



ADVANCING INTEGRATED HEALTHCARE

Breakfast of Champions

Care Transformation Collaborative of R.I.

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MARCH 13, 2020

Save the Dates

- Breakfast of Champions:
 - June 12, 2020 and September 11, 2020
- Annual Conference:
 - October 8, 2020
- Topic Suggestions?

Agenda

(MODIFIED MEETING TIME 7:30am- 8:15am)

- Clinician Well-Being
 - 2020 survey results
 - Current areas of work
 - Discussion
- **RESCHEDULED TO JUNE 12, 2020:** Assessing and Responding to Social Needs: Organizational and Clinician Perspectives
 - Chelsea De Paula, MPH CCHW, Manager, Community Integration and SDOH Strategy, PCHC
 - Beth Lange, MD, Coastal-Waterman Pediatrics, PCMH Kids
 - Sarah Thompson, Pharm D, VP of Clinical Programs and Pharmacy, Coastal Medical

Clinician Well-Being: Quadruple Aim

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

Medscape National Physician Burnout Survey Results 2020

	<u>2020</u>	<u>2019</u>	<u>2018</u>
“Burned Out”	41.5%	44%	42%
“Coloquially Depressed”	18.5%	11%	12%
Clinically Depressed		4%	6%

- Burnout Rates:

- Women 48%, Men 37% -- slight decrease from 2019
- Highest -- Urology (54%), Neurology (50%), Neph (49%)
- IM 41%, FM 46%, Peds 41% -- IM decrease from 48% 2019, FM slight decrease
- Lowest -- Public H/Prev (29%), Ophth (34%), Ortho, Psych, Gen Surg (35%)

Medscape National Physician Burnout Survey Results 2020

<u>Contribution to Burnout:</u>	<u>2020</u>	<u>2019</u>	<u>2018</u>
Bureaucratic tasks	55%	59%	52%
Too many hours	33%	39%	34%
Computers/EHR	30%	32%	24%
Lack of respect	32%	30%	26%
Compensation	29%	29%	24%

- Coping by isolation, exercise, talking, sleep, junk food, music, alcohol

CTC-RI Clinician Well-Being Survey Results 2020

- Taken from AMA survey – focus on PCPs
- 120 Respondents (124 in 2019)
- 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>2020</u>		<u>2019</u>		<u>2018</u>	
MD/DO	65.22%	75	68.85%		55.22%	
Specialist	5.22%	6	0.82%		0.00%	
Nurse Practitioner	15.65%	18	16.39%		8.21%	
Social Worker	0.00%	0	0.00%		2.24%	
Physician Assistant	1.74%	2	2.46%		0.00%	
Other (please specify)	12.17%	14	11.48%		34.33%	

Your area(s) of expertise:

<u>Answer Choices</u>	<u>2020</u>	<u>2019</u>	<u>2018</u>
Family Medicine	38.26% 44	31.97%	48.80%
Internal Medicine	15.65% 18	22.95%	28.00%
Pediatric Medicine	31.30% 36	34.43%	26.40%
Other (please specify)	19.13% 22	21.31%	19.20%

Number of years that you've been practicing medicine:

<u>Answer Choices</u>	<u>2020</u>	<u>2019</u>	<u>2018</u>
0-3 years	8.70% 10	3.28%	9.77%
4-10 years	18.26% 21	18.85%	14.29%
11-20 years	30.43% 35	32.79%	33.83%
21+ years	42.61% 49	45.08%	42.11%

1. Overall, I am satisfied with my current job:

	<u>2020</u>	<u>2019</u>	<u>2018</u>
Agree/Strongly Agree	72%	67%	66%

ANSWER CHOICES	RESPONSES	
1. Strongly Disagree	1.67%	2
2. Disagree	9.17%	11
3. Neutral	17.50%	21
4. Agree	51.67%	62
5. Strongly Agree	20.00%	24
TOTAL		120

2. I feel a great deal of stress because of my job:

	<u>2020</u>	<u>2019</u>	<u>2018</u>
Agree/Strongly Agree	52%	58%	59%

ANSWER CHOICES	RESPONSES	
1. Strongly Disagree	5.00%	6
2. Disagree	22.50%	27
3. Neutral	20.83%	25
4. Agree	34.17%	41
5. Strongly Agree	17.50%	21
TOTAL		120

