

Assessing and Addressing Clinician Burnout and Engagement in Work

Within Columbia Pacific CCO

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Background

Clinician well-being/vitality is directly linked to every aspect of the triple aim and health care transformation. It has been the missing link in the movement towards sustainable health care transformation. Clinician burnout has increasingly become an issue in recent years.

There has not been an in-depth effort to evaluate clinician burnout and well-being at a CCO level. Understanding and addressing this issue may help to improve clinician recruitment and retention within Columbia Pacific CCO, and it is an integral aspect in an effort to move towards the quadruple aim.

The Quadruple Aim: Clinician Satisfaction The Missing Aim



Project Description and Objectives

- Primary care clinician team baseline assessment of burnout and engagement in work
- Burnout and wellness education sessions for providers and non-provider organizational leadership
- Focus groups: provider and leadership (needs assessment)
- Clinician- and leadership-informed intervention/tool-kit development

46% of U.S Clinicians experience burnout!

What is Burnout? The loss of emotional, mental and physical energy due to job-related stress

Dimensions of Burnout:

- Exhaustion
- Depersonalization
- Inefficiency
- Low personal accomplishment

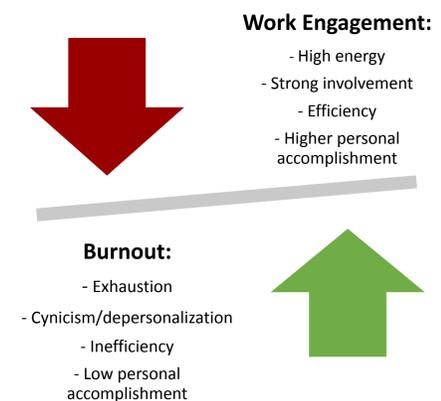
Burnout leads to detrimental results if not addressed:

- Higher medical mistakes
- Lower adherence to practice standards
- Decreased provider well-being and patient care
- Increased rate of clinicians leaving practice
- Change jobs, do more administrative work, change specialties, leave medicine
- Suicidal ideation

Desired Outcomes

- Baseline assessment of burnout (Maslach Burnout Inventory) and engagement in work (Areas of Work Life Survey)
- Feasibility of ongoing provider wellness assessment
- Qualitative needs assessment from focus groups
- Correlation between burnout scales and quality outcome data
- Intervention/tool-kit development

Opposing Forces: Burnout and Engagement



Individual and Organizational Areas to Impact Burnout and Engagement:

Workload
Reward
Fairness

Control
Community
Values