

Spring Training for Handling the Curve Ball of Burnout UMGMA May 16, 2019

Dr. Laurie Drill-Mellum, MD, MPH
Constellation CMO, VP Patient Safety Solutions

OBJECTIVES:

1. Review sources of provider & staff clinic work-life frustrations. (Cory Moss) 10 minutes
2. Identify provider/staff symptoms of burnout and its impact on business. (Laurie Drill-Mellum) 10 minutes
3. Review novel approaches to combat clinician/staff burnout and increasing access to support services offered:
 - a. **TOOL:** “Job Crafting” to collaboratively modify clinical work flow. (Cory Moss)- 15 minutes
 - b. Identify solutions that impact wellbeing and clinician’s perceived value of those solutions. (Laurie Drill-Mellum) 10 minutes
 - c. **TOOL:** Experts recommendations of the top valued solutions to burnout and barriers to accessing support services that help combat burnout. (Laurie Drill-Mellum) 5 minute

Symptoms & Repercussions of Burnout:

- Incivility at the workplace
 - Rude
 - Lacking respect
 - Passive aggressive behavior
 - Threatening behavior
- Decreased quality of care and increased medical errors
- Decreased patient satisfaction
- Decreased productivity and professional effort
- Provider and Staff turnover
- Personal impact- increased sick calls, broken relationships, substance abuse, depression, suicide

Perceived value of solutions & offerings to combat BURNOUT

Difference between valued and offered			
	% Respondents Rate as Valuable	% Respondents Said Solution Offered	Difference Between Valued & Offered
Financial Compensation for Non-Clinical Tasks	84.7	26.3	58.4
Reduced Workload or Schedule	82.4	26.6	55.8
EMR/EHR Assistance – Including Scribes	71.7	19.6	52.1
Personal Assistant to help with work/life balance	62.6	9.4	53.2
Financial & Legal Resources & Advisement	59.2	28.7	30.5

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Rank Order:

Valued	Offered	Difference
1	3	1
2	2	2
3	4	4
4	5	3
5	1	5

Gap between valued & offered Average = 50

Barriers to Accessing Wellbeing Solutions:

- Time was the most common reported barrier by all providers

Business processes and quality improvement strategies

	% Respondents Rate as Valuable	% Respondents Report as Offered	Difference Between Valued & Offered
Effective/Efficient Work Teams	89.5	53.7	35.8
Review of Staffing Ratios	84.2	41.3	42.9
Team-Based Care Training/Support	81.8	48.2	33.6
Strong Leadership Development Program	79.7	35.5	44.2
Continuing Education Opportunities	74.7	69.5	5.2

Gap between valued & offered Average = 32

Rank Order:

Valued	Offered	Difference
1	2	3
2	4	2
3	3	4
4	5	1
5	1	5

Cultural attributes

	% Respondents Rate as Valuable	% Respondents Report in Current Organization	Difference Between Valued & Reported
Team members collaborate to create a positive environment	88.8	58.5	30.3
Leadership demonstrates awareness/concern for physicians & practitioners	87.8	48.8	39.0
Resources Invested in Culture	86.8	46.5	40.3
Employees held accountable	86.5	59.3	27.2
Skilled leadership	84.3	54.3	30.0

Gap between valued & reported Average = 33

Rank Order

Valued	Offered	Difference
1	2	3
2	4	2
3	4	2
4	3	5
5	3	4

Recommendations:

- Engage your BOD/Leadership
- Measure Burnout: Dashboard
 - Events/Incidents of Incivility, Medical Error (Including PCE, NM as well as Serious Safety Events)
 - Turnover rate (both MD/Staff/other providers)
 - Patient satisfaction scores
 - Productivity and professional effort scores
 - Other: