



BURNOUT WEBINAR SERIES

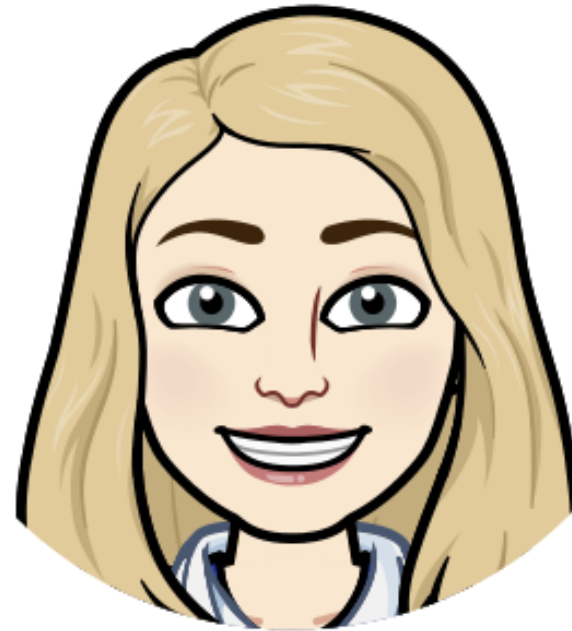
THE ROLE OF BURNOUT ON THE HEALTH CENTER WORKFORCE

APRIL 11, 2019

IPM EASTERN

GOOD AFTERNOON!

Suzanne Speer
Director,
Workforce Development



ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

Access to Care & Clinician Support

Recruitment & Retention

National
Health
Service Corps

Resources

Training

Networking

WHO WE ARE

Association of Clinicians for the Underserved



Funded by HRSA's Bureau of Primary Health Care

STAR² CENTER

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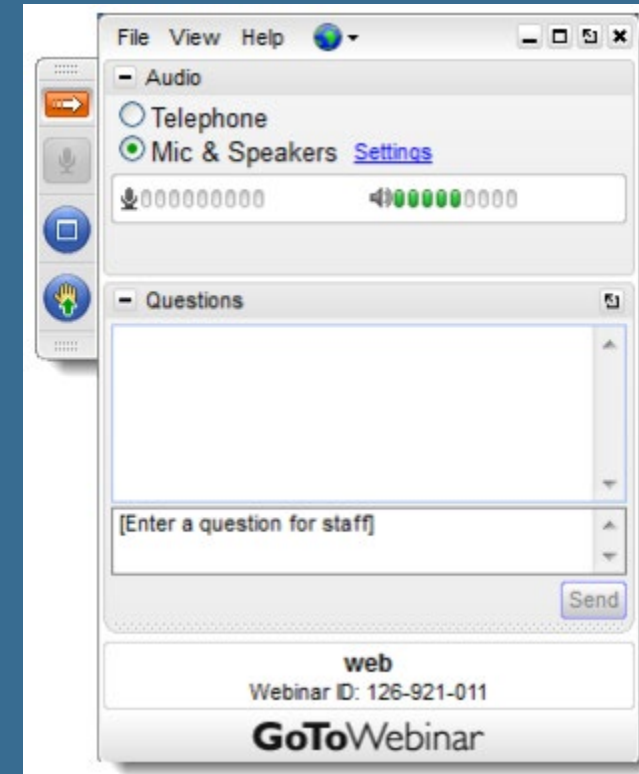
WEBINAR HOUSEKEEPING

We are
Recording

Ask
Questions

Have Fun

- Questions?
 - Raise your hand
 - Use the questions boxe
 - Email mblake@clinicians.org



