

PHYSICIAN HEALTH SERVICES, INC.

A Massachusetts Medical Society corporation

2025 Annual Report

Improving Physicians' Lives



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Physician Health Services Mission

Physician Health Services, Inc. (PHS) is dedicated to improving the health, well-being, and effectiveness of physicians and medical students while promoting patient safety. This is achieved by supporting physicians through education and prevention, as well as assessment, referral to treatment, and monitoring.

PHS is a nonprofit 501(c)(3) corporation and subsidiary of the Massachusetts Medical Society. Participation is confidential, voluntary, and available at no cost to the participant.



[My] work in PHS had a silver lining, as I have been seeing how work-life improves home life, too . . . Coming to PHS was an eye-opening sentinel event that made me realize your life can't just be taking care of patients. It cannot encapsulate your entire being."

From Our Chair of the PHS Board of Directors

Dear Friends,

Physician Health Services, Inc. (PHS) fulfills an essential role in supporting our medical community in the Commonwealth of Massachusetts, as it has for over three decades. Health care professionals collectively are still experiencing the workplace consequences of the COVID-19 pandemic. These unprecedented challenges have resulted in historically high turnover rates, sustained and intense stress, and physician burnout.

Our mission to provide confidential, effective help to every physician and student who seeks it has never been more needed.

PHS has developed new virtual and in-person options that make it easier for referring organizations, medical leaders, and physicians to access our resources. Educational programs include seminars for physicians and those in training on the importance of early recognition and help for health problems. These programs are especially important as we face an ongoing epidemic of physician distress.

We have consistently succeeded in providing confidential and effective referral, treatment, and support. Over 80 percent of those who come to us for help are never identified to the state licensing board.

Remarkably, all these vital services are funded by contributors like you. Thank you. On behalf of our Board of Directors and staff, please accept my gratitude for your generosity and your confidence. With your help, PHS guides physicians to health and recovery, and it saves careers. I am proud to recognize you as a partner in our mission.

The health care world is rapidly evolving in many ways. Regardless of these changes, PHS will be there, safeguarding and improving the health and well-being of Massachusetts physicians and medical students. We strive to ensure the safety of their patients and their ability to thrive in the practice of medicine. We are working closely with our excellent executive team to establish a pathway to long-term financial sustainability and to continually evolve our services to meet the needs we face in twenty-first-century medicine.

Sincerely,
Glenn Pransky, MD, Chair and President



Glenn Pransky, MD

Message from Medical Director & Executive Director



Mark Albanese, MD



Paul G. Simeone, PhD, MA

We are excited to report that the Legislature approved, and the Governor signed a state budget that included a modest surcharge added to new full licenses and license renewals. This action will go a long way toward helping to assure that PHS will remain available as a unique resource for the medical students and physicians of Massachusetts. We want to publicly thank the village of people who made this possible, starting with the PHS Board of Directors, the staff and leadership (present and past) of MMS, and the MMS House of Delegates. Of course, we are most grateful to the Legislature and Governor Healey, and all of you who offered oral and written support. We cannot thank you all enough!

While we are in a mode of expressing gratitude, we also want to thank our staff, the people who make the magic happen, despite, at times, apparently insurmountable obstacles. Our work goes on to help safeguard the health of the Commonwealth's physician workforce. We want to end by thanking, in a very special way, our alumni — the graduates of the PHS Program — who have generously given of themselves and are committed to continue doing so. You are in a special and invaluable position to assist your colleagues who are on the journey to full health.

We hope that you all find this Annual Report a good read! Please stay in touch!

In gratitude and appreciation,
Mark & Paul

PHS Annual Dinner

On May 14, we celebrated our Annual Dinner, where we presented the Edward J. Khantzian Award to John Renner, MD. The Award is given annually to "a person who has made a significant impact on physician health." It is named for Dr. Ed Khantzian, a founder of PHS and our first Board of Directors Chair.

For compassionately supporting the health, well-being, and effectiveness of physicians and medical students in Massachusetts and beyond. Congratulations, John!

