IPPS: Physician Burnout

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Ever Changing Landscape

Patient Expectations

Mergers & Acquisitions

Clinician Isolation

Technology

Population Health

Expanding Clinical Knowledge Base

Performance Measurement

Big Data

Regulations, Policies, and Payment

Payment Pressure

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AMA’s Strategic Focus Areas

- Improving Health Outcomes
- Professional Satisfaction & Practice Sustainability
- Accelerating Change in Medical Education
Where to begin…

Factors Affecting Physician Professional Satisfaction and Their Implications for Patient Care, Health Systems, and Health Policy

by Mark W. Friedberg, Peggy G. Chen, Kristin R. Van Busum, Frances Aunon, Chau Pham, John P. Caloyeras, Soeren Mattke, Emma Pitchforth, Denise D. Quigley, Robert H. Brook, F. Jay Crosson, Michael Tutton
Increasing Signs of Burnout

How Do Physicians Compare?

What Causes Dissatisfaction?

“**Physicians who used EHRs and CPOE were less satisfied with the amount of time spent on clerical tasks and were at higher risk for professional burnout.**”

“**More after-hours time spent on the EHR was associated with burnout and less work-life satisfaction.**”

“**Physicians who reported higher % of time spent on administrative duties had lower levels of career satisfaction, higher levels of burnout, and were more likely to be considering seeing fewer patients...PA, clinical documentation, and medication reconciliation were rated the most burdensome tasks.**”
What Causes Dissatisfaction?

“Burnout was associated with high stress, low work control, and low values alignment with leaders.”


“The leadership qualities of physician supervisors appear to impact the well-being and satisfaction of individual physicians.”


“The number of hours a physician works is not related to happiness, but the perceived ability to manage workload was significantly related to happiness.”

Allocation of Physician Time: Part 1

- For every hour physicians provide direct clinical face time to patients, nearly 2 additional hours are spent on EHR/desk work.
- Outside office hours, physicians spend another 1 to 2 hours each night doing EHR/desk work.
Allocation of Physician Time: Part 2

Physicians spent an average of 5.9 hours out of an 11.4-hour workday working in the EHR.

Clerical and administrative tasks accounted for 44 percent of the total EHR usage time.

Inbox management took up 24 percent of family physicians’ time.

“Pajama Time”: Saturday nights belong to Epic

Physician Work Motivation, Sense of Calling and Professional Burnout

Physicians who experience more burnout are less likely to identify with medicine as a calling.
The Impact of Burnout

• Increased risk of medical errors and poorer health outcomes
• Diminished quality of care in medical practice
• Decreased professionalism and compassion
• Decreased patient compliance to plans of care
• Reduced cognitive function resulting in poor decision making skills
• Increased costs of care and decreased reimbursement
How do we change?

Awareness ➔ Commitment
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