A MESSAGE FROM THE PRESIDENT, DAVID J. SIEGLER, M.D.

Sticks and stones may break my bones...But Words define me inaccurately.

I suggest that, we physicians, for our sake and for our patients, should rewrite the false narratives that others apply to us. I highlight a few of the words that are inaccurately used resulting in a “demotion” of our position in the “healthcare delivery system.” Please ask yourself why these words are being used.

**Burn-Out:** I experienced burn-out as a professional tennis player. I had started playing tennis at 6 years of age. I competed all year around as a junior, traveling throughout the U.S. often alone, from ages 12 to 18. I reached the finals of Junior Wimbledon and Semi-finals of Junior U.S. Open and earned a world junior ranking of 3 at age 18. At age 19, after having contributed to another of many Stanford’s Men’s NCAA Team Championship titles, I chose to leave school (and give up my full-athletic scholarship) to compete on the Association of Tennis Professionals world circuit. I supported myself competing around the world on just my winnings as my sole income source. I practiced between tournaments twice a day (5 hours on the court) then trained in the gym for another 1-2 hours a day. I competed in 35 tournaments a year. I was in good mental and physical shape. I had a burning desire to compete and try to win...I reached the top 100 players in the world in both singles and doubles. Then, when I was 23 years old, after a 15 year career in competitive tennis, I was different. I lost a qualifying match in Newport Rhode Island at the Tennis Hall of Fame Classic. As I was walking off the court, the presiding umpire (whom I knew well) asked me if I was alright. Oh, I was quite fine. I was healthy and happy. I just was “burned out” and she saw it in my eyes and my demeanor on the court. I knew that the fire inside me to practice, compete and fight for every point, had gone out. I replied with a smile “yes, it’s just time for me to return to school.” I still loved the game, I just lost the motivation to take what is needed to compete on the highest level.

As we are all too keenly aware, “burn-out” is today’s popular “medical affliction” as suggested by the media, medical “leaders” and non-physicians in healthcare, that is affecting us American physicians. There has been much written about this affliction recently as well as in previous years.1,2 We are told that we are becoming distant from our mission to care for patients and that we are “dehumanizing” our patients. This is a very serious diagnosis. It is an internal process (our fault). It can have serious sequelae for our patients, family, and ourselves. YET “they” prescribe us trivial, even comical treatments: massage, yoga, more time with family, exercise, eat better, blah, blah, blah. If we are really exhibiting “burn-out” then the proper treatment is more complex and psychiatric in nature.

What Dean, Dean and Talbot3 suggests, and with which I agree, is that “burnout” is a misrepresentation and that we are “suffering moral injury” which they define as occurring “when we perpetrate, bear witness to, or fail to prevent an act that transgresses our deeply held moral beliefs.” They go on to describe this in the healthcare context: “this transgression is caused by the need to accomplish the impossible task of satisfying the patient, hospital, insurer, and ourselves all at once.” What they identify, very astutely, is that “Moral injury locates the source of the distress, appropriately, external to the physician and within the business framework of healthcare itself.” We can discuss the many reasons there are so many conflicts for the physician such as payment method, network restrictions, non-patient-physician work expectations (authorizations, appeals), increasing work load, time taken away from direct patient care for empty activities (MOC and QI), false negative online reviews, etc. These are the issues being addressed through “organized medicine” through membership of TCMS and OSMA, but are too complex for this discussion. The reality is that we are annoyed or beaten down or just numb to all the non-direct patient care burden that continues to pile upon us. Please know that your colleagues understand that false accusations of “burnout” adds to our burden of dealing with all the non-patient care “MEC” that serves to distract us from our true profession which we STILL enjoy: taking care of those in need.

