RESILIENCE

AND WELL-BEING

PROVIDER
LEADER
ORGANIZATIONAL
HASSLE FACTOR

Strategies for Healthcare Leaders
and Organizations

*A Comprehensive Approach
to Preventing Clinician Burnout*

CTI

WHY IS THIS IMPORTANT?

The current statistics regarding physician burnout indicate that hospitals and health systems must take action in order to continue to thrive.

• 82 percent of healthcare CEOs surveyed said physician burnout is growing and only 36 percent said their organization had adopted programs to address burnout. (Modern Healthcare, September 2016)

• A 2014 survey of 7,000 physicians by AMA and Mayo Clinic found that nearly 55 percent of physicians were experiencing signs of burnout.

In 2013, a Mayo Clinic survey of 3,000 physicians found a very strong relationship between physician satisfaction and burnout and the leadership behaviors of physician supervisors in large healthcare organizations. (HealthLeaders Media, April 2013). In this session, participants will explore systemic solutions to the problem of rising physician burnout and the leadership behaviors needed to successfully implement these solutions.

CAUSES OF BURNOUT
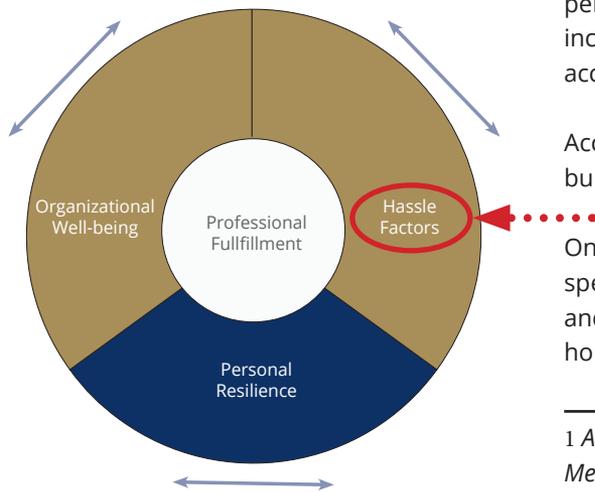
There are many causes of providers' stress and burnout. While lack of personal resilience is one cause, we believe organizational well-being, including a culture of wellness, removing hassle factors and leadership, accounts for an overwhelming majority.

According to a recent study[1], hassle factors are a key source of stress and burnout in healthcare.

One example included physicians reporting that during the work day, they spent 27 percent of their total time on direct clinical face time with patients and 49.2 percent of their time on EHR and desk work, and one to two hours of after-hours work each night, devoted mostly to EHR tasks.

1 *Allocation of Physician Time in Ambulatory Practice | Annals of Internal Medicine | American College of Physicians Sept 2016*

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OUR UNIQUE APPROACH

DEVELOPING STRATEGIES FOR CLINICIAN WELL-BEING:

In a hands-on, round table discussion, CTI helps leaders craft a sustainable strategy to address individual, team, cultural and system challenges and prevent burnout. Using our exclusive approach, a strategy session will help leaders:

- Assess organizational well-being and individual stress, engagement, energy levels and burnout risk in teams and providers (pre-session)
- Map an organizational strategy for creating a culture of well-being, reduce hassle factors and help clinicians manage and renew energy to prevent burnout
- Build, Align and Engage a coalition to help execute the strategy
- Identify obstacles, risk factors and key stakeholders
- Discover, address and eliminate system-wide issues that ultimately lead to physician burnout
- Share best practices that help reduce turnover, increased morale within the team, and create greater joy of practice
- Identify where and how to align the resources needed to implement the strategy
- Develop system and structure to implement the strategy and ensure its sustainability over time
- Monitor and sustain the strategy leading to improved Joy of practice
- Develop a coaching/mentoring infrastructure that can be internal or external

Our unique systematic approach leads to reduced turnover, increased morale within the team, greater joy of practice, better coping skills and reduced hassle factors. Ultimately this process contributes to cultural transformation within the organization.

WHAT DOES A HEALTHY ORGANIZATION LOOK LIKE?

- A healthy and fit culture (enables and drives high levels of performance and results)
- A clear and widely supported mission and strategy
- Clear communication around a limited number of strategic priorities
- Alignment of teams and individual
- Agile and strategic response to change
- Hassle factors quickly identified and removed
- Support for individuals and teams
- Work/life balance

EXCLUSIVE **CTI APPROACH™** TO ACHIEVING TRANSFORMATION

HOW

| ASSESS THE TERRAIN | MAP THE STRATEGY | ALIGN & ENGAGE | OPERATIONALIZE & EXECUTE | MONITOR & SUSTAIN |

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