Sample Listening Session Report

Date:­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Attendees:

|  |  |  |
| --- | --- | --- |
| 1. | 6. | 11. |
| 2. | 7. | 12. |
| 3. | 8. | 13. |
| 4. | 9. | 14. |
| 5. | 10. | 15. |

Session led by & report prepared by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**I. Overview**

The (insert group name) Listening Session was attended by (number) physicians.

*Include 2-4 sentences summarizing positive comments and biggest hurdles.*

**II. Positives**

Participants were asked, **“What are the best parts of your job?”**

*Summarize qualitative categories in this section*

**III. Negatives**

Participants were asked **“What gets in the way (of the best parts of your job)?”**

* Example: Of the 13 responses, 7 mentioned ***clinic efficiency*** issues such as slow rooming, difficulty working with MAs, and no available assistance with injections.
* Other items mentioned include \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Participants were asked **“What are the worst parts of your day?”**

* Example: Of the 13 responses, 9 mentioned ***non-face-to-face clinical work*** including documentation, phone triage, inbox management, and prior authorization calls.
* Other items mentioned include \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**IV. Potential solutions**

Participants were asked to brainstorm possible solutions to the worst parts of their day.

* Items mentioned include *(feel free to just list these items in no particular order)*.

**V. Opportunities**

At the conclusion of the individual reflection and group activity, each participant was asked to write down 1 item on a note card that they felt would improve their overall work experience and professional satisfaction. Each wish was rated on a scale of 1 to 10 (1 = this would not enhance my professional satisfaction and 10 = this would definitely enhance my professional satisfaction) by every participant. The results represent the collective voice of the providers.

|  |  |
| --- | --- |
| **Wishes**  | **Average Score**  |
| I wish that the burden of regulatory training was reduced or eliminated.  | 9.13  |
| Less time spent on documentation.  | 8.73  |
| Less administrative and regulatory burdens in clinical care, education, and research.  |  8.67  |
| I wish I could streamline charting so it would not take me so long and I could spend more time with patients.  |  8.45  |
| Increase staffing for clinic to optimize efficiency of seeing patients (in particular MAs).  |  8.08  |
| To have the ability to reach all clinicians through text or cell phone with responses expected.  |  8.00  |
| 2 to 3x more clinic MAs.  | 7.94  |
| Better efficiency in regards to rooming patients in clinic.  | 7.75  |
| Patients roomed on time.  | 7.56  |
| Clinic was responsive to my needs.  | 7.27  |
| Real-time, point-of-care IT support (ie, help me out rather than telling me to "put in a ticket"). |  7.27  |
| The same happy and well-trained MA every clinic.  | 6.81  |
| Decrease the EHR clicks.  | 6.73  |
| Hire 1 person to review and delete useless administrative emails before they are sent.  |  4.87  |

**VI. Priority Items by Category and Next Steps**

*Summarize each category for potential next steps and why it is included here. Then make a brief, targeted suggestion for improving that area. These suggestions may be education or training; improvement in the EHR or technology; process improvement; or anything else that came up during the Listening Session.*

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*Source: AMA. Practice transformation series: Listening campaign: engage physicians to uncover and address sources of burnout. 2022.*