GOALS FOR THE SERIES

Emphasize the importance of addressing burnout within an organization



Examine how different organizations approach burnout



Learn strategies to address burnout

GOALS FOR TODAY

Identify Core Components of a Workforce Plan



Overview of creating a positive, engaged culture to reduce burnout

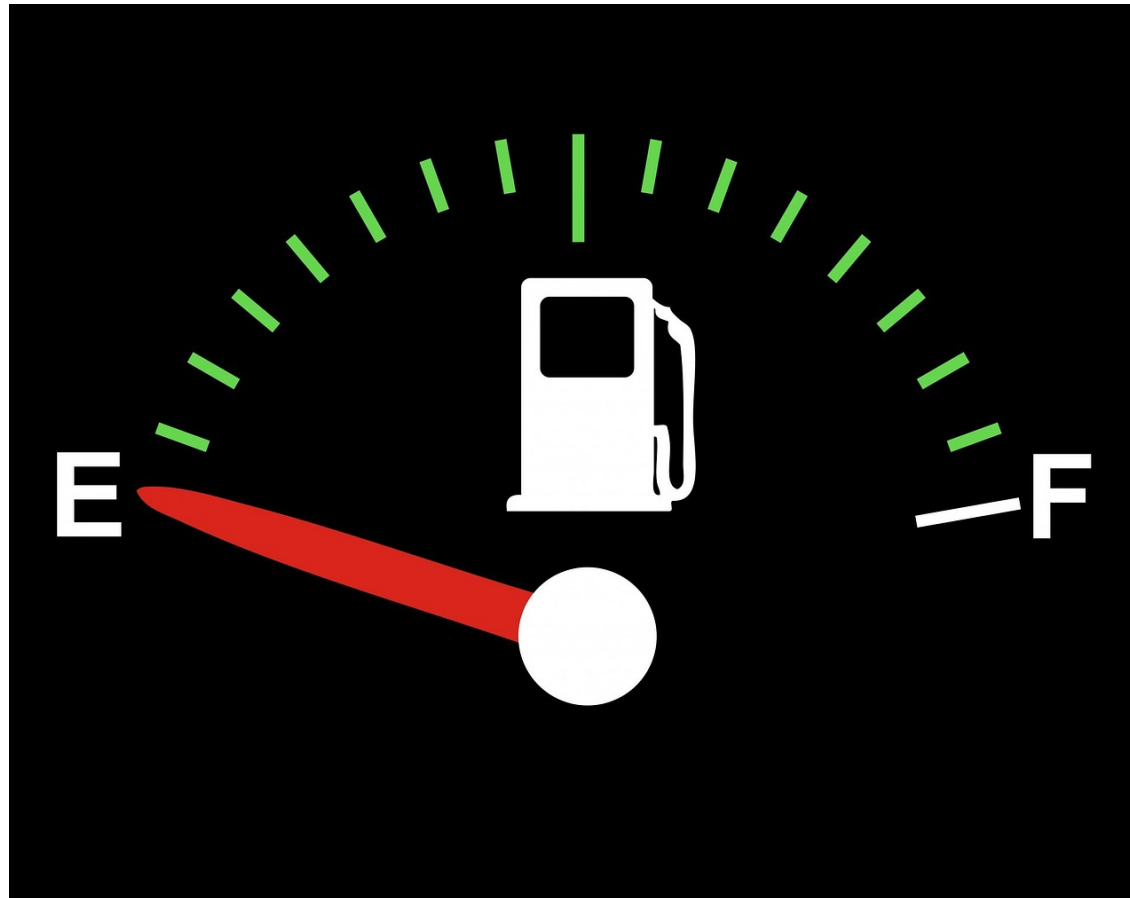


Overview of the STAR² Center's Burnout Tool



WORKFORCE IS THE FUEL

YOUR WORKFORCE GETS YOU THERE





CORE COMPONENTS OF A STRONG WORKFORCE PLAN

CORE COMPONENTS

Data-Informed
Workforce Plan

Equitable &
Effective
Compensation
Structure

Tested
Recruitment &
Retention
Strategies

Chief Workforce
Officer

Health
Professions
Training Program

Policies that
Support Diversity
& Cultural
Respect

Positive Culture
Focused on
Engagement

High-Functioning
Managers

Core Components Overview

POSITIVE CULTURE FOCUSED ON ENGAGEMENT



POSITIVE CULTURE FOCUSED ON ENGAGEMENT

Focuses on a culture of two-way communication to continually improve the practice experience, reduce burnout, and support transdisciplinary teams in a consistent way.

POSITIVE CULTURE FOCUSED ON ENGAGEMENT

Engaged

Consistent

Positive

Transparent

COMMON CHALLENGES

Which types of solutions are the right fit for our org?



What specific things should we try?