**Re-imbursement:** my friends and family know that this is a four-letter word to me and I request that it not be uttered in my presence. There is NO FORGOTCHER in its use in healthcare today. Back in the day when patients paid for their medical care then submitted forms to their insurance company, the money the insurance paid directly to the patient truly was reimbursement. We are a professional service like attorneys and accountants. We are paid for our time and expertise. We are paid a fee for our service. There is nothing wrong for being paid fee for service. We need to cease our facilitating bad behavior and stop using “re-imbursement” when discussing payment for our services! [If I am truly reimbursed then why do I pay so much tax?]

**Provider:** We are physicians! We train longer and under more harsh conditions (long hours worked, time away from loved ones, minimum wage, and health risks) compared with our non-medical professional friends. I’m pretty sure if a judge was addressed, as a “legal provider” there would be a contempt charge. I’m also sure that during a commercial flight you will never hear the flight attendant refer to the pilot as an airline worker! 

Pluricular Oddities and Oddly Pluricular Correctives

PLICO Evening Grand Rounds
Dinner Registration 5 to 6pm
Program 6 to 8pm
**October 1**
MPL: Yesterday, Today & Tomorrow
**October 7 & 8**
A Heart for Every Tinnman
All Above at Tulsa, TCMS
PLICO Afternoon Grand Rounds
**October 8**
Lunch & Registration 11 to 11:45
Program 11:45 to 1:45pm
Tulsa, TCMS
Questions for PLICO Meetings in OKC
call 405.815.4803

**October 3, 6pm**
Scholarship Reception
TCMS

**October 9, 6pm**
TCMS Board Meeting
TCMS

**October 27, 1pm**
OSMA Board Meeting
TCMS

2019 Proper Prescribing Class
Approved for 1 Hour OMB Licensure Requirement
November 8, Noon to 1pm
Tulsa, TCMS

November 12,
TCMS & TCMS Foundation Annual Meeting
6pm Reception ~ 7pm Dinner
Speaker Sean Kouplen
DoubleTree Tulsa Warren Place

Special Offer for TCMS Members
We are now preparing for our 2020 Directory. We would like to offer our members a special rate to advertise their practice.

Full page Color Ad $850.00
Half Page Color Ad $450.00

If you are interested contact joetta@tcmsok.org, call 918.743.6184 or go to:


for more details on specifications and order form.
The healthcare industry has worked to flatten the hierarchy of medical personnel into a group of “healthcare providers” and “team members” which has combined with the success of non-physicians lobbying to receive legislative medical licenses. How many of our patients refer to their NP or PA’s as their “doctor?” However, in terms of medical liability, we physicians are still sued far more often than our “provider team members.”

The term PCP initially meant Primary Care Physician but quickly evolved to Primary Care Provider. I am not a provider. I am a physician. I suggest that we no longer sign insurance, school, work or other forms that require a “provider’s” signature. Refer to our refusal to sign as a “denial” and ask the requesting entity to submit an appeal explaining how a provider equates to a physician. If the appeal is inadequate, we will require a Peer-to-Peer telephone discussion at a specified time such as before we round at the hospital or at the end of our day (night).

Attached are links and attachments of interesting commentary on burnout and the language of medicine. Juliette Madrigal-Dersch, M.D. graduated from OU Internal Medicine-Pediatrics residency during which we met. I find her commentary on the Dialect of Deceit3 a must read!

Enjoy!

David Siegler, M.D
President, TCMS


2. MOC and Physician Burnout: Treating the Cause, Not The Symptoms. Paul G. Mathew, MD, FAAN, FAHSNOVEMBER/DECEMBER 2016 PRACTICAL NEUROLOGY


---

**Contiued from page 1**

![Image](image_url)

**Please Join TCMS & TCMS Foundation**

*Tuesday, November 12, 2019*

DoubleTree Tulsa Warren Place
6110 S Yale Ave
6:00 P.M. Reception & Cash Bar
7:00 P.M. Dinner

**Special Guest Speaker**

**SEAN KOUPLEN**

Oklahoma Secretary of Commerce & Workforce Development
Chairman & CEO, Regent Bank

Election of 2020 Officers

TCMS Annual Report
David J. Siegler, M.D., TCMS President

TCMS Foundation Annual Report
Lynn E. Frame, M.D., TCMSF Chair

TCMS Members are encouraged to invite prospective new members and their spouse/guest to attend.

