over time.
  - There was also a suggestion to utilize a combination AI and information obtained from of Epic to better accommodate patient scheduling and determine the length of time for appointments.



FACULTY SENATE

**SENATE ASSEMBLY**

UNIVERSITY OF MICHIGAN

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Ann Arbor, MI 48109

**Upcoming Meetings:**

Wednesday, April 17, 7:30-8:30 am

Respectfully submitted,

Ann Marshall, Faculty Governance Coordinator