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.*

***Disclaimer:*** *AMA STEPS Forward® content is provided for informational purposes only, is believed to be current and accurate at the time of posting, and is not intended as, and should not be construed to be, legal, financial, medical, or consulting advice. Physicians and other users should seek competent legal, financial, medical, and consulting advice. AMA STEPS Forward® content provides information on commercial products, processes, and services for informational purposes only. The AMA does not endorse or recommend any commercial products, processes, or services and mention of the same in AMA STEPS Forward® content is not an endorsement or recommendation. The AMA hereby disclaims all express and implied warranties of any kind related to any third-party content or offering. The AMA expressly disclaims all liability for damages of any kind arising out of use, reference to, or reliance on AMA STEPS Forward® content.*

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