



Academy for
Professionalism in
Health Care



Professional
Formation

Professional Formation Update

Healthcare Professionalism Education, Assessment, Remediation & Research

***A newsletter produced jointly by the
Academy for Professionalism in Health Care and Professional Formation***

In the preceding two issues of *Professional Formation Update*, we have engaged themes associated with humility and its importance for professionalism in health care. This included thought-provoking pieces, some more theoretical, some more practical, from students, faculty, and health professionals. The perspectives offered were intentionally diverse, highlighting the expansiveness of the conversation around humility and professionalism.

In this issue, we highlight two considerations that follow from our conversation over the last two months: the importance of intergenerational communication, which can call for humility in understanding, and the phenomenon of burnout, specifically as it exists in the digital age. Many readers of this publication will be aware of significant work on the former subject, especially if they attended the recent APHC conference on the same topic and have kept up with the summaries of key conference sessions published in *Professional Formation Update*.



This issue supplements that conference content with a review of the recently published *Aliens Among Us: Ten Surprising Truths About Gen Z* by Steven Robertson. Stephen Gambescia takes readers through that text, which, after reading the review, you may be interested in picking up. The second issue, that of burnout, is addressed in a thoughtful piece by Sofica Bistriceanu. There has been a good deal of attention paid to the subject and an increasing amount of research on it, especially in health care and especially during (and in the aftermath of) the COVID pandemic. Readers who are also familiar with the COVID Ethics Series will have come across examples of this work in that show's session on **Stress and Burnout** with Dr. Nancy Berlinger of the Hastings Center.

This issue also highlights important and upcoming professionalism events and resources, including a free antiracism module, a new mentorship program, and information about the upcoming roundtable. A moment of respite can be gained from reading and reflecting on Sofica Bistriceanu's *Water's Parts*, a poem.

Bryan

Bryan Pilkington, PhD, is Professor of Bioethics, in the Department of Medical Sciences, at Hackensack Meridian School of Medicine.

Contents

1. Book Review - *Aliens Among Us*
 2. APHC International Hybrid Conference
 3. Burnout in the Digital Age
 4. APHC Launches Mentorship Program
 5. Free Antiracism Module - sign up for the webinar
 6. APHC Roundtable March 8 - Past Conference Keynoter
 7. Water's Parts Poem
 8. Professional Formation/APHC Podcast - Listen Now
 9. *Journeys - Please pass along to your students*
 10. ABMS Call for Proposals Is Open
 11. APHC Member Announcements
 12. Past Webinar Recordings
 13. APHC Member Benefits
 14. Contribute to this Newsletter
-

Book Review by Stephen Gambescia



As a follow-up to the November 2023 APHC virtual conference “Reimagining Professionalism: Using Cultural and Generational Lenses,” here is a review of a front-runner book on what we can expect from Generation Z (b. 1995-2010) in our teaching/learning and mentoring of beginning health professionals. Steve Robertson, spending three decades in talent acquisition for camps and enrichment programs for youth ages five to 18 from almost all states and many countries, gives us “raw knowledge” and wisdom on “how to deal with” the *Aliens Among Us*.

Robertson gracefully and passionately warns parents, employers, and educators not to roll their eyes and cling to a new adage, “Don’t trust anyone under 30.” He is optimistic that “the kids are all right.” He structures the book around *Ten Surprising Truths about Gen Z*, with each chapter giving detailed and vivid symptoms of these peculiar creatures, the root causes (especially the pace of technology), and how to “treat” them by leveraging their unique assets.

A founding premise that cannot be overstated, given we all know something about the changes in generations, he makes a compelling case that this generation and its consequent affects are unique given this generation:

- o is completely a digital native—more so than Millennials (b. 1980-1995);
- o is “wired differently;”
- o will not assimilate, as with the smooth transition as other generational changes;
- o is the first generation mentored primarily by their peers; and
- o will change us in significant ways.

