

# MSO 2018 FALL PROGRAM, NOVEMBER 14, 2018

Massachusetts Medical Society  
860 Winter Street  
Waltham, MA

Please email [mso@mms.org](mailto:mso@mms.org) your RSVP and receive an invoice or complete the registration form and mail or fax to:  
Massachusetts Society of  
Otolaryngology/Head & Neck Surgery  
PO Box 549127  
Waltham, MA 02454-9127  
Fax: (781) 464-4896

## REGISTRATION FEES

- |   |         |
|---|---------|
| <input type="checkbox"/> MSO member             | \$20.00 |
| <input type="checkbox"/> Office staff of member | \$10.00 |
| <input type="checkbox"/> Resident/student       | Free    |
| <input type="checkbox"/> Nonmember/audiologist  | \$40.00 |

Name: \_\_\_\_\_

Institution: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Email (required): \_\_\_\_\_  
\_\_\_\_\_

Please contact the MSO Chapter Administrator Gayle Sommer with any questions at (781) 434-7731 or by email at [MSO@mms.org](mailto:MSO@mms.org).

[www.mso-hns.org](http://www.mso-hns.org)

## DIRECTIONS

Massachusetts Medical Society  
860 Winter Street  
Waltham, MA

### From Boston

Travel west on the Massachusetts Turnpike/I-90 to Exit 15. Keep right beyond the toll booth and follow the signs for I-95/128 North. Follow 95/128 North for approximately two miles to Exit 27A-27B (Winter Street). Off exit ramp, keep right and go over 128 and follow Winter Street for approximately one mile. You'll pass the reservoir on your right, and the road will curve sharply to the right. Immediately after the curve, you'll see the Waltham Woods sign on the left. See below for further directions.

### From Points West

Travel east on the Massachusetts Turnpike/I-90 to Exit 14. Keep left beyond the toll booth and follow the signs for I-95/128 North. Follow 95/128 North for approximately two miles to Exit 27A-27B (Winter Street). Off exit ramp, keep right and go over 128 and follow Winter Street for approximately one mile. You'll pass the reservoir on your right, and the road will curve sharply to the right. Immediately after the curve, you'll see the Waltham Woods sign on the left. See below for further directions.

### From Points North

Travel south on Route 128/I-95 to Exit 27B (Winter Street). Off exit ramp, keep right and follow Winter Street for approximately one mile. You'll pass the reservoir on your right, and the road will curve sharply to the right. Immediately after the curve, you'll see the Waltham Woods sign on the left. See below for further directions.

### From Points South

Travel north on Route 128/I-95 to Exit 27A-27B (Winter Street). Off exit ramp, keep right and go over 128 and follow Winter Street for approximately one mile. You'll pass the reservoir on your right, and the road will curve sharply to the right. Immediately after the curve, you'll see the Waltham Woods sign on the left. See below for further directions.

### At Waltham Woods

Take a left at the Waltham Woods sign on Winter Street, and follow the road up the hill (approximately one-third mile). MMS Headquarters will be directly in front of you. (Note that parking and the main entrance are at the back of the building.)



**MSO** MASSACHUSETTS SOCIETY  
OF OTOLARYNGOLOGY/  
HEAD & NECK SURGERY, INC

**2018 FALL PROGRAM**  
*Transforming Burnout to Well-Being:  
Strengthening Resiliency in Today's  
Medical Environment*

Wednesday, November 14, 2018  
5:30–9:00 p.m.

# Transforming Burnout to Well-Being: Strengthening Resiliency in Today's Medical Environment

Wednesday, November 14, 2018

## AGENDA

5:30 p.m.

### Registration and Exhibits

6:00 p.m.

### Buffet Dinner

6:20 p.m.

### Welcome and Introductions



**Theodore Mason, MD**  
MSO-HNS President

6:35 p.m.

### We Have Enough Information to Act: Approaches to Improving Well-Being

*This session will explore opportunities to create a supportive work environment by building programs in professionalism while incorporating peer support and respectful relationships.*



**Speaker: Jo Shapiro, MD, FACS**  
*Director, Center for Professionalism and Peer Support, Brigham and Women's Hospital; Associate Professor of Otolaryngology, Harvard Medical School*

In 2008, Dr. Shapiro launched the BWH Center for Professionalism and Peer Support, a model for institutions seeking methods to enhance teamwork and mitigate the epidemic of burnout plaguing the medical profession. She was recently appointed honorary professor of Professional Behavior and Peer Support in Medicine (Groningen University Medical Center in The Netherlands). She was committee chairperson and now serves on the Ethics and Professionalism Committee of the American Board of Medical Specialties. Dr. Shapiro served as chief of the Division of Otolaryngology at BWH from 1999 through March 2016 and maintains a surgical practice, specializing in oropharyngeal swallowing disorders. She received her MD from George Washington University Medical School. Her general surgery training was at University of California, San Diego, and UCLA. She has been a faculty member in the Department of Surgery at BWH since 1987.

7:15 p.m.

### Choosing to Thrive in Medicine's Current Environment

*Pathways to making your well-being a priority through creating an environment that supports what matters most to you.*



**Speaker: Catherine (Cathy) Lanteri, MD, FAPA**

Dr. Lanteri is a certified physician development coach who brings expertise in medicine, leadership, communications, and behavioral dynamics to help physicians strengthen their professional satisfaction and leadership effectiveness.

Dr. Lanteri trained at Massachusetts General Hospital and served on staff at Brigham and Women's Hospital and Butler Hospital. She has developed hospital satellite clinics and maintained a private practice for 20 years. In coaching, she has helped leaders at major academic institutions and in private health care organizations. She is on the advisory board of the Physician Coaching Institute, sits on the board of directors of the Physicians Insurance Agency of Massachusetts, and has served as a communications consultant for Physician Health Services' MedPEP program. Dr. Lanteri is accredited in coaching abrasive leaders through the Boss Whispering Institute. She is also a coach facilitator for Brandeis University's Physician Executive MBA Program.

7:45 p.m.

### Dessert Break and Exhibitors

8:15 p.m.

### Physician Panel: Physician Wellness — Understanding and Enhancing the Drivers

*Panelists will discuss the connection between professionalism and burnout, the importance of physician support and remediation, and programmatic initiatives to support a culture of trust.*

- Catherine Lanteri, MD, FAPA
- Jo Shapiro, MD, FACS

8:45 p.m.

### Meeting Adjourned

Dear Member/Attendee,

The Massachusetts Society of Otolaryngology/Head & Neck Surgery, Inc. invites you to attend our upcoming fall program *Transforming Burnout to Well-Being: Strengthening Resiliency in Today's Medical Environment*. This meeting is hosted by the Massachusetts Society of Otolaryngology, and it will be held at the Massachusetts Medical Society's Headquarters in Waltham, MA, on Wednesday, November 14, 2018, from 5:30 to 9:00 p.m.

This is a great opportunity to network with your peers and hear from experts on the timely topic of physician well-being. We look forward to seeing you soon!

Sincerely,

**Theodore Mason, MD**, President,  
Massachusetts Society of Otolaryngology/  
Head & Neck Surgery, Inc.

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the American Academy of Otolaryngology — Head & Neck Surgery Foundation (AAO-HNSF) and the Massachusetts Society of Otolaryngology/Head & Neck Surgery, Inc. The AAO-HNSF is accredited by the ACCME to provide continuing medical education for physicians.

The AAO-HNSF designates this live activity for a maximum of 1.5 *AMA PRA Category 1 Credits*.™ Physicians should claim credit commensurate with the extent of their participation in this activity.