



ADVANCING INTEGRATED HEALTHCARE

Breakfast of Champions

Care Transformation Collaborative of R.I.

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

Before We Start

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?

JC9

<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



Slide 10

JC9

Maybe this should be the 1st CTC survey response slide to get it out of the way so that you can go straight to "What can we do?" after the stresses feedback slide...?

Jennifer Capewell, 4/12/2019

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:

Poor/Marginal: 2019 2018
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

