



ADVANCING INTEGRATED HEALTHCARE

Breakfast of Champions

Care Transformation Collaborative of R.I.

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CTC-RI CLINICAL STRATEGY COMMITTEE, APRIL 19, 2019

Agenda

- Clinician (Care Team) Well-Being Survey Results



Clinician Well-Being: Quadruple Aim

- Better Outcomes
- Lower Cost
- Improved Patient Experience
- **Improved Clinician (Care Team) Well-Being**



Medscape National Physician Burnout Survey Results 2019

| | <u>2019</u> | <u>2018</u> |
|-------------------------|-------------|-------------|
| “Burned Out” | 44% | 42% |
| “Coloquially Depressed” | 11% | 12% |
| Clinically Depressed | 4% | 6% |

- Burnout Rates:
 - Women 50%, Men 39%
 - Highest Urology (54%), Neurology (53%), Rehab (52%)
 - IM 49%, FM 48%, Peds 41%
 - Lowest Public H/Prev (28%), Neph (32%), Path (33%)



Medscape National Physician Burnout Survey Results 2019

| Contribution to Burnout: | <u>2019</u> | <u>2018</u> |
|--------------------------|-------------|-------------|
| Bureaucratic tasks | 59% | 52% |
| Too many hours | 39% | 34% |
| Computers/EHR | 32% | 24% |
| Lack of respect | 30% | 26% |
| Compensation | 29% | 24% |

Medscape National Physician Burnout Survey Results 2019

| Happiest at Work: | <u>2019</u> | <u>2018</u> |
|-------------------|-------------|-------------|
| Plastics | 41% | |
| Public Health | 40% | |
| Pediatrics | 31% | 26% |
| Family Medicine | 23% | 22% |
| Internal Medicine | 21% | 21% |

CTC-RI Clinician Well-Being Survey Results 2019

- Taken from AMA survey – focus on PCPs
- 124 Respondents (80 in 2018)
- Most important to consider is:

What can we do to make it better?



Your role?

| <u>Answer Choices</u> | <u>2019</u> | | <u>2018</u> | |
|------------------------|-------------|----|-------------|----|
| MD/DO | 68.60% | 83 | 53.49% | 69 |
| Specialist | 0.83% | 1 | 0.00% | 0 |
| Nurse Practitioner | 16.53% | 20 | 8.53% | 11 |
| Social Worker | 0.00% | 0 | 2.33% | 3 |
| Physician Assistant | 2.48% | 3 | Unknown | |
| Other (please specify) | 11.57% | 14 | 35.66% | 46 |

Your area(s) of expertise:

| <u>Answer Choices</u> | <u>2019</u> | | <u>2018</u> | |
|------------------------|-------------|----|-------------|----|
| Behavioral Health | 4.96% | 6 | 1.30% | 1 |
| Cardiology | 2.48% | 3 | 0.00% | 0 |
| Family Medicine | 32.23% | 39 | 41.56% | 32 |
| Internal Medicine | 22.31% | 27 | 20.78% | 16 |
| Pediatric Medicine | 34.71% | 42 | 28.57% | 22 |
| Pulmonology | 0.83% | 1 | 1.30% | 1 |
| Other (please specify) | 13.22% | 16 | 6.49% | 5 |



Number of years that you've been practicing medicine:

| <u>Answer Choices</u> | <u>2019</u> | | <u>2018</u> | |
|-----------------------|-------------|----|-------------|----|
| 0-3 years | 3.31% | 4 | 5.06% | 4 |
| 4-10 years | 18.18% | 22 | 15.19% | 12 |
| 11-20 years | 33.06% | 40 | 35.44% | 28 |
| 21+ years | 45.45% | 55 | 44.30% | 35 |



1. Overall, I am satisfied with my current job:

2019 2018

Agree/Strongly Agree: 67% 59%

| <u>Answer Choices</u> | <u>Responses</u> | |
|-----------------------|------------------|----|
| 1. Strongly Disagree | 4.84% | 6 |
| 2. Disagree | 9.68% | 12 |
| 3. Neutral | 18.55% | 23 |
| 4. Agree | 45.16% | 56 |
| 5. Strongly Agree | 21.77% | 27 |



2. I feel a great deal of stress because of my job:

2019 2018

Agree/Strongly Agree: 58% 71%

| <u>Answer Choices</u> | <u>Responses</u> | |
|-----------------------|------------------|----|
| 1. Strongly Disagree | 5.65% | 7 |
| 2. Disagree | 16.94% | 21 |
| 3. Neutral | 19.35% | 24 |
| 4. Agree | 36.29% | 45 |
| 5. Strongly Agree | 21.77% | 27 |