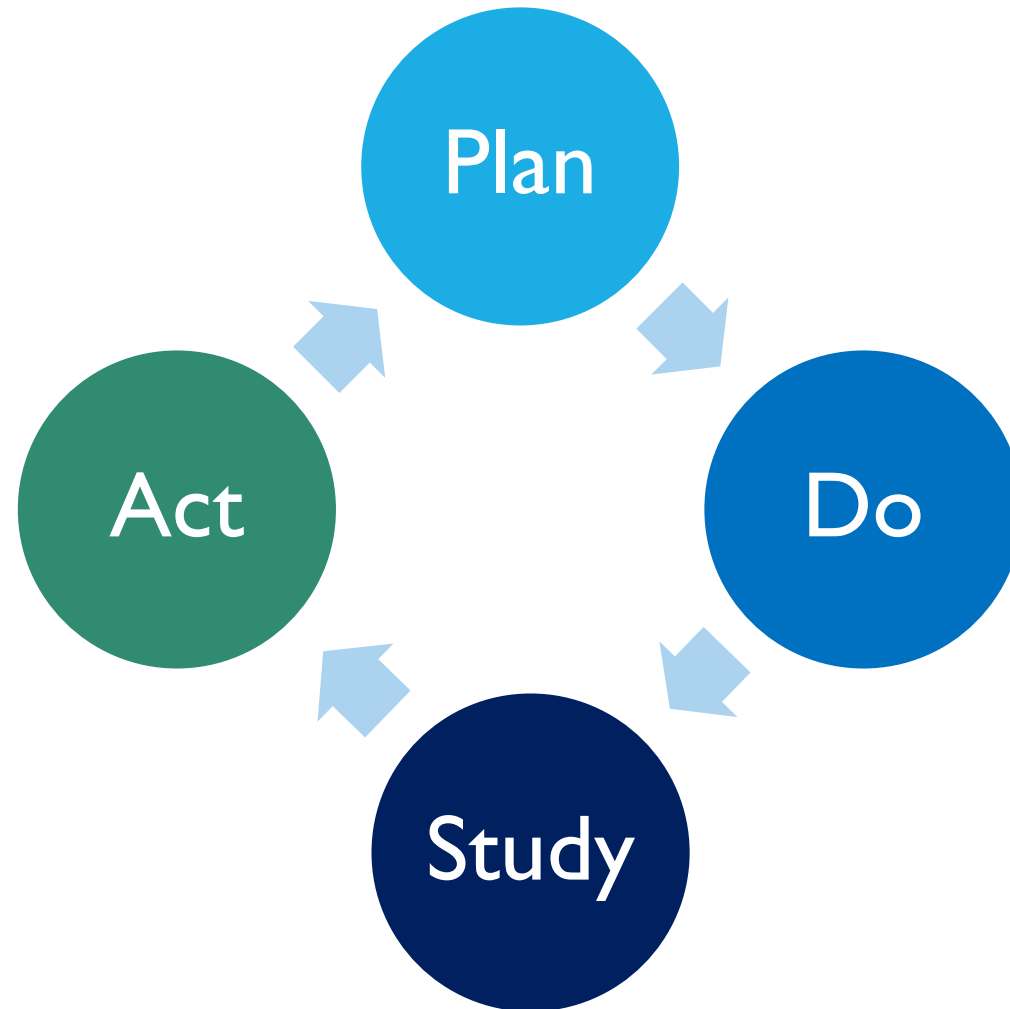
How do we know if any 1 thing is making a difference?



