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ADVANCING INTEGRATED HEALTHCARE

# Breakfast of Champions

## Care Transformation Collaborative of R.I.

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PANO YERACARIS MD MPH, CHIEF CLINICAL STRATEGIST  
MAY 10, 2019

# Before We Start

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Save the Dates:

- **Breakfast of Champions:**

**September 13, 2019/December 13, 2019**

- **Annual Conference: October 24, 2019**
  - Topic Suggestions?

# Agenda

- 2019 Clinician Well-Being Survey Results

Pano Yeracaris, MD, MPH

- Evolution of Clinical Experience

Nicolas S. Nguyen, MD

- Teamwork 101: Core Skills for Effective Collaboration

Phillip G. Clark, PhD

- Table and Group Discussion



# Clinician Well-Being: Quadruple Aim

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



# What can we do to make it better?

- Personal Level
- **Team/Practice Level \*\*\*\*\***
- **Organization Level \*\*\*\*\***
- Regulatory/Health Plan



# 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?:

- Plastics 41% (2018 Ophthalmology 37%)
- Public Health 40% (2018 Ortho, Plastic 35%)
- Peds 31% (2018 26%)
- FM 23% (2018 22%)
- IM 21% (2018 21%)



# CTC-RI Clinician Well-Being Survey Results 2019

- Taken from AMA survey – focus on PCPs
- 124 Respondents (80 in 2018)
- Consider what we can do to make it better:
  - Personal Actions
  - **Team/Practice Actions**
  - **Organizational Actions**
  - Regulatory/H Plan/Others Actions



# 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

