

Administrative Burden and Staff Burnout: Where to we go from here?



Kathleen N. Mueller, MD, FAAFP



Emotional Exhaustion

Reduced Personal Accomplishment

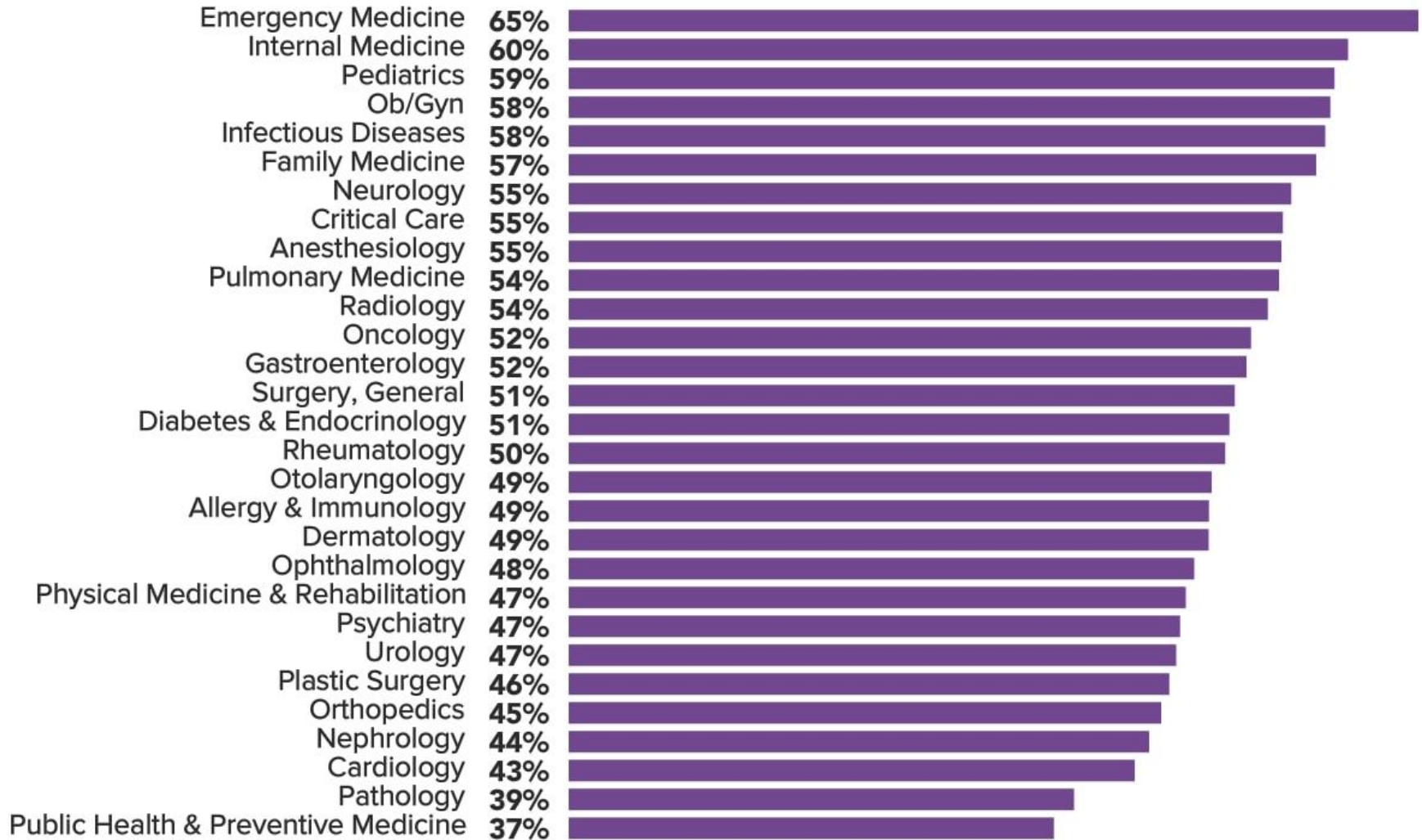
De-personalization

A close-up photograph of a matchbox with several matches lit, creating a bright flame against a dark background. The matches are arranged in a row, and the flame is concentrated on one match, with a smaller flame on the match immediately to its left. The background is dark, making the light from the matches stand out.