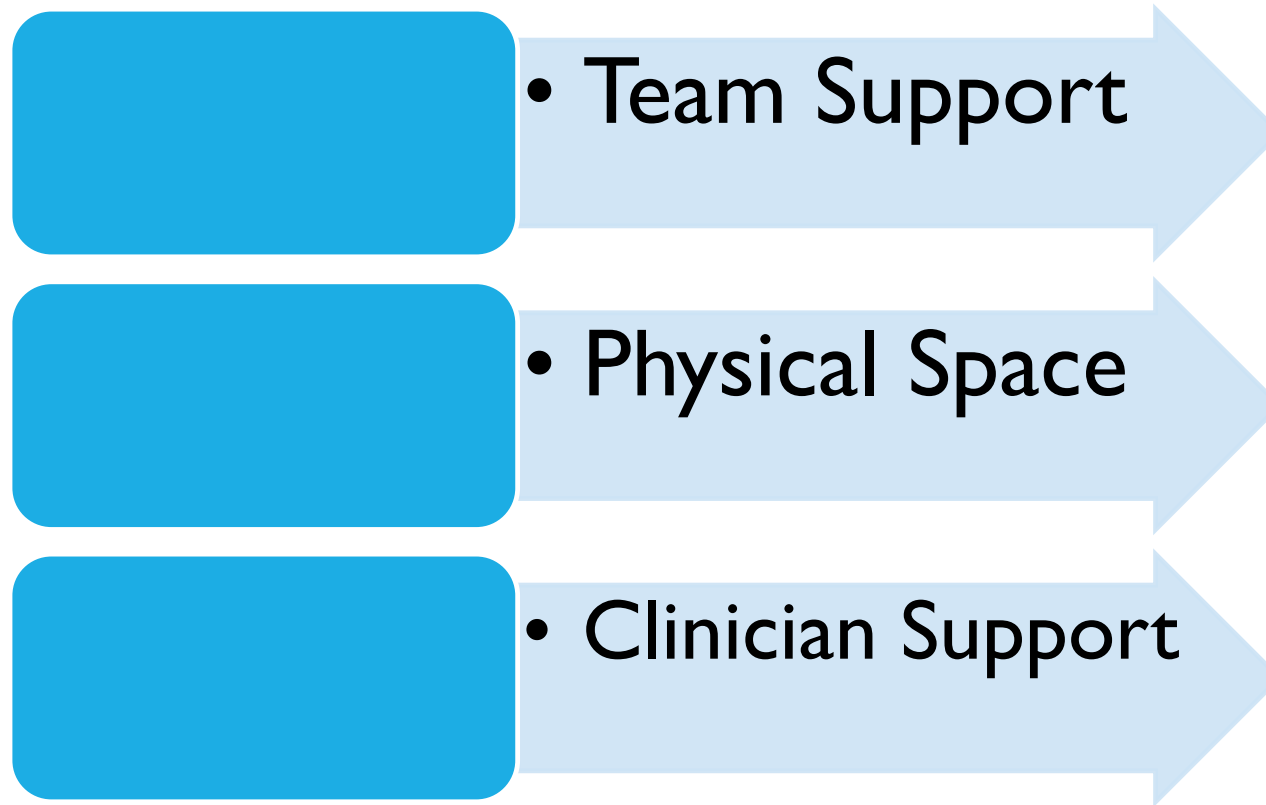
How does this all fit together??



PDSA!



STRATEGIES TO REDUCING BURNOUT



TEAM SUPPORT



TEAM SUPPORT

What can we do to support teams?

- Have clearly defined roles
- Ensure input from all people on the team
 - Regular, positive communication
 - Adjust as necessary!

PHYSICAL SPACE



PHYSICAL SPACE

How is the space set up?

Does it allow for open communication?

Does the set up allow for maximum efficiency?

CLINICIAN SUPPORT



WORK-LIFE BALANCE



Flex Hours

Limited Call

Child Care

CAREER PATH



SPECIAL PROJECTS



FINANCIAL SUPPORT

Tuition

Associations

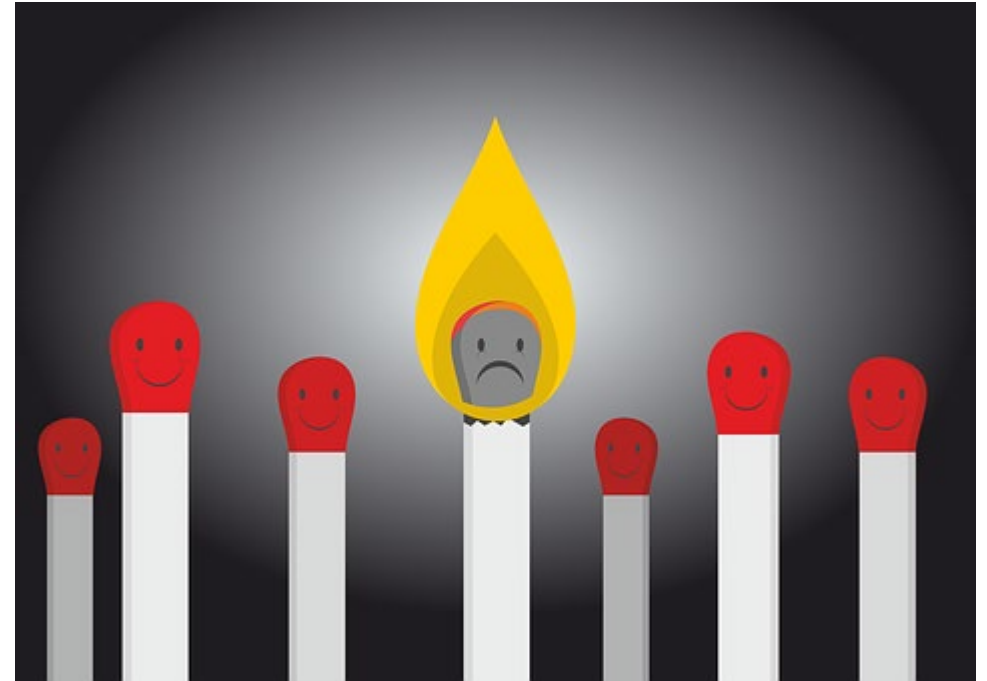
Resources



BURNOUT SELF-ASSESSMENT TOOL

BURNOUT ASSESSMENT TOOL

- Assessing burnout from an organizational standpoint
- 7 questions
- 5-10 minutes to complete