Robertson gives robust examples to the gestation of this new generation. He explains the consummation as a Perfect Storm given Gen Z kids were exposed to a) rapid advances in technology, b) pervasive onslaught of news and messages, c) rewriting of their brains through

social media, and d) lack of parenting and leadership at this moment. The latter is significant in the important role we play in academic and professional formation.

While the word “paradox” does not appear in his book, I found as I worked through the chapters this descriptor came to mind. For example, while they are growing up faster than other generations, they are slower to mature. They consider themselves their own CEO but need a “Guide Positioned at their Side” in more times than they realize. On the one hand, they have an entrepreneurial and gig economy spirit but are not risk tolerant like the Boomers (b. 1950-1965).

Robertson walks us through a range of characteristics of Gen Z from some that are endearing, to the quirky, to some even concerning, without making normative comments. As he writes after each one: “This [change] is not good or bad—it just is. We must adapt and learn to deal with these new realities.”

So, what do they need us for (Boomers, Xers, and even Millennials)? And what does knowing all this have to do with professional formation? Robertson with his extensive “in the field” experience with Gen Z confidently states that they have four areas underdeveloped: 1) communication, 2) problem solving, 3) perseverance, and 4) gratitude. Now more than ever pre-licensure and continuing education educators and mentors need to be involved in formation of the *whole person*, not simply “training” knowledgeable, skillful, and compassionate clinicians. Taking on these four underdeveloped areas is a challenge.

Chapters 5 (growing up fast and slow), 7 (first generation mentored primarily by peers), and 9 (They need a Guide by their Side.) are salient readings for the work we do in professionalism formation. Here is key advice he gives to parents, employers, and educators.

First, as you learn more about Gen Z, commit to seeing them through a new lens. Get ready for something completely different. Switch from being a Sage on the Stage to a Guide by their Side. Teach, coach, or parent with hyper intentionality. Find mutually uncommon ground activities. Don’t put away the wisdom you can share; while they have a lot of raw knowledge, your wisdom and legacy knowledge can be useful—get in their way. In getting in their way and establishing relevancy, use a subtle “invisible curriculum.”

As a couple of parting shots on the review, I think it important that as we work with the “communication” shortcoming, we look at this more as getting clear on *expectations*. Gen Z’s flat affect is not so much that they are ignoring us, but they are not sure of what to do next. The lack of gratitude is a novel area that members of APHC are well suited to address.

Stephen F. Gambescia, PhD, MEd, MBA, MHum, MLS, MCHES, is professor and director of a Doctor of Health Science program at Drexel University and a consummate Baby Boomer.

***Aliens Among Us: Ten Surprising Truths about Gen Z.* (2022; Battle Ground Creative, 231 pp.).**

APHC International Hybrid Conference June 3 - 5 in Philadelphia & Virtual

Three keynotes, three symposia, and **74 sessions** with 180 speakers from four continents are scheduled for the international hybrid conference in Philadelphia from June 3 to 5. The breakout sessions include **1 educational game, 12 how-to workshops, 26 oral presentations, 7 panels, 15 posters, 7 problem-solving sessions, and 6 roundtables.** All sessions will be **streamed virtually and recorded** so registrants can watch all the concurrent sessions and so our colleagues around the world can view sessions during normal hours.

Learn more at: <https://bit.ly/APHC2024HybridConference>

Burnout in the Digital Age

by Sofica Bistriceanu

In the digital era, people's lives have changed; virtual interaction is preferred to traditional in-person cooperation since it is more comfortable, saving time and travel expenses. Individual online data, including verbal and non-verbal communication, provide a picture of their value, and further collaborators can make an informed decision when selecting them for their business expansion.

Life balance plays a crucial role in maintaining equilibrium for individuals.

Increased mental and physical activities can lead to tiredness; excessive fatigue causes inappropriate control of bodily functions, and errors in work appear.