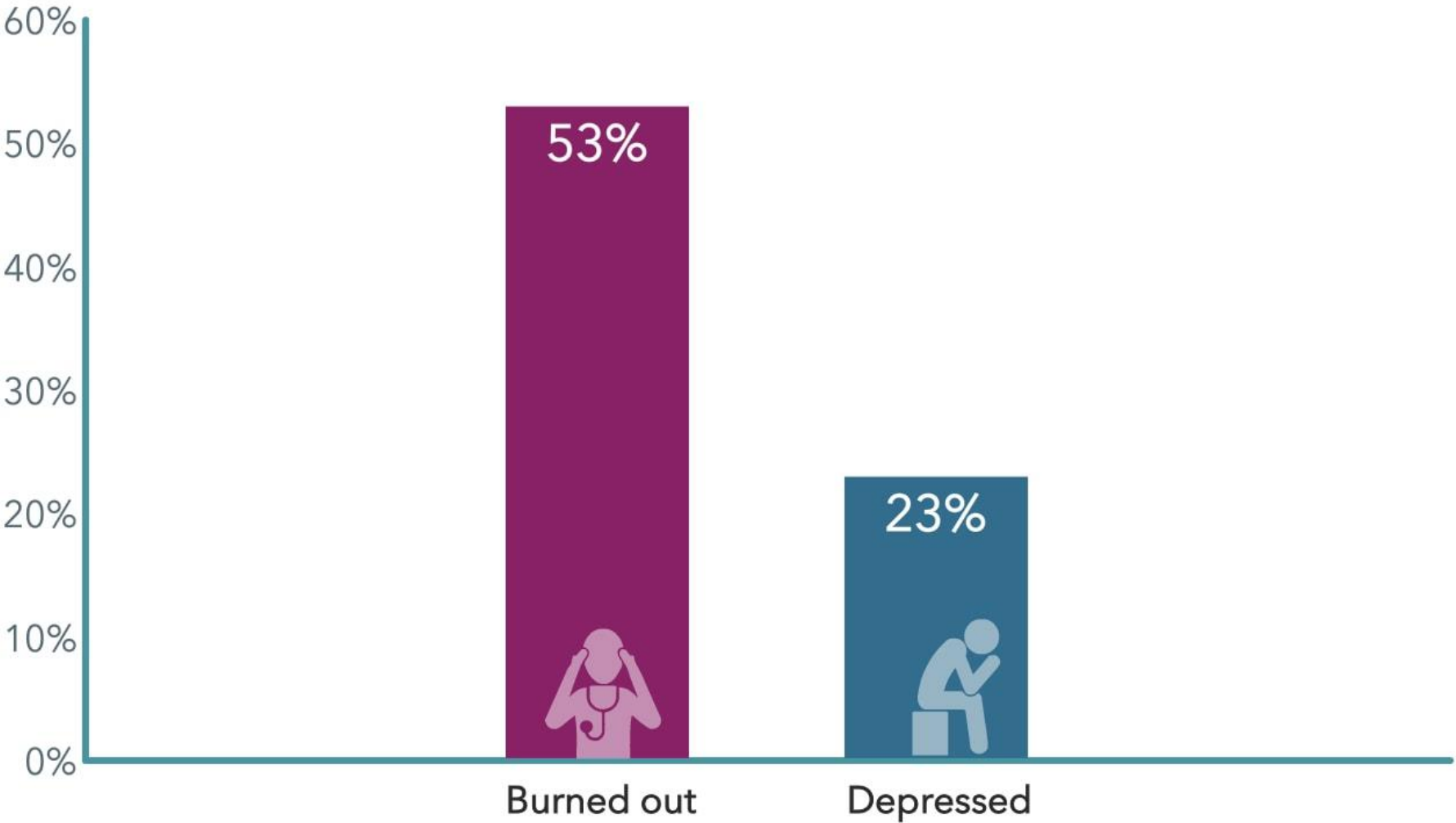
MedScape annual survey

9175 physicians - 10 minute online