To RSVP, call 918-743-6184 or email tcms@tcmsok.org

*No Charge to Attend ~ Please Reply by November 7*

In his role as Secretary of Commerce & Workforce Development, Sean oversees the economic development, community development and workforce development efforts for the state of Oklahoma. His goal is to add 10,000 direct new jobs in our State this year and over $1 billion in new investment.

Sean led an investor group that purchased 110 year old Regent Bank in Nowata, OK. Since 2008, the bank has expanded to Tulsa, OKC and now Springfield, growing from $70 million in assets to almost $600 million. Sean currently serves as Chairman & CEO of Regent Bank.

Sean holds numerous local & statewide leadership positions, including Immediate Past Chairman of the OSU National Alumni Association, OSU-Tulsa Board of Trustees and Hospitality House Board of Directors; current board member for TCC Foundation and Hillcrest Hospital South, Elder of Southpoint Church in Bixby, and is a member of the OK Bankers Association and Young President’s Organization.

*Generously Supported By:*

![Trust Company Oklahoma](image_url)
“When I first saw Chris, I thought he might have cerebral palsy,” said Caroline Coussens of the Tulsa Dream Center / Good Samaritan Health Services who oversees the clinic. Chris was referred to Project TCMS from the Tulsa Dream Center by Dr. Nick Carroll. For many years, Chris worked outdoors in lawn care and installing water sprinkler systems. Chris was diagnosed with bilateral hip end-stage osteoarthritis. Dr. Marcy Clements, a Project TCMS volunteer physician since 2012, treated Chris at St. John Broken Arrow. Altogether, Chris received over $115,000 in donated care. With no health insurance and limited income, Chris would not be able to afford the care he received.

“I can’t thank Project TCMS, Dr. Clements, Dr. Carroll, Ms. Caroline and Pam enough for what’s been done for me.” Chris said holding back tears. “I walked with a cane... I’m 37 years old, and when an older woman bends down to pick up your cane for you, she’s walking perfectly and I can’t...you feel helpless. Not anymore.” Now with two total hip replacements he is a NEW man. He is walking without a cane and looking for a job, indoors with less strain on his hips, so he can give back to the community that has helped him.

Please consider making a tax-deductible donation to Project TCMS that will help us continue providing access to specialty care for patients like Chris and our most vulnerable Tulsa neighbors. All contributions, large or small, are greatly appreciated.

To make a contribution, mail your check to the TCMS Foundation at 5315 S. Lewis Ave., Tulsa, OK 74105; call 918.743.6184; or use the following link: [http://tcmsok.org/online-payment/tcms-foundation/](http://tcmsok.org/online-payment/tcms-foundation/)

MAKE YOUR GIFT TODAY AND A MATCHING GRANT FROM THE OSMA FOUNDATION WILL DOUBLE YOUR GIFT!
TULSA MEDICINE

Experience where it counts. When it counts.

#choosetheone

- Local risk and claims management teams
- Dedicated experience in Oklahoma medicine and law
- #1 choice of Oklahoma physicians
Certitude coverage was specifically designed to protect Ascension affiliated physicians

Join over 4,000 Ascension affiliated healthcare providers now practicing with Certitude. Certitude coverage delivers:

- **Risk resources** to help you manage your practice, enhance patient safety, and save money
- **Flexible premium payment options** to fit your needs
- **Certitude peer input** for difficult claims and underwriting issues
- **Unified claims approach** that helps you protect your important identity
- **Enhanced coverage** for today’s ever-changing medical environment

For more information on Certitude, call ProAssurance at 800-282-6242 or visit CertitudebyAscension.org.