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
• 7 demographics questions & 2 qualitative questions added
• IRB approval deemed unnecessary due to QI nature
• Cross-sectional analysis

RESULTS

• Total # Surveyed: 1292 LVHN Attendings
• Total Responses: 459 (35% response rate)
• 97% Completion Rate (447 surveys completed)
• 54% nationwide.
• 97% Completion Rate (447 surveys completed)

CONCLUSIONS/FUTURE IMPLICATIONS

• Burnout in physicians nationwide is increasing at alarming rate.
• Burnout rates at LVHN are on par with national levels: 55% 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.

IMPACT

• The project has been funded by the network to reissue the MBI with expansion to different care providers.
• EPIC message of the day with inspirational words as the first message seen on the EMR system.
• Enhancements to monthly staff meetings to address wellness, community, and resiliency.
• Resilience card campaign: checklist with concrete activities which can improve daily wellness (ie. eat breakfast, recall 3 moments of gratitude, take 5 minutes to socialize with colleagues). To be included as a possible attachment to identification badges.
• More support, such as scribes and other assistance.
• More choices in scheduling, patient panels.
• Greater facility with the EMR.
• Less reductionist measurement, especially when it isn’t clearly improving patient care.
• More appreciation of the value of the work delivered.

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