

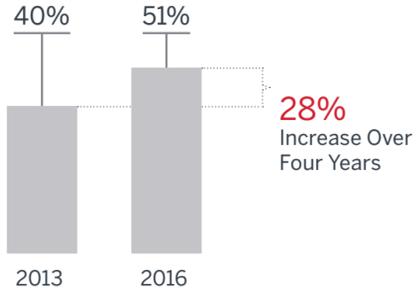
# Mitigate Physician Burnout

## Key Strategies to Help Restore Balance

For many physicians, the growing list of mandates and unrelenting pace of change in today's health care world is too much to bear. As a result of feeling burned out, physicians are more likely to be apathetic to work, indifferent to patients, and at risk for mental health issues. But it goes beyond that, affecting patient care and the health care business itself. Physician burnout is linked to a 16% decrease in patient satisfaction, an 11% increase in reported medical errors, increased turnover, and early retirement.

We've identified four strategies for leaders to mitigate the main drivers of physician burnout. Act now to prevent further damage to your business, physicians, and patients.

Physician Burnout Rates<sup>1</sup>



DRIVERS<sup>2</sup>

Increased regulatory burden

21% of a physician's total work hours are spent on **non-clinical paperwork** each week (around 11 hours).

Overextended and undervalued

14% of physicians believe they have all the time they need to provide the **highest standard** of care.

Lack of clinical autonomy

69% of physicians believe that their clinical autonomy is sometimes or often limited, and their **decisions may be compromised**.

Emotionally exhausted

54% of physicians rate their **morale** as somewhat or very negative.

KEY STRATEGIES

Start with a Physician Listening Campaign

Create safe spaces—one-on-one and in groups—for physicians to report experiences and issues that are contributing to burnout.

Find and address "quick win" operational issues to alleviate daily frustrations.

Aim for Balanced Feedback and Recognition

Cut through the negative noise directed at physicians by sharing positive feedback, using comments from qualitative sources like patient satisfaction surveys.

Start tracking and acknowledging the work physicians do outside the patient visit, such as fulfilling documentation requirements and non-clinical organizational duties.

Give Physicians an Active Role in Decision Making

Where appropriate, give physicians a choice in how new initiatives affect their day-to-day practice and work-life balance.

With any new initiative, show physicians that their point of view was considered and explicitly communicate how they are impacted.

Break the Silence with Emotional Support

Provide facilitated opportunities for physicians to learn effective communication strategies, reflect on frustrations, and discuss tactics for personal healing.

Remove barriers to accessing professional mental health support, making it both convenient and nonpunitive.

<sup>1</sup> "Medscape Lifestyle Report 2017: Race and Ethnicity, Bias and Burnout," January 11, 2017. <http://www.medscape.com/features/slideshow/lifestyle/2017/overview>.

<sup>2</sup> "2016 Survey of America's Physicians," The Physicians Foundation, September 2016. [http://www.physiciansfoundation.org/uploads/default/Biennial\\_Physician\\_Survey\\_2016.pdf](http://www.physiciansfoundation.org/uploads/default/Biennial_Physician_Survey_2016.pdf).