

Series:

Mitigating Burnout and Maintaining Provider Satisfaction
During Vaccination Rollouts

Strategies to Support Provider Satisfaction Among Nurses in the Pandemic Workplace

April 7, 2021



**NATIONAL
NURSE-LED CARE
CONSORTIUM**
a PHMC affiliate

National Nurse-Led Care Consortium

The **National Nurse-Led Care Consortium (NNCC)** is a membership organization that supports nurse-led care and nurses at the front lines of care.

NNCC provides expertise to support comprehensive, community-based primary care.

- Policy research and advocacy
- Technical assistance and support
- Direct, nurse-led healthcare services



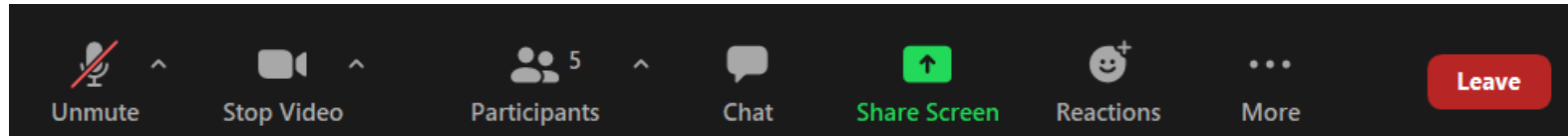
Housekeeping



Click to mute
& unmute
your mic



Chat your comments &
questions here



Turn your
video on/off

Learning Objectives

1. Identify potential causes of burnout among the nursing workforce, particularly as a result of COVID-19
2. Learn about challenges and successes from a nurse-led health center in Philadelphia
3. Describe strategies to mitigate burnout among nurses and other staff

What is Burnout?

“...a reduction in nurses’ energy that manifests in emotional exhaustion, lack of motivation, and feelings of frustration [that] may lead to reductions in work efficacy.”

- Mudallal et al

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5798741/>

Burnout in Nursing

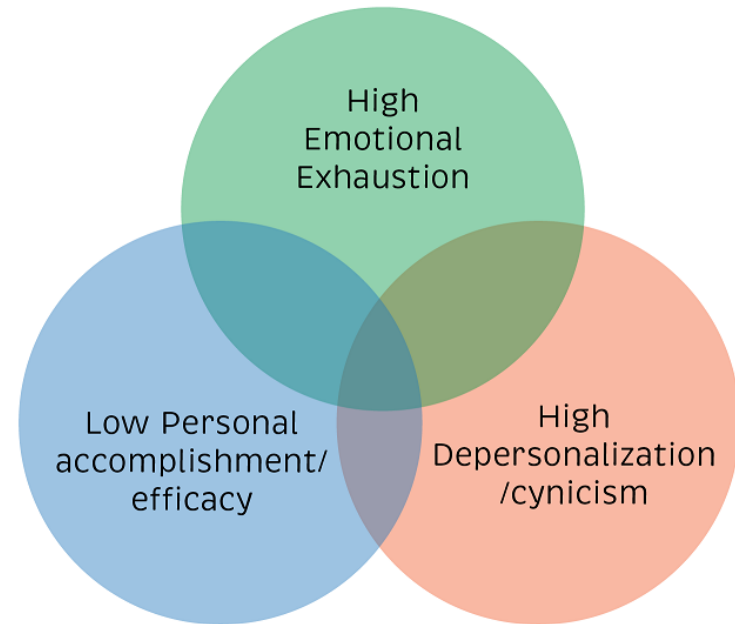


Chat Prompt #1

Have you noticed a difference in burnout between nursing staff and other health center staff?

Assessing for Burnout

- Staff satisfaction surveys
- Analysis of turnover rates
- Exit interviews
- Evidence-based tools
 - Maslach Burnout Inventory
 - Well-Being Index



Poll #1

Have you done a formal assessment to measure burnout?

- Yes
- No
- Not sure

Forthcoming ACU + NNCC Whitepaper

- Focuses on the experience of nurse practitioners
- Based on interviews with focus groups
 - 5 NP clinicians
 - 4 administrators (three of whom are NPs)
- Includes considerations and findings from peer-reviewed literature

Findings: What Causes Burnout among NPs?

