

## QI Assessment of Attending Physician Burnout at Lehigh Valley Health Network (LVHN) Using the Maslach Burnout Inventory (MBI).

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# QI Assessment of Attending Physician Burnout at Lehigh Valley Health Network (LVHN) Using the Maslach Burnout Inventory (MBI)

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## Background

- There are **higher rates of burnout** in the field of medicine, relative to the general population.
- Professional burnout is characterized by **loss of enthusiasm** for work, feelings of **cynicism**, and a **low sense of personal accomplishment**.
- Burnout has risen 10% in the last 3 years alone, reaching an all-time high of **54%** nationwide.
- No research yet at Lehigh Valley Health Network has looked into how these increased stressors are affecting attending physicians throughout the network.

## Problem Statement

Using the Maslach Burnout Inventory (MBI), what is the current state of burnout in attending physicians in the Lehigh Valley Health Network?

## Methods

- The Maslach Burnout Inventory (MBI) is a widely used and validated tool to measure burnout; the MBI-Human Services Survey was used.
- 22 Question Validated Survey; 7 point Likert scale

Likert Scale							
How Often	0	1	2	3	4	5	6
	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

- Domains of Burnout:**
  - Emotional Exhaustion (EE)
  - Depersonalization (DP)
  - Loss of Personal Accomplishment (PA)
- Researchers have created a dichotomous variable for burnout**
  - Burnout** = either high EE or high DP
  - Engagement** = having low EE, low DP, and high PA
- Cross-sectional analysis
- IRB approval deemed unnecessary due to QI nature
- Rights purchased from Mind Garden – survey platform
- 7 demographics questions & 2 qualitative questions added
- Surveys disseminated to all attending physicians within the network (N=1292) via anonymous, de-identified e-mail link to Qualtrics survey platform