assessment

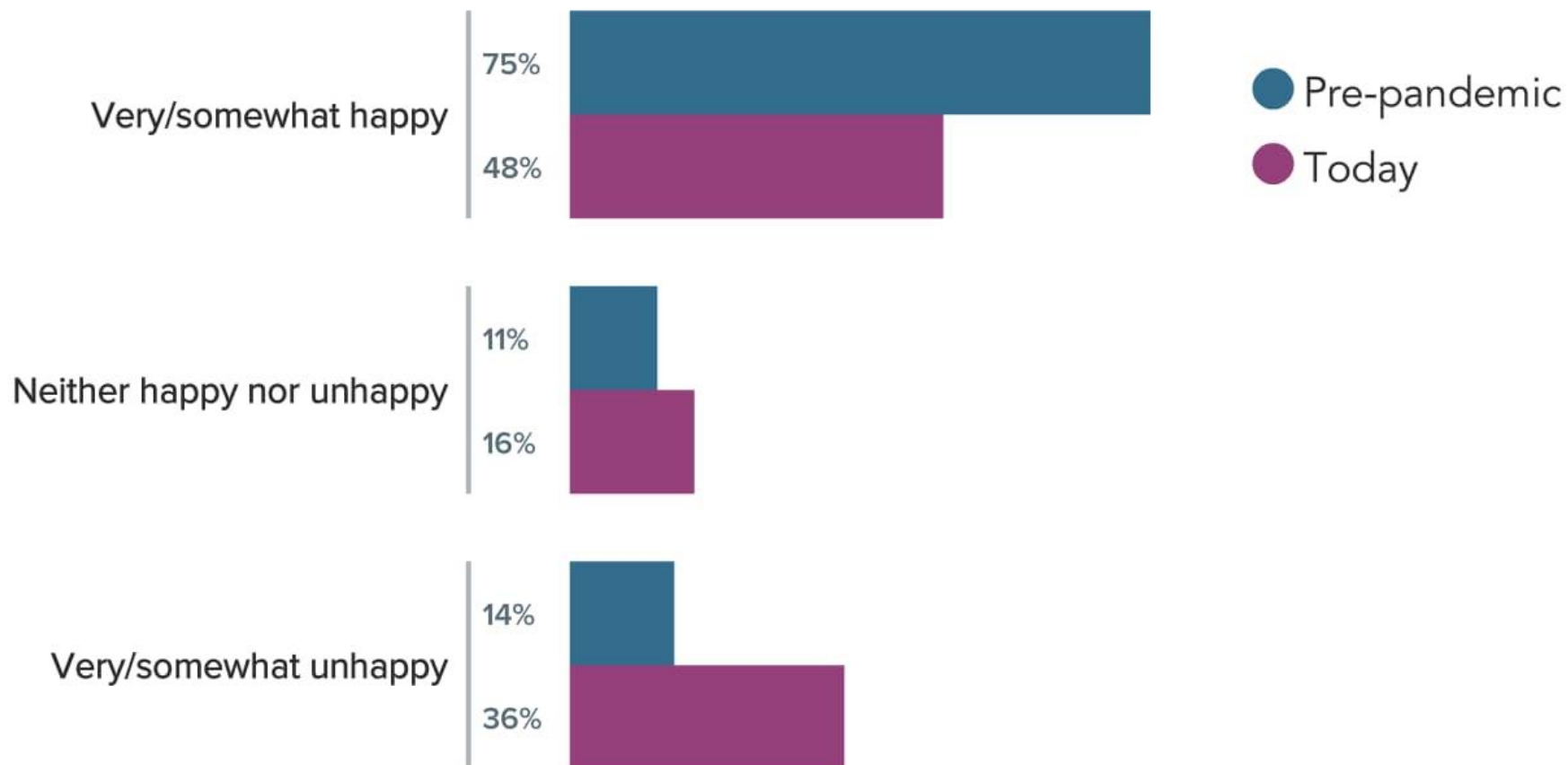
Which Physicians Are Most Burned Out?