PHS Board of Directors

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Janet Osterman, MD, Associate Director

Paul G. Simeone, PhD, MA, Executive Director

Rich Stuver, LICSW, DCSW, Clinical Coordinator

Volunteers and Collaborating Colleagues

Clinical Advisory Committee (CAC): CAC members are appointed by the PHS board of directors to serve as volunteer peer-review consultants for a one-year term. The CAC shall provide advice and assistance on confidential and de-identified cases selected by the PHS medical director based on clinical or administrative necessity.

Medical School Advisory Committee (MSAC): The MSAC provides a forum for the exchange of information among medical schools on issues of student health, wellness, and professionalism. The aim of this committee is to help develop effective strategies to educate and assist medical students who have, or who are at risk of having, problems with substance use, behavioral health or physical health conditions, or professionalism concerns.

Graduate Medical Education Committee (GMEC): The GMEC provides a forum for designated institutional officers (DIOs) to enhance awareness of PHS services for training programs on issues of resident health, wellness, and professionalism. This committee's aim is to develop effective strategies to support and assist trainees who have, or who are at risk of having, problems with substance use, behavioral or physical health, and professionalism concerns.



By the Numbers



356 physicians and medical students helped directly with intakes, assessments, consultations, and monitoring



35

medical specialties represented by participants



Substance Use Monitoring: One Physician's Experience of Recovery

Of the monitored clients, 27 percent are on substance use monitoring. An additional 34 percent have co-occurring concerns and are on substance use and behavioral health monitoring tracks. Monitoring saves participants lives and careers by providing support (including peer support), guardrails, and accountability.

"The Support That Made a Difficult Path Possible"

My path through training and early practice did not unfold the way I once imagined. I was in my dream anesthesiology residency in New York State and things could not be better. But I was unprepared for tragedy. After my father's suicide the wheels came off my life and I, once again, began using drugs...but this time I was diverting from the hospital. The throes of addiction makes you do things you never believed you could.

I was dismissed from my residency program shortly after entering monitoring. It was an overwhelming and uncertain moment — the kind of professional disruption that can make a young physician question everything. I searched for a home to continue practicing, and found one in Massachusetts. But with my history, how could I realistically join this program? When I connected with Physician Health Services of Massachusetts, I was looking not only for monitoring, but for guidance. What I found was a team that consistently showed up for me, often in ways that made all the difference.

From the beginning, PHS helped me transition smoothly into Massachusetts and continue my training safely and compliantly. They worked closely with me to secure a temporary license so I could return to clinical work. At a time when it would have been easy to feel shut out of the profession, PHS became an advocate — helping me understand the process, coordinating with my new institution, and ensuring that I could move forward rather than get stuck in the past.

Their support wasn't just administrative; it was practical and human. As I tried to balance residency with the demands of drug screening, PHS helped arrange for my training site to become an official collection site. That single accommodation removed an enormous logistical burden and allowed me to meet my responsibilities

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without compromising patient care or my education. It was one of many moments where PHS demonstrated that they understood the realities of medical training and were willing to work creatively on my behalf.

Several years later, when I moved back to Buffalo, PHS again stepped in to guide the transition. They communicated directly with my new program and the New York monitoring system, helping ensure continuity and clarity. The process, which could easily have felt chaotic or punitive, instead felt manageable and structured. I never had to face it alone.

Today, I am practicing medicine with stability, gratitude, and a renewed sense of purpose. The help I received from PHS was instrumental in getting me here — not because they removed the work I needed to do, but because they ensured I never had to navigate it without support.

I am deeply thankful for the professionalism, compassion, and steady guidance PHS provided at every step. Their belief in physicians' ability to recover, rebuild, and contribute meaningfully to the profession is something I will carry with me throughout my career. I could not have done it without them.

The Why, Who, What of Referrals

Why Call, Refer, or Self-Refer to PHS?

PHS provides assistance with health conditions as well as personal and professional challenges. Reasons to contact PHS include:

- Alcohol and substance misuse
- Burnout and stress
- Poor communication
- Behavioral health concerns
- Executive functioning problems and organizational issues
- Emotional trauma
- Practicing medicine in postpandemic health care settings
- Medical/physical/neurocognitive concerns potentially impacting the practice of medicine
- Generational challenges of young, mid-career, and senior physicians in the current health care climate.

All consultations are free, confidential, and voluntary.

Who Is Referred to PHS?