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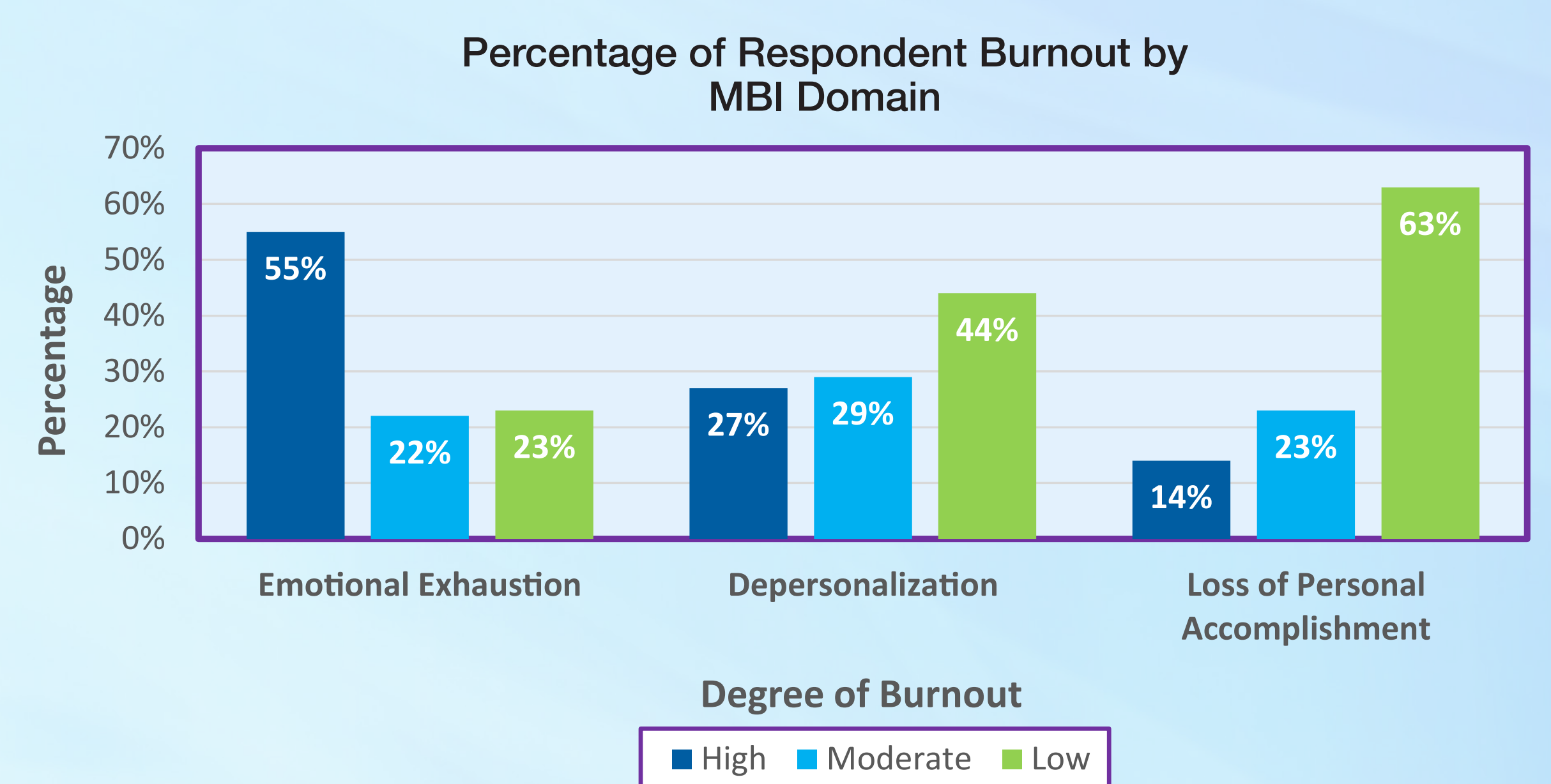
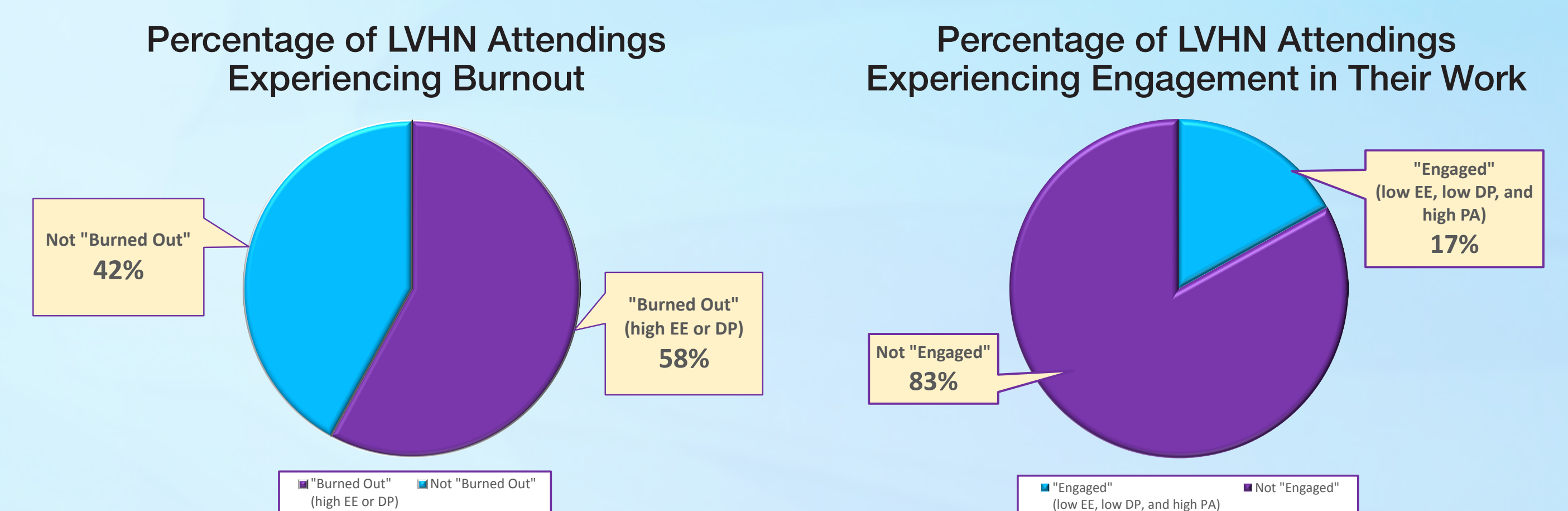
