

## The Correlation between Burnout and Engagement Metrics and Strategies for Improvement at LVHN

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# The Correlation between Burnout and Engagement Metrics and Strategies for Improvement at LVHN

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High Distress/Burnout Levels=  
Suboptimal Wellness Percentile < 3.71  
Low Distress/Burnout Levels= Optimal  
Wellness Percentile > 4.11

## Introduction

- Physician burnout and distress is characterized by: emotional exhaustion, feelings of ineffectiveness, depersonalization, and a feeling of low personal accomplishment<sup>1</sup>
- Engagement in the workplace may be regarded as the opposite of burnout, described as a connection to one's work characterized by dedication, vigor, and absorption<sup>2</sup>
- Increased physician burnout and distress levels can impact quality of patient care and outcomes<sup>3</sup>
- The WBI is a validated tool used to screen physician's wellness levels over time. Suboptimal wellness levels correlate to distress/burnout. The annual engagement survey (AES) gauges engagement and wellness levels
- The WBI and AES are tools used at Lehigh Valley Health Network (LVHN) to reduce burnout and increase engagement and wellness

## Purpose

- Analyze the relationship between engagement and burnout metrics in LVHN physicians
- Compare the AES and WBI distress, burnout, and wellness scores from the same physician population

## Methodology

Administered WBI Survey to LVHN physicians measuring burnout and distress levels N=794

Administered LVHN Physician Engagement Survey measuring engagement and wellness N= 910

- Examine engagement and wellness levels by department
- Analyze scores from engagement and wellness metrics
- Compare wellness data from the AES and WBI

## Lehigh Valley Health Network, Allentown, Pennsylvania

### Results

\*Willingness to help this organization to succeed  
\*\*Feel encouraged to balance work life and personal life

Department	Engagement	Wellness	High Distress (%)	EG1*	WN1**
Pediatrics	3.79	3.43	30.00	4.25	3.33
OB-GYN	4	3.46	38.40	4.39	2.88
Surgery	3.98	3.66	31.25	4.3	3.41
IM	4.25	3.92	27.59	4.46	3.59
EM	3.99	3.55	29.41	4.26	3.54
Psychiatry	4.3	3.98	17.54	4.48	3.73
FM	3.95	3.40	40.12	4.2	3.04
IM-specialty	3.89	3.54	25.3	4.21	3.33
Anesthesia	3.95	3.62	40.35	4.24	3.57
Average	4.01	3.62	31.11	4.31	3.38

Figure 1: AES Engagement and wellness scores (1-5), WBI high distress scores (0-100), and metrics of physicians

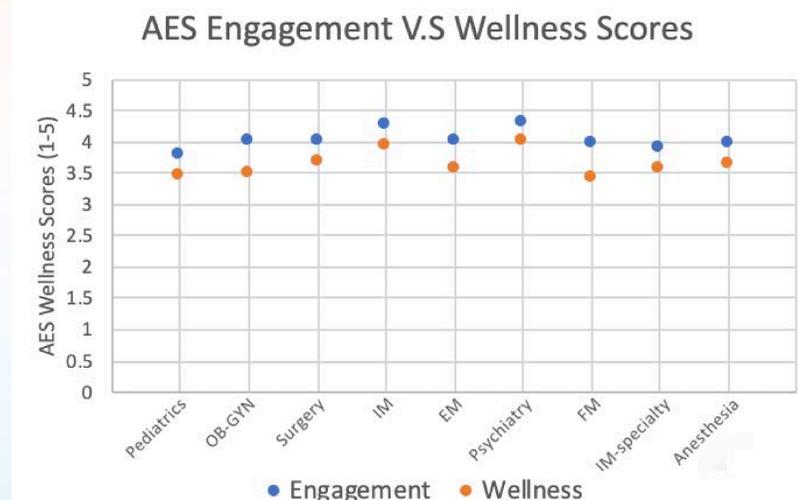


Figure 2: Engagement and wellness levels of physicians by department

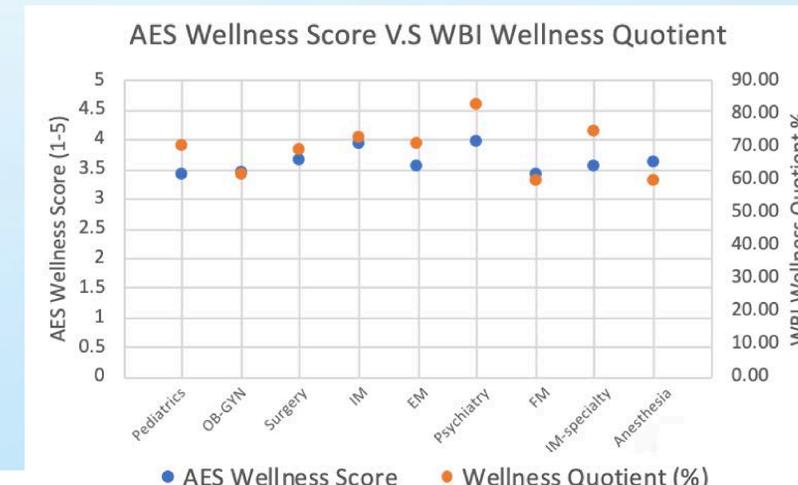


Figure 3: Wellness levels contrasted from AES and WBI  
Wellness quotient data inversely related to high distress percentile

## Conclusion

- Data from the AES show engagement and wellness scores follow similar trends by department: **higher engagement correlates to increased wellness and lower burnout levels**
- Data taken from the AES and the WBI show similar wellness scores when compared, suggesting both methods collect accurate and robust physician wellness data
- Physician feedback regarding wellness question 1 (WN1) showed a high commitment to organizational success, with low rates of apathy
- Results from engagement question 1 (EG1) suggest that physicians perceive a low level of support in balancing work and personal life

## Future Direction/Limits to Study

- Further analyze engagement and wellness levels and how the correlating metrics influence overall wellness
- Identify specific examples and obstacles behind perceived lack of support in balancing work and personal life
- Expand on strategies to encourage balance in work and personal life to reduce burnout and promote engagement
- Analysis was limited because results only show data where a cohort has >5 physicians due to requirement of anonymity

### Acknowledgments

1 Fred, H., & Scheid, M. (2018, August 1). Physician Burnout: Causes, Consequences, and (?) Cures. Retrieved July 02, 2020, from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6183652/>  
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