In the health care industry, inaccuracies in practice can adversely affect human life quality and expectancy. Mistakes can result in poor clinical outcomes, customer dissatisfaction, and low adherence to the therapy plans. This, in turn, affects the provider's reputation, decreases investment return, and leads to business instability and discontinuity. Usually, a patient's negative experience predicts their disloyalty to the provider. For the next episode of care, the patient and their families may search for a new provider from the offerings. These frustrations can hurt the patient's emotional well-being, leading to various disorders such as depression, heart disease, or metabolic abnormalities. The patient's suffering can also extend to their loved ones who resonate with them, affecting their health.

Therefore, provider burnout must be considered a critical factor affecting a practice's standing by determining the customer's negative experiences.

Gaps in instruction or mental disabilities in handling data in daily work also lead to errors in practice. And so, expertise in the domain prepared for is mandatory. Work impairment, determined by various medical conditions, must be identified and managed accordingly. If deficiencies in instruction are combined with work impairment, unskilled interaction with the patient, and tiredness, then summative adverse effects on the end users are accounted for, which can be disastrous for a medical professional's social and professional life.

A health care expert who accumulates fatigue often makes errors in practice. Quality work, not workload volume, ensures a good reputation, personal satisfaction, positive patient experience, and loyalty, predicting a positive trajectory in business evolution.

Medical data is now available online, which can assist individuals in instruction. That can stand in for a medical professional informing people how to prevent and manage disorders.

Transferring this task to virtual assistants, with connected informative programs, makes their work easier and less time-consuming, preventing burnout.

Telemedicine, on-site clinics, and remote work positively impact health care professionals' lives and reduce burnout. Advancement of technologies facilitates instant communication, following better decisions in clinical practice with good results.

Environmental characteristics adjusted to the personal data for proper work, skills of interaction with others, avoidance of rude chat, food intake value adapted to the individual needs, a well-calibrated sleep program, and working and recreational activities in balance lead to a healthy personal life.

Burnout represents a deficiency in maintaining human equilibrium and attaining a satisfactory societal existence. When combined with other errors in calibrating life value, we can assist in terrible consequences at the individual and collective levels.

The ability of an individual to choose a suitable workplace, have loyal collaborators, work in a friendly environment, and balance distress when it arises with recreational activities envisions a successful way of life for themselves and others in a constantly evolving world.

Sofica Bistriceanu, MD, PhD, is a Family Physician and the representative of Academic Medical Unit-CMI in Romania.

APHC Launches Mentorship Program

by Trish Sexton

The Academy for Professionalism in Health Care has launched a mentorship program for members. A membership survey revealed that members were interested in a mentorship program. Prospective mentors and mentees can submit applications online by **Monday, March 25**. Click on the link below.

<https://bit.ly/APHCMentorMenteeProgram>

We will ask mentors to select mentees who have matched their backgrounds and interests. Mentoring can be in-person or virtual. **We will host an in-person reception for mentors and mentees at our upcoming international hybrid conference on Navigating Ambiguities in Professionalism: Teaching, Assessment, Remediation, and Clinical Care from June 3 to 5 in Philadelphia.**

<https://bit.ly/APHC2024HybridConference>

This program is only available for members. If you are not a member and would like to participate, please access the membership page on the website to find out more about the Academy's benefits.

<https://bit.ly/APHCMembership>

Patricia Sexton, MS, DHed, FNAOME, is APHC Membership Chair, Associate Dean of Medical Education, and Professor of Family Medicine at Kirksville College of Osteopathic Medicine, A.T. Still University.

Free Antiracism Module with 38 Videos and 30 Exercises

Through a grant from the Josiah Macy, Jr. Foundation, an Antiracism Module is available online at <https://webcampus.med.drexel.edu/PCHC/>. The module includes **38 videos and 30 exercises**. Resources include a **three-page overview** of the 17 sections, **curriculum guides** for eight of the sections with pre and post tests to gauge changes in attitudes, a **learning environment survey** to gauge your learners' perspectives on your learning environment, and an Excel spreadsheet with the section overview, videos with times, and discussion questions. An asynchronous faculty development workshop is under construction.