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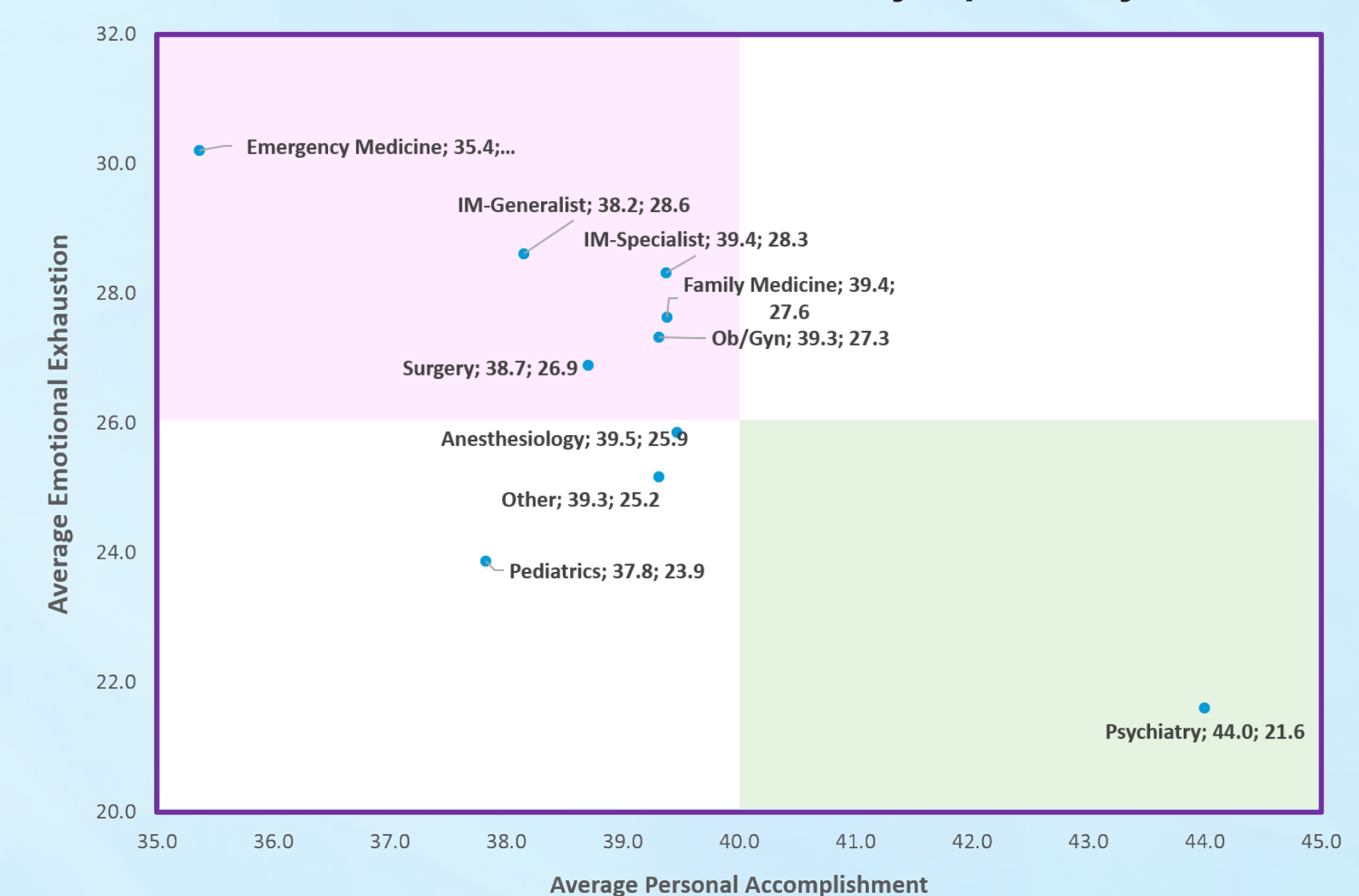
## Results