BURNOUT ASSESSMENT TOOL

- Identify strategies to improve provider retention and reduce burnout
- Report with recommendations based on input



Provider Burnout Assessment Tool

OVERVIEW

Solutions Training and Assistance for Recruitment & Retention Center or STAR² Center provides training and technical assistance to community health centers for provider recruitment and retention. This Burnout Self-Assessment Tool has been designed to assist your health center in identifying topics for further exploration. The tool includes questions to gauge the need for intervention to prevent burnout at your organization.

HOW TO USE THE TOOL

The tool includes 7 questions. It should take approximately 5-10 minutes to complete. To navigate through the assessment, use the "continue" or "back" buttons at the bottom of each page. Throughout the assessment, your answers will generate suggested resources for further reading and next steps at your health center. When you have completed the last question (#7) you will arrive at the submission page. To send the survey click 'submit' on that page. Upon submission, you will receive an automated email with a summary of your responses.

USES OF THE TOOL

The Burnout Self-Assessment Tool's primary purpose is to help you identify strategies that may improve your success with provider retention. Using your responses, the Tool will provide brief recommendations on those topics you might want to pursue. The STAR² Center has a considerable number of resources available to you on topics included in the Burnout Self-Assessment in our Resource Library.



Yellow Zone.

Working toward improvement: Based on your responses to this survey, it looks like you have taken some important first steps toward reducing the level of burnout your staff is experiencing. You understand the importance of addressing the factors that lead to burnout such as provider satisfaction and engagement but perhaps you haven't had the time or support to implement strategies to combat them. Please note that your responses and results will be emailed to you per the email address that you provided earlier in this assessment. Please also check your spam and/or junk folder for the assessment email. If you have any questions, you may contact us at info@chcworkforce.org.

Additional resources:

Resources and Further Reading on Recognizing the Warning Signs

- [What Your Employee Turnover Rate Says about Your Company](#)
- [Prevalence and Causes of Medical Absenteeism Among Staff](#)
- [Managing Employee Attendance](#)
- [The Invisible Impact of Absenteeism](#)

Resources and Further Reading on Evaluating for Burnout

- [STAR² Center webinar series](#)
- [IHI Framework for Improving Joy in Work](#)
- [Using a Single Item to Measure Burnout in Primary Care Staff: A Psychometric Evaluation](#)
- [Validated Instruments to Assess Work-Related Dimensions of Well-Being](#)
- [AMA STEPS Forward: Preventing Physician Burnout](#)
- [ProQOL](#)
- [The Maslach Burnout Inventory](#)

Resources and Further Reading on Measuring Employee Satisfaction

- [Measuring job satisfaction among healthcare staff in the United States: a confirmatory factor analysis of the Satisfaction of Employees in Health Care \(SEHC\) survey](#)
- [Employee Satisfaction Surveys: 3 Sample Templates with Questions](#)
- [Employee Satisfaction Measured in Real Time](#)
- [SOme Way to Prevent Physician Burnout](#)
- [Burnout and Doctors: Prevalence, Prevention and Intervention](#)

Resources and Further Reading on Planning for Burnout

- [The Business Case for Fighting Physician Burnout](#)
- [One Way to Prevent Physician Burnout](#)
- [Burnout and Doctors: Prevalence, Prevention and Intervention](#)

Resources and Further Reading on Employee Awareness

- [Combating the Burnout Epidemic](#)
- [ARHQ Works: Physician Burnout](#)

Resources and Further Reading on Employee Engagement

- [Applying the Job Demands-Resources Model: A 'how to' guide to measuring and tackling work engagement and turnover](#)
- [One key healthcare employee engagement strategy that drives patient experience](#)

PREVIEW OF REST OF THE SERIES

- April 18: Dr. Eileen Barrett on Clinician Experience
- April 25: Cheryl Fontabene on High Performing Teams
- May 2: Cheryl Fontabene on Moving Beyond Burnout
- May 9: Cindy Barr on Setting up the Space
- May 16: Dr. Eileen Barrett on Improving R&R By Increasing Professional Satisfaction

QUESTIONS?



STAY IN TOUCH!

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chcworkforce.org

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THANK YOU!