- Feeling overwhelmed and underprepared
- No ability to “turn off” at the end of the day
- Self-perceived skill level
- Lack of support

“Seeing a patient with high blood pressure in a regular primary care office might be a 10- or 15-minute visit; however, my patient is going to have high blood pressure and diabetes and congestive heart failure and their thyroid is going to be out of whack and they’re on suboxone... but we are expected to produce at the same level as a peer working at a commercial entity, so that is draining.”

Chat Prompt #2

Do these causes of burnout resonate with your health center? How does this compare with causes of burnout among RNs/other nursing staff?

Reducing Burnout among Novice NPs

- Consider the feasibility of a paid nurse residency program
- Start new nurse practitioners with a smaller case load and gradually build up as they gain experience
- Provide a mentor to serve as a direct resource for support and guidance
- Build in structured time with senior clinicians overseeing their work for consultations

Reducing Burnout among Seasoned NPs

- Clarify nurse practitioner and other care team roles and responsibilities when new staff members are onboarded
- Consider the level of clinical support needed to allow nurse practitioners to reduce administrative work and allow more time spent with patients
- Include nurse practitioners in organizational decisions that impact health care delivery
- Regularly share patient satisfaction and clinical outcomes metrics and recognize high performance

Reducing Burnout among Senior Nurse Leaders

- Create smaller spans of control so that nurse leaders are not overwhelmed
- Set boundaries around expectations for when nurse leaders should be available off hours
- Initiate peer coverage so leaders can be off technology after work hours
- Help nurse leaders manage internal and external advisory committee responsibilities by implementing term limits
- Ensure that salaries are comparable to other leaders in the organization

Nursing during the COVID-19 Pandemic

- The pandemic has exacerbated existing issues
- Specific issues since the onset of COVID-19 include unsupportive workplaces, fear of bringing the disease home, and overwhelming stress
- COVID-19 testing was first, now vaccine rollout



Poll #2

What has been the biggest cause of burnout among your nursing staff during COVID-19?

- Additional work hours
- Stress/exhaustion
- Not enough emotional support
- Unclear roles/responsibilities
- Other (share in chat)

Notes from the Field



**Dr. Mary Thornton-Bowmer DNP, MSN,
CRNP, FNP-BC**
Lead Nurse Practitioner/Primary Care Coordinator
The Stephen & Sandra Sheller 11th Street Family Health
Services of Drexel University
Family Practice & Counseling Network



Taraya Gibson, MPH, BSN, RN, CHES *Clinical
Care Manager RN*
The Stephen & Sandra Sheller 11th Street
Family Health Services of Drexel University
Family Practice & Counseling Network




 THE FAMILY PRACTICE
&
COUNSELING NETWORK
A program of Resources for Human Development



Drexel
UNIVERSITY

Nurse-Led Federally Qualified Health Center Overview



Family Practice & Counseling Network in partnership with Stephen & Sandra Sheller 11th Street Family Health Services of Drexel University

Nurse Practitioner
-Donna Torrisi, MSN, CRNP
Public Health Nurse-Dr. Patricia Gerrity, RN, PhD, FAAN
2 Nurses with the same vision
Ensure the unrecognized, undervalued population in the city of Philadelphia living in public housing are treated equitable with dignity & respect and have access to quality healthcare.
Quality Healthcare is a right, not a privilege!