- Total # Surveyed: 1292 LVHN Attendings
- Total # Responses: 459 (35% response rate)
- 97% Completion Rate (447 surveys completed)

Table 1. LVHN Respondent Demographics		
	Count	Percentage
<b>Gender</b>		
Male	261	57.24
Female	194	42.54
Other	1	0.22
Total	456	100
<b>Inpatient Time</b>		
0-25%	191	41.89
26-50%	72	15.79
51-75%	44	9.65
76-100%	149	32.68
Total	456	100
<b>Specialty</b>		
Anesthesiology	15	3.29
Dermatology	0	0
Emergency Medicine	33	7.24
Family Medicine	83	18.2
IM-Generalist	52	11.4
IM-Specialist	72	15.79
Neurology	8	1.75
Obstetrics/Gynecology	42	9.21
Other	42	9.21
Pathology	4	0.88
Pediatrics	34	7.46
Physical Medicine & Rehab	5	1.1
Preventative Medicine	1	0.22
Psychiatry	14	3.07
Radiation Oncology	1	0.22
Radiology	9	1.97
Surgery	41	8.99
Total	456	100
<b>FTE</b>		
0	7	1.54
.1-.24	7	1.54
.25-.49	7	1.54
.50-.74	26	5.7
.75-.99	58	12.72
1.00	351	76.97
TOTAL	456	100
<b>Experience</b>		
<5 Years	21	4.62
5-9 Years	62	13.63
10-14 Years	82	18.02
15-24 Years	131	28.79
25 or More Years	159	34.95
TOTAL	455	100
<b>Teaching Time</b>		
0%	48	10.55
1-25%	296	65.05
26-50%	76	16.7
51-75%	23	5.05
76-99%	8	1.76
100%	4	0.88
TOTAL	455	100
<b>Student Type</b>		
Medical Students	344	41.65
Residents	312	37.77
Fellows	56	6.78
Other, describe	61	7.38
I Do Not Teach	53	6.42
TOTAL	826	100



Average Personal Accomplishment Score vs Average Emotional Exhaustion Score by Specialty



### Results to qualitative questions:

- What would improve your professional state?
  - What are the barriers to achieving these improvements?
- More autonomy
  - More appreciation of the value of the work delivered
  - Less reductionist measurement, especially when it isn't clearly improving patient care
  - Greater facility with the EMR
  - More choices in scheduling, patient panels,
  - More support, such as scribes and other assistance.
  - Some want more money, others more time off, or less call.
  - Many want better work-life balance.

## Conclusions/Future Implications

- Burnout in physicians nationwide is increasing at alarming rate.
- Burnout rates at LVHN are on par with national levels: 58% at LVHN vs 54% nationally.
- More than half of attending physicians demonstrate some quality of burnout.
  - High emotional exhaustion drives the high levels of burnout at LVHN.
  - Depersonalization is moderately affected.
  - Personal accomplishment seems to be preserved in respondents.
- This study serves as a baseline for LVHN burnout rates and is to serve as a stimulus for wellness promotion.
- Ongoing discussions within the network are aimed at creating increasing physician engagement.
- It is the hope that this systems approach to assessing and addressing burnout will help promote engagement, improve patient-centered care, and increase physician involvement in leadership.