If you would like to learn more about the module, please sign up for a 20-minute free webinar on **Thursday, March 21 at 2 p.m. ET**

Sign up for free webinar

APHC Roundtable Friday, March 8 at 3 p.m. ET

Professionalism Unboxed: Redefining Professionalism in the Health Professions with Goran Stevanovski, MD

Join us for the monthly Roundtable. Register at: <https://bit.ly/APHCRoundtables>

Building on the insights from "Defining Professionalism: A Cross-Cultural, Cross-Generational Odyssey," the excellent keynote from the APHC November 2023 virtual conference, this roundtable session, "Professionalism Unboxed," invites participants to explore the evolving landscape of professionalism in health care. As we navigate through an era marked by rapid technological advances and cultural shifts, traditional definitions of professionalism are being challenged and expanded. This session aims to unearth innovative practices that redefine professionalism, emphasizing the role of creativity, diversity, and technology in forging new standards that resonate with today's dynamic health care environment.

Discussion Points:

- Core Values Reexamined: Assessing the relevance and application of traditional professional values in contemporary health care.
- Innovation in Action: Showcasing examples of how novel approaches in various cultural and generational contexts are reshaping professional norms.
- Technology's Influence: Examining the impact of digital innovation on professional identity and practice.
- Embracing Diversity: Strategies for integrating diverse perspectives into professional standards, enhancing inclusivity and equity.

Interactive Activity: "Professionalism in a box challenge"

Participants will engage in an immersive activity, divided into groups to tackle hypothetical scenarios that test the limits of conventional professionalism (e.g., ethical dilemmas in virtual health care, cross-cultural teamwork in telemedicine). The goal is to devise solutions that uphold professional integrity while embracing adaptability and cultural sensitivity.

Expected Outcome:

This roundtable seeks to ignite a shift in perspective, encouraging participants to think creatively about professionalism within the health professions. By exploring the intersection of technology, diversity, and innovation, we aim to foster a more inclusive, adaptable, and forward-thinking approach to professional standards. Join us in reimagining professionalism for a new era, where the values of integrity, empathy, and respect are enriched by the diverse experiences and insights of the global health care community.

The 30-minute presentation will be followed by a 30-minute discussion.

Sign up at: <https://bit.ly/APHCRoundtables>

Dr. Goran Stevanovski is deeply committed to the intersection of health care practice and education. With qualifications that include a Medical Doctor degree and a Master of Arts in Health Professions Education, his journey reflects a continuous effort to bridge the gap between medical practice and academic theory. His role in founding and directing the Medical Education Department at Ss Cyril and Methodius University Medical School in North Macedonia was driven by a passion for nurturing the next generation of health care professionals, focusing on innovative teaching methods and curriculum development to meet the evolving needs of medical education.

Beyond the university, Dr. Stevanovski has been privileged to contribute to the work of the World Health Organization, where he applies his experiences to help guide health care systems strengthening. His work is particularly centered on fostering medical professionalism that respects generational diversity and cultural differences, aiming to enhance health care delivery on a global scale. Throughout his career, Dr. Stevanovski has remained dedicated to the ideals of service, continuous learning, and the humble pursuit of knowledge, hoping to make a lasting impact on both the health care and educational fields.

Register for this important session and others on the second Friday of the month from 3 to 4 p.m. ET.

Roundtables are for APHC Members only.

Join APHC to attend this Roundtable and access previous recordings.

<https://bit.ly/APHCMembership>

Water's parts

By Sofica Bistriceanu

The perfume of flowers delights,
silently surrounds us and remains behind,
as all come and depart
in Universe with a water's part –

a living part that is too high
for laws that reflect at night.

But whoever arrives at the fount
to take water, enjoy its work
and have fun with a drop?
Almost everyone rises to come down.

Rarely, at a time,
like a gentle moon appears with its stars
quietly illuminating the blue,
someone slowly approaches the well,
wanting a drop in the hand
lightly to cool the forehead,
speaking in parables when needed,
to run out a part of the secret.