Patient Population



22,000
Patients

- Network provides services for more than 22,000 patients annually and is a certified patient-centered medical home



4 Public
Housing
Developments

- 11th Street target population-residents of four public housing developments in the 11th Street corridor



**FT NP, Primary Care
Providers-6
FT RNs-2
Certified Medical
Assistants-7**



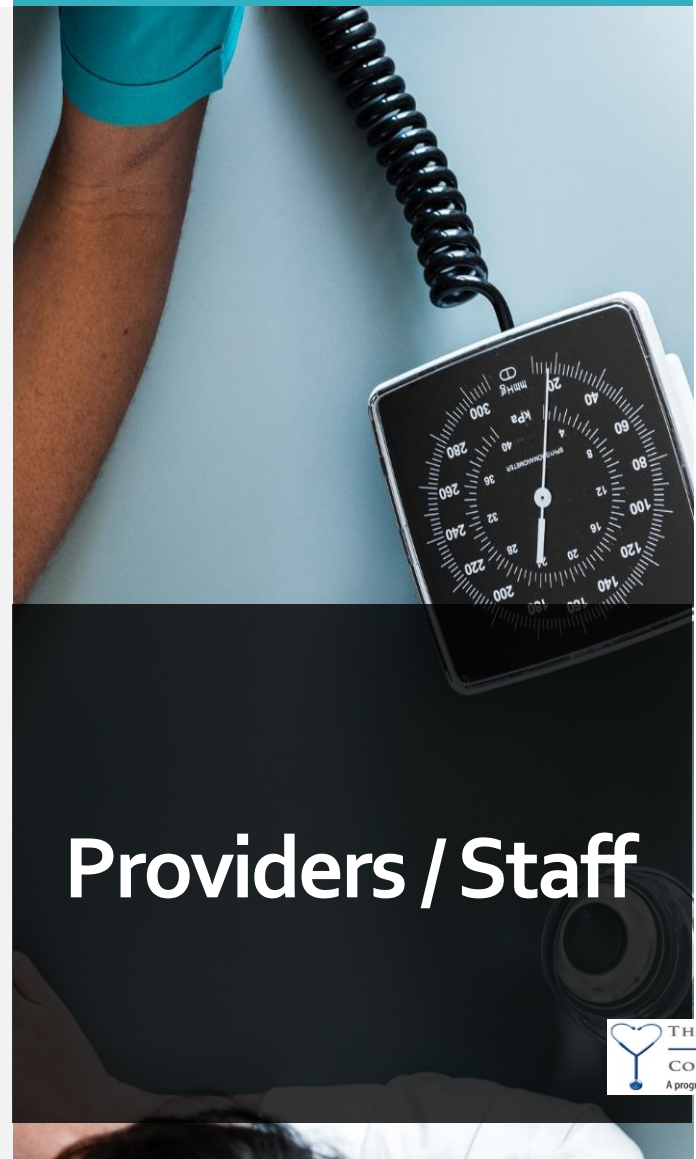
**FT Psych NP-1
Pediatric BHC- 1
Adult BHC-1
Addictions
Counselor-1**



**Practice Manager-1
Patient Service
Representatives-3**



**Nutritionist, Social Worker,
Community Health Worker,
Medical Records Clerk, Care
Coordinator, Americorp, Drexel
Co-op Nursing Student, Attorney
(2 days/week)**



Providers / Staff

- **Well-orchestrated process-organized, same page, processes in place**
- **Trust in leadership**
- **Supportive staff/co-workers**
- **Bringing in support: Hire additional staff/bringing staff in from other sites**
- **Recognition**
- **Acknowledge staff accomplishments big or small, Sharing performance results/celebrating success, compensation**
- **Kind words**
- **Allow staff to be a part of decision making-daily or weekly team huddles**
- **Flexibility to work from home**
- **Self care**



Recommendations for Solutions



Thank You

+215-769-1100 📞

<https://www.fpcn.com/> 🔗

Key Takeaways

- Enhance crisis communication
 - Listen reflectively
 - Be open and honest
- Achieve a clear vision and values
 - Encourage staff participation in decision making
 - Help nurses see the bigger picture
- Support the team emotionally
 - Acknowledge shared distress
 - Affirm suffering
 - Help the team cope





Final Questions

Thank You!

Thank you!

Learn about more FREE continuing education opportunities by subscribing to our email newsletter.

NurseLedCare.org



Emily Kane
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Join us for the last session of the series!

April 21, 2021, 12 PM ET

Evolving Care Team Models in the Context of the Pandemic
and Strategies to Assess Provider Satisfaction



weitzman  **institute**
inspiring primary care innovation