Confidential consultations are provided to identify possible paths and to answer questions on how to refer someone to PHS, if appropriate.

- Self: 31%
- Medical leadership/organization: 31%
- Medical school: 8%
- Training program: 6%
- Health providers (PCP, psychiatrist, therapist): 6%
- Physician health programs in other states: 6%
- Attorneys: 4%
- Other: 2%
- Board of Registration in Medicine (BORIM): 1%

What Was the Presenting Problem?

- Substance use: 31%
- Mental health (includes burnout and stress): 28%
- Problematic workplace behavior/communication: 23%
- Medical/neurocognitive: 10%
- Legal: 5%
- Clinical competency: 3%

What Are the Paths after Initial Contact with PHS?

- Many participants benefit from immediate guidance through a confidential consultation. These discussions help clarify concerns, assess any potential health conditions, and understand the impact on professional responsibilities. Participants are then connected with relevant resources and recommendations.
- A portion of individuals who complete the intake process engage in a monitoring contract or agreement.

These structured pathways offer support, accountability, and documentation, and may include substance use monitoring, combined substance use and behavioral health monitoring, behavioral health monitoring, occupational health support, extended voluntary participation, or abstinence agreements.

- Each year, a steady cohort of monitored physicians successfully completes their programs, including participants who began monitoring in previous years. Their progress reflects the effectiveness of the structured supports PHS provides.

Behavioral Health Monitoring: One Physician's Journey Back to Health

There are 21 percent of clients in behavioral health monitoring contracts, while an additional 36 percent have co-occurring substance use contract requirements. These contracts provide support, accountability, and peer support opportunities.



We thank PHS for all of the critically important work you do in support of physician well-being."

— CMO at Community Hospital



I just wanted to thank you both for providing us with the excellent presentation today. This is truly a timely and important topic (Physician Wellness) . . . I know the residents very much enjoyed the talk, and I think it was importantly informative."

— Resident Physician

Outreach and Educational Sample Offerings in FY 25

- Provided education to over 1,000 medical professionals at over 30 events
- 5,000+ MedPEP (Medical Professionals Empowerment Program) podcast listeners; free risk management CMEs provided by the MMS to address and reduce physician stress and burnout
- The Need to Connect
- Expanding the View of Physician Health
- Physician Health and well-being
- Impaired Physicians Scary Cases 2024 Speakers
- Addiction Psychiatry Didactics
- Health care provider health
- Physician Burnout and overview of PHS
- Updates on physician health and info for how to access behavioral/mental health resources

Occupational Health Monitoring Agreement (OHMA): One Physician's Journey

When concerns about professionalism, communication, and interpersonal interactions affect the physician, the team, the organization, and possibly patient care, PHS can provide the OHMA coaching track.

"Support When You Need It"

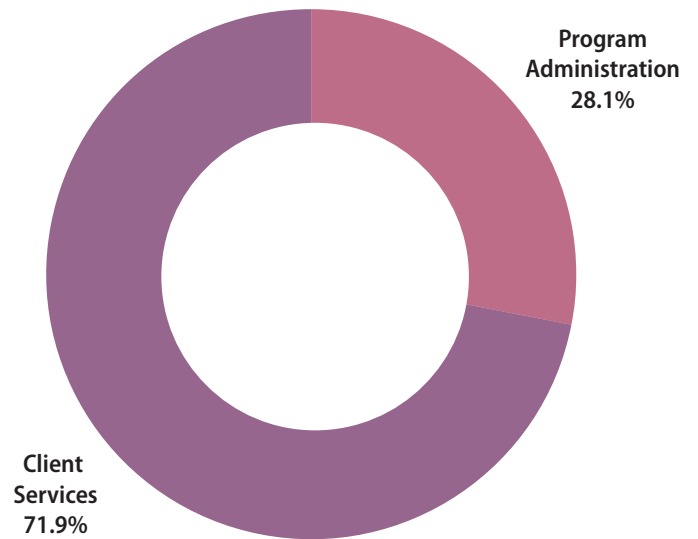
It's a shame when complacency leads to mistakes. After years of working in the same profession, the doldrums set in. Patient care should never suffer. And didn't. However, it is easier than one would think to lose a sense of professional in all areas of work. Mouths flap. Actions happen. Mistakes are made. After being brought in front of Human Resources, it was recommended that I meet with and work through an investigation and remediation with Physician Health Services. At the time, my world was coming down around me professionally and personally. I felt like I had no friends, no colleagues, and no support. However, after doing my initial intake with Rich Stuver and Dr. Paul Simeone of PHS, I felt for the first time like I had a chance. I went through a thorough forensic psychiatry evaluation, which was as stressful as one would expect. I continued to meet with Rich and Dr. Simeone during that process and felt supported by them the entire time. Without them, I'm not sure I could have emotionally or mentally handled that evaluation. I was ultimately allowed to return to work and instructed to complete one year of professional coaching. I must say, from day one, I never felt judged by PHS. Both Rich and Dr. Simeone acted professionally but also engaged and concerned about me as a person and a professional. Checking in with PHS was anxiety provoking at first, but over time I felt and learned that they only ever cared about my success as a person and doctor. My professional coach was outstanding and helped me to realize my mistakes and how they affected myself and others. Everyone makes mistakes; some bigger than others. Admitting them, rectifying them, and not repeating them is the basis of PHS and what makes their work great. I wish to give a heartfelt thank you to Rich Stuver, Dr. Paul Simeone, and the entire PHS crew for the work they do helping physicians who have strayed find themselves and relearn the merits of professionalism. I'm happy to report that since meeting them, my personal and professional lives have reached heights I never could have imagined and I feel more fulfilled than ever before.