Sofica Bistriceanu, MD, PhD, is a Family Physician and the representative of the Academic Medical Unit - CMI in Romania. She is the author of seven volumes of poems.

From the volume of poetry '*The Mysterious Cup*', ISBN 973-8216-13-3, Cronica Publishing House, Iasi, 2002.



Healthcare Professionalism: Education, Research & Resources Podcast

Professional Formation and APHC collaborate on a podcast, **Healthcare Professionalism: Education, Research & Resources.**

Over 100 podcast episodes have been released with over 14,000 downloads.

Released **every other Saturday morning**, a recent episode includes **Ellen Friedman** talking about **Building Empathy Among Health Care Workers** and **Jan Altman** discussing the **Levels of Oppression – Personal, Interpersonal, and Systemic.**

You can access the podcast episodes on your favorite platform or at:
<https://bit.ly/PF-APHC-Podcast>

***Journeys* - Student Newsletter**

Introducing “*Journeys*,” Drexel University College of Medicine’s student-run newsletter designed to highlight the experiences of health care providers in training. This newsletter represents the unique backgrounds, identities, and perspectives of students at all levels. “*Journeys*” is a space to share stories and sentiments that illustrate both individuality and experience as they contribute to the diversity of health care education and practice.

<https://www.ducomjourneys.org/>

Please forward to your students.

ABMS Conference 2024 Call for Sessions and Posters Now Open

The American Board of Medical Specialties (ABMS) **Call for Sessions and Posters** for live presentation at ABMS Conference 2024 is now open. As the premier health care conference on board certification with a focus on assessment, lifelong learning, improvement, and professionalism, **ABMS Conference 2024** is an excellent opportunity to share innovative collaborations, evidence-based research, and best practices that accelerate the transformation of certification and delivery of high-quality care.

ABMS Conference 2024 will be held September 24–26 at the Fairmont Chicago, Millennium Park. This year, the Program Planning Committee is again seeking high-quality submissions that meet the continuing professional development needs of attendees and support one or more of the **identified session domains**:

- Demonstrates advancements and innovations in initial and continuing certification* programs.
- Identifies standards for assessing and promoting professionalism through certification programs.
- Demonstrates certification's impact on health equity, national quality priorities**, and physician well-being.
- Accelerates the adoption of competency-based education and assessments (graduate medical education, initial and continuing certification), especially in the clinical education or practice environment.
- Demonstrates collaborative strategies, especially with professional societies, health care systems, and continuing medical education providers, to develop lifelong learning and quality improvement interventions within and across specialties to improve health and health care.
- Demonstrates the rising impact of Artificial Intelligence on certification programs and health care delivery systems.

Individuals and/or organizations are welcome to submit more than one abstract; each abstract must be submitted separately. All accepted submissions will be presented in person and presenters will be required to register for ABMS Conference 2024.

Abstracts for sessions and posters must be submitted by **Monday, April 1, 2024**. Acceptance notifications will be sent via email by Monday, May 13, 2024. Additional information regarding session and poster presentation requirements and submission instructions may be found at **ABMS Conference 2024 Call for Sessions and Posters**.

**Continuing certification is also known as Maintenance of Certification or MOC*

National quality priorities as defined by the **Centers for Medicare and Medicaid Services



APHC Member Announcement

The Human Project

The Human Project: The Humanities Underpinning Machines & Artificial Neural Networks Monday, April 1, 4 pm - 5 pm **REGISTER HERE!**

Objectives: Describe a longitudinal curriculum in which medical and nursing students can learn about the key applications and limitations of artificial intelligence (AI) in clinical practice. Discuss the use of the medical humanities to underscore the importance of human judgment, observation, communication skills, empathy, and de-biasing when utilizing AI tools in the care of patients. Engage in a visual thinking strategies session with a representative piece of visual art.