3. Using your own definition of “burnout,” select one:

	<u>2020</u>	<u>2019</u>	<u>2018</u>
"Burned Out"	39%	39%	42%

ANSWER CHOICES	RESPONSES	
a. I enjoy my work. I have no symptoms of burnout.	20.00%	24
b. I am under stress, and don't always have as much energy as I did, but I don't feel burned out.	40.83%	49
c. I am definitely burning out and have one or more symptoms of burnout, e.g., emotional exhaustion.	25.83%	31
d. The symptoms of burnout that I am experiencing won't go away. I think about work frustrations a lot.	10.83%	13
e. I feel completely burned-out. I am at the point where I may need to seek help.	2.50%	3
TOTAL		120

4. My control over my workload:

	<u>2020</u>	<u>2019</u>	<u>2018</u>
Poor/Marginal	44%	40%	39%

ANSWER CHOICES	RESPONSES	
1. Poor	12.50%	15
2. Marginal	31.67%	38
3. Satisfactory	26.67%	32
4. Good	19.17%	23
5. Optimal	10.00%	12
N/A	0.00%	0
TOTAL		120

5. Sufficiency of time for documentation is:

	<u>2020</u>	<u>2019</u>	<u>2018</u>
Poor/Marginal	60%	63%	57%

ANSWER CHOICES	RESPONSES	
1. Poor	27.50%	33
2. Marginal	32.50%	39
3. Satisfactory	24.17%	29
4. Good	12.50%	15
5. Optimal	3.33%	4
TOTAL		120

6. Best describes your primary work area atmosphere?

	<u>2020</u>	<u>2019</u>	<u>2018</u>
Busy/Chaotic	57%	52%	62%

ANSWER CHOICES	RESPONSES	
1. Calm	5.00%	6
2. Somewhat calm	5.83%	7
3. Busy, but reasonable	32.50%	39
4. Somewhat busy	34.17%	41
5. Hectic, chaotic	22.50%	27
TOTAL		120

7. My professional values align with organizational leaders:

	<u>2020</u>	<u>2019</u>	<u>2018</u>
Agree/Strongly Agree	77%	70%	60%

ANSWER CHOICES	RESPONSES	
1. Strongly Disagree	4.17%	5
2. Disagree	4.17%	5
3. Neither agree nor disagree	12.50%	15
4. Agree	45.00%	54
5. Strongly Agree	31.67%	38
N/A	2.50%	3
TOTAL		120

8. My care team works efficiently together:

	<u>2020</u>	<u>2019</u>	<u>2018</u>
Good/Optimal	73%	63%	57%

ANSWER CHOICES	RESPONSES	
1. Poor	0.00%	0
2. Marginal	8.33%	10
3. Satisfactory	18.33%	22
4. Good	57.50%	69
5. Optimal	15.83%	19
TOTAL		120

9. Time spent on the electronic health record (EHR) at home:

	<u>2020</u>	<u>2019</u>	<u>2018</u>
Excessive/Mod. High	53%	55%	52%

ANSWER CHOICES	RESPONSES	
1. Excessive	28.33%	34
2. Moderately high	24.17%	29
3. Satisfactory	13.33%	16
4. Modest	13.33%	16
5. Minimal/none	20.83%	25
TOTAL		120

10. My proficiency with EHR use:

	<u>2020</u>	<u>2019</u>	<u>2018</u>
Good/Optimal	63%	71%	74%

ANSWER CHOICES	RESPONSES	
1. Poor	1.67%	2
2. Marginal	10.83%	13
3. Satisfactory	25.00%	30
4. Good	45.83%	55
5. Optimal	16.67%	20
TOTAL		120

11. Your stresses and what we can do to minimize them:

Answered	46
Skipped	74

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

CTC-RI/PCMH Kids and Clinical Strategy Committee Current Areas of Work

- **Reduce Admin Burden:**
 - Transition of Care Task Force (RIDOH)
 - Prior Authorization Improvement (planning)
 - Primary Care/Specialist Collaboration (planning)
- **Continue to expand integrated clinical team:**
 - NCM training and best practice sharing
 - Expanded role of MA, IBH, clinical pharmacist
 - Best practices for scribe function

Discussion

- What works at the personal level?
- At the practice level?
- At the organizational level?
- What should be prioritized? What else needs to be done?