2025

FINANCIAL SNAPSHOT

PHS Revenues	\$1,838,461
<i>Donations, Grants, Corporate Sponsors</i>	
– PHS Expenses	\$2,047,388
Total	(\$208,927)

PHS Expenses



PHS Revenues, Expenses Detail

Client Services	\$1,263,833
+ Program Administration	\$783,555
Total	\$2,047,388



The disaster that brought me to PHS was the the best thing that could have happened to me ...it saved my life, my family, my career. I want to remain involved to be able to help guide others just starting out...they have no idea how fortunate they are to land at PHS rather than any of the alternatives!"

— Physician



Contributor Recognition

Physician Health Services gratefully acknowledges the individuals, corporations, health care organizations, and professional groups for their partnership, confidence, and generous support. The following reflects contributions received from June 1, 2024, through May 31, 2025.

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- ✦ Dr. and Mrs. Walter J. Rok

Special Gifts

- Andrew Hyams, Esq. — in memory of George Hyams, MD
- Daniel Palmer and Palmer Family — a donation to the lecture series named in memory of Michael Palmer, MD
- Kenath Shamir, MD — in memory of Laura B. Fixman, MD

Honoraria

- Beth Israel Deaconess Hospital — Plymouth Medical Staff
- Sturdy Memorial Hospital



PHS has been incredibly helpful. I have seen people whose careers were headed to extinction. I have seen people get help from PHS — they cleaned up and moved up in their careers. PHS is a godsend."

Your Support Matters

We want to take a moment to thank our donors. You are crucial to our mission of guiding medical students and physicians back to health, assuring that we help maintain the physician workforce that is integral to the health of the people of Massachusetts. THANK YOU! We hope that you will continue to support us.

We also want to encourage those of you who are considering supporting PHS to do so. Now more than ever, as external funding sources become less available, we need your help. Although we are grateful for the approval of the medical license surcharge, PHS continues to deal with an operating deficit. We need your help to attend to the needs of those physicians being referred to PHS in increasing numbers and with increasingly complex health issues. Unlike many other physician health organizations, PHS does not charge individual or institutional service fees, nor do we receive government funding.

Since PHS is a nonprofit 501(c)(3) organization, your contribution is tax-deductible. To make a gift in any amount or form, please visit our website at www.physicianhealth.org or contact us at (781) 434-7404.

Your support makes it possible for PHS to help doctors navigate their pathway to wellness. Thank you.



PHYSICIAN HEALTH SERVICES, INC.

A Massachusetts Medical Society corporation

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www.physicianhealth.org

Please share this PHS FY25 Annual Report with a colleague.

To Refer a Colleague or Yourself

Call PHS confidentially at (781) 434-7404.

Speak with a mental health professional who will explain the PHS role, confidentiality, the independence from BORIM, and next steps.