Speaker Gauri Agarwal, MD FACP, is an Associate Professor of Medicine and Medical Education and Associate Dean for Curriculum at the University of Miami Miller School of Medicine

Sponsored by: AAMC/ NEGEA, Health Humanities Special Interest Group (SIG) led by Alice Fornari, Ed D, RDN, HEC- C & Delphine Taylor, MD

Pandemic Professionalism and Ethics Podcast

Listen to archived episodes of the COVID Ethics Series Podcast. Those episodes, as well as upcoming episodes can be accessed via: <https://library.shu.edu/COVIDEthics/podcast>. The archive currently houses over 20 episodes, which engage a variety of ethical and professionalism topics associated with pandemic issues. These topics range from considerations of vulnerability and politicization to resource allocation and universal health care. These episodes, as well as their video counterparts, which can be found at <https://library.shu.edu/COVIDEthics/>, have been adopted as course materials in a variety of health care and humanities training courses and are free to anyone interested in the subject matter.

The COVID Ethics Series and Podcast relies on the idea that challenging issues affecting health and health care are best addressed by many persons, from diverse backgrounds, practically reasoning together. These conversations aim to be inclusive and often involve leading experts from medicine, nursing, and the health sciences, as well as political theorists, economists, ethicists, philosophers, and lawyers.

If you are an APHC member, we will publicize your events, job searches, research, grants, articles, podcasts, books, etc., in the newsletter.



Past Webinar Recordings

If you missed the webinar - **Oral Health is Essential Primary Care: The Importance of Interprofessional Collaboration** with Lisa Simon, MD, DMD; Carlos Smith, DDS, MDiv, FACP; and Nanette Elster, JD, MPH, sponsored by the Academy for Professionalism in Health Care, the

American Dental Association, and the American College of Dentists, here is a link to the recording: <https://vimeo.com/694986752>

Access past webinar recordings at [ProfessionalFormation.org](https://webcampus.med.drexel.edu/PCHC/About/PF/)

Mitigating the Effects of the Hidden Curriculum on Professional Identity Formation with Orit Karnieli-Miller, PhD

Social Justice Challenges: How to Achieve Excellence in Equity with Preston Reynolds, MD, PhD, MACP

Teaching Learners to Navigate Common Boundary Challenges with Elizabeth Gauferg, MD, MPH

Building Effective Teams and Eliminating Barriers with Christine Arenson, MD

Professional Formation, an on-line program with **15 professionalism modules**, has two webinars on **how ACOM and Geisinger Commonwealth integrated modules into their interprofessional education programs**.

For more information: <https://webcampus.med.drexel.edu/PCHC/About/PF/>

APHC Members' Benefits



As a member, you have access to special benefits that include:

- Belonging to a community of like-minded professionals
- Participating in the monthly Professionalism Education Roundtables with authors, faculty, and researchers, plus accessing past recordings
- Accessing 15 Professional Formation modules for individuals for free
- Enrolling in the APHC Faculty Development Certificate program known as LEEP (Leadership Excellence in Educating for Professionalism), which was launched in 2020 and offers longitudinal mentoring for a select group of individuals seeking to deepen their knowledge and skills in professionalism education, assessment, and research
- Posting your research, articles, podcasts, webinars, conferences, and books in the newsletter distributed to about 20,000 people
- Receiving a 20% discount on educational videos created by the Medical Professionalism Project, which also allows you to obtain MOC and CME
- Registering for APHC conferences with discounts
- Participating in APHC committees, which include the conference program, membership, and education committees

Our annual membership fees are very inexpensive and are valid for one year from the payment date. **Select from seven types of membership, including the institutional membership for four people. See the descriptions.**

Professional Formation Newsletter Editors

Editor-in-Chief: Bryan Pilkington | Managing Editor: Barbara Lewis

Please contact [**Barbara Lewis**](#) if you'd like to contribute an article to this newsletter.

If you know someone who would benefit from reading **Professional Formation Update**, please pass this along. They can subscribe to the newsletter by [clicking here](#).