

## **Pratima Sharma, MD, and Betsy Hail on strategies for physician well-being**

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# *webinar series*

On July 20, 2021, the AMA held a webinar in the AMA STEPS Forward™ series: “Promising practices to support physician well-being during COVID-19: A case study from EvergreenHealth.”

In the spring of 2020, EvergreenHealth became the first site in the U.S. with a confirmed case of COVID-19.

In this webinar and case study, EvergreenHealth shared the proactive strategies they enacted to ensure the well-being of their workforce throughout the pandemic. Highlighting their transition to a virtual environment, cohorting patients to reduce widespread transmission, and their ongoing communications strategy, this case study left viewers with several successful strategies to support physicians during times of crisis.

## Webinar slides

| [Download the webinar slides \(PDF\)](#)

## Webinar recording

## Speakers

### **Betsy Hail**

**Executive director of primary care, EvergreenHealth**

Betsy Hail oversees the operations of EvergreenHealth’s 12 primary care practices located in the health system’s service area in North King and South Snohomish counties. An accomplished change leader with over 20 years of experience in health care leadership, she is highly skilled in operations, financial and data analytics, LEAN process improvement, strategic direction and planning, IT health care applications, and team development. She earned a bachelor's degree in psychology and women’s study at the University of Michigan and completed a two-year program in project management at the University of Washington.

### **Pratima Sharma, MD**

**Executive medical director of primary care, EvergreenHealth**

Pratima Sharma, MD, has been a practicing member of the EvergreenHealth medical staff since

2001. In 2017, she became executive medical director of primary care, in which role she oversees and collaborates with EvergreenHealth's 12 primary care practices and 83 physicians and APPs. She also continues to see patients at her practice on the EvergreenHealth campus in Kirkland. Dr. Sharma also serves on the board of the Eastside Health Network. Dr. Sharma graduated from Grant Medical College in Mumbai, India, and completed her residency at the University of Washington in Seattle, Washington, and Oregon Health Science University in Portland, Oregon. She is board certified in internal medicine with over 20 years of experience of patient care in internal medicine and primary care settings.