3. Using your own definition of “burnout,” please select one:

2019 2018
Burnout: 39% 48%

Answer Choices

| | <u>Responses</u> | |
|---|------------------|----|
| a. I enjoy my work. I have no symptoms of burnout. | 20.16% | 25 |
| b. I am under stress, and don't always have as much energy as I did, but I don't feel burned out. | 41.13% | 51 |
| c. I am definitely burning out and have one or more symptoms of burnout, e.g., emotional exhaustion. | 27.42% | 34 |
| d. The symptoms of burnout that I am experiencing won't go away. I think about work frustrations a lot. | 9.68% | 12 |
| e. I feel completely burned-out. I am at the point where I may need to seek help. | 1.61% | 2 |



4. My control over my workload:

2019 2018
Poor/Marginal: 40% 50%

| <u>Answer Choices</u> | <u>Responses</u> | |
|-----------------------|------------------|----|
| 1. Poor | 11.29% | 14 |
| 2. Marginal | 28.23% | 35 |
| 3. Satisfactory | 29.84% | 37 |
| 4. Good | 25.00% | 31 |
| 5. Optimal | 5.65% | 7 |



5. Sufficiency of time for documentation is:

2019 2018
Poor/Marginal: 63% 74%

| <u>Answer Choices</u> | <u>Responses</u> | |
|-----------------------|------------------|----|
| 1. Poor | 33.87% | 42 |
| 2. Marginal | 29.03% | 36 |
| 3. Satisfactory | 21.77% | 27 |
| 4. Good | 12.10% | 15 |
| 5. Optimal | 3.23% | 4 |



6. Best describes your primary work area atmosphere?

| | <u>2019</u> | <u>2018</u> |
|-------------------------|------------------|-------------|
| Poor/Marginal: | 52% | 68% |
| <u>Answer Choices</u> | <u>Responses</u> | |
| 1. Calm | 5.65% | 7 |
| 2. Somewhat calm | 4.84% | 6 |
| 3. Busy, but reasonable | 37.90% | 47 |
| 4. Somewhat busy | 39.52% | 49 |
| 5. Hectic, chaotic | 12.10% | 15 |



7. My professional values align with organizational leaders:

2019 2018

Agree/Strongly Agree: 62% 58%

| <u>Answer Choices</u> | <u>Responses</u> | |
|-------------------------------|------------------|----|
| 1. Strongly Disagree | 4.03% | 5 |
| 2. Disagree | 4.03% | 5 |
| 3. Neither agree nor disagree | 19.35% | 24 |
| 4. Agree | 41.94% | 52 |
| 5. Strongly Agree | 28.23% | 35 |
| N/A | 2.42% | 3 |

8. My care team works efficiently together:

2019 2018
Good/Optimal: 63% 55%

| <u>Answer Choices</u> | <u>Responses</u> | |
|-----------------------|------------------|----|
| 1. Poor | 1.61% | 2 |
| 2. Marginal | 6.45% | 8 |
| 3. Satisfactory | 29.03% | 36 |
| 4. Good | 52.42% | 65 |
| 5. Optimal | 10.48% | 13 |



9. Time spent on the electronic health record (EHR) at home:

2019 2018
Excessive/ Mod High: 54% 73%

Answer Choices

Responses

| | | |
|--------------------|--------|----|
| 1. Excessive | 30.65% | 38 |
| 2. Moderately high | 25.00% | 31 |
| 3. Satisfactory | 12.10% | 15 |
| 4. Modest | 16.13% | 20 |
| 5. Minimal/none | 16.13% | 20 |

10. My proficiency with EHR use:

2019 2018
Good/Optimal: 71% 73%

| <u>Answer Choices</u> | <u>Responses</u> | |
|-----------------------|------------------|----|
| 1. Poor | 1.61% | 2 |
| 2. Marginal | 1.61% | 2 |
| 3. Satisfactory | 25.81% | 32 |
| 4. Good | 49.19% | 61 |
| 5. Optimal | 21.77% | 27 |



11. Your stresses and what we can do to minimize them:

Answered 45

Skipped 79

- Summary of responses:

- Not enough time for appointments or after appointments for all of the increased documentation and workload including prior authorizations, portal work, etc.
- There should be payment or increased time for increased effort it takes to document in the EHR.
- EHR enhancements are critical. Too much “superfluous” data collection requirements.
- Important to have more balanced schedules and allow clinicians more control.
- Dealing with changing formularies and medication PA is very time consuming.
- Scribes / telehealth



What can we do to make it better?

- Discussion