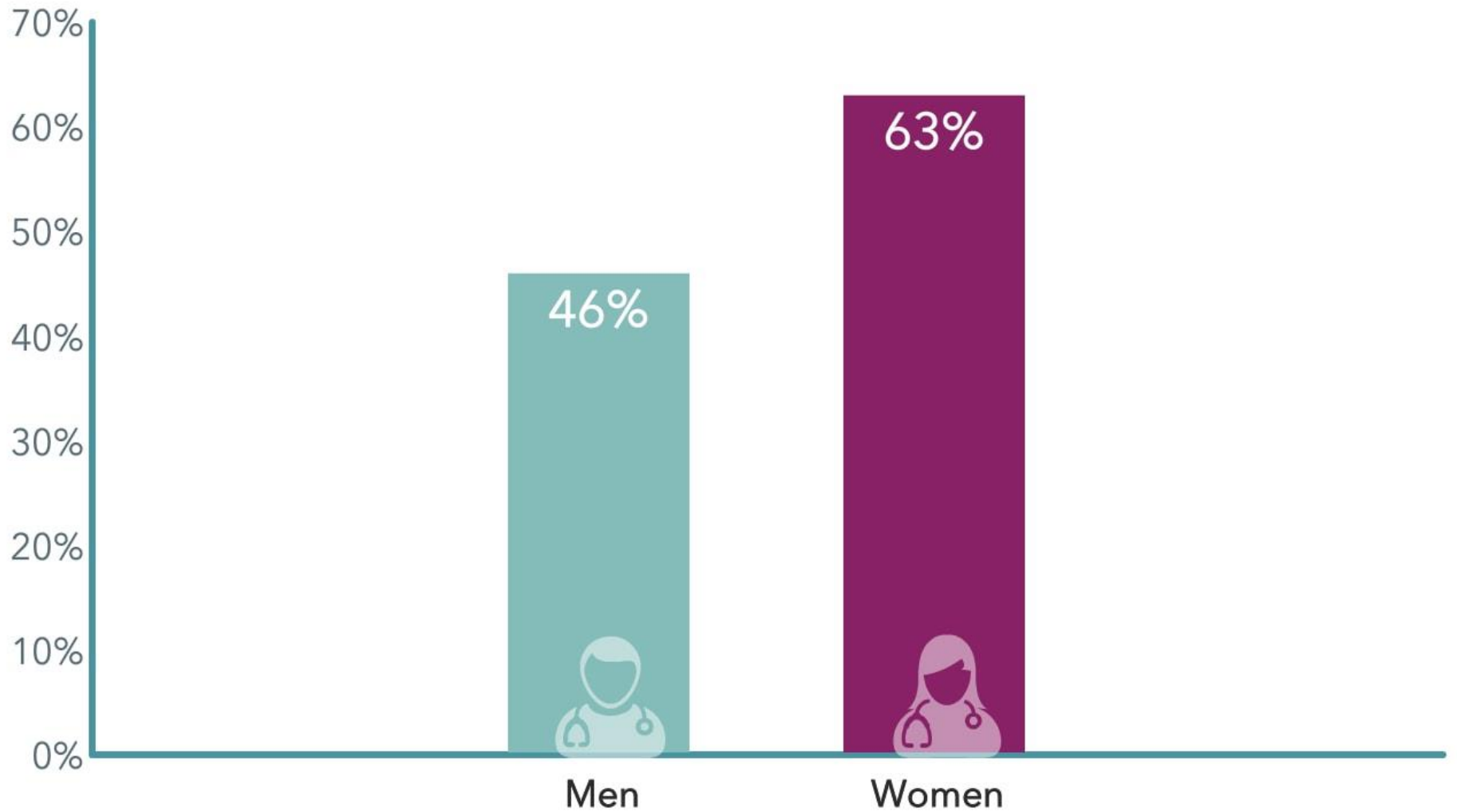
Are You Burned Out and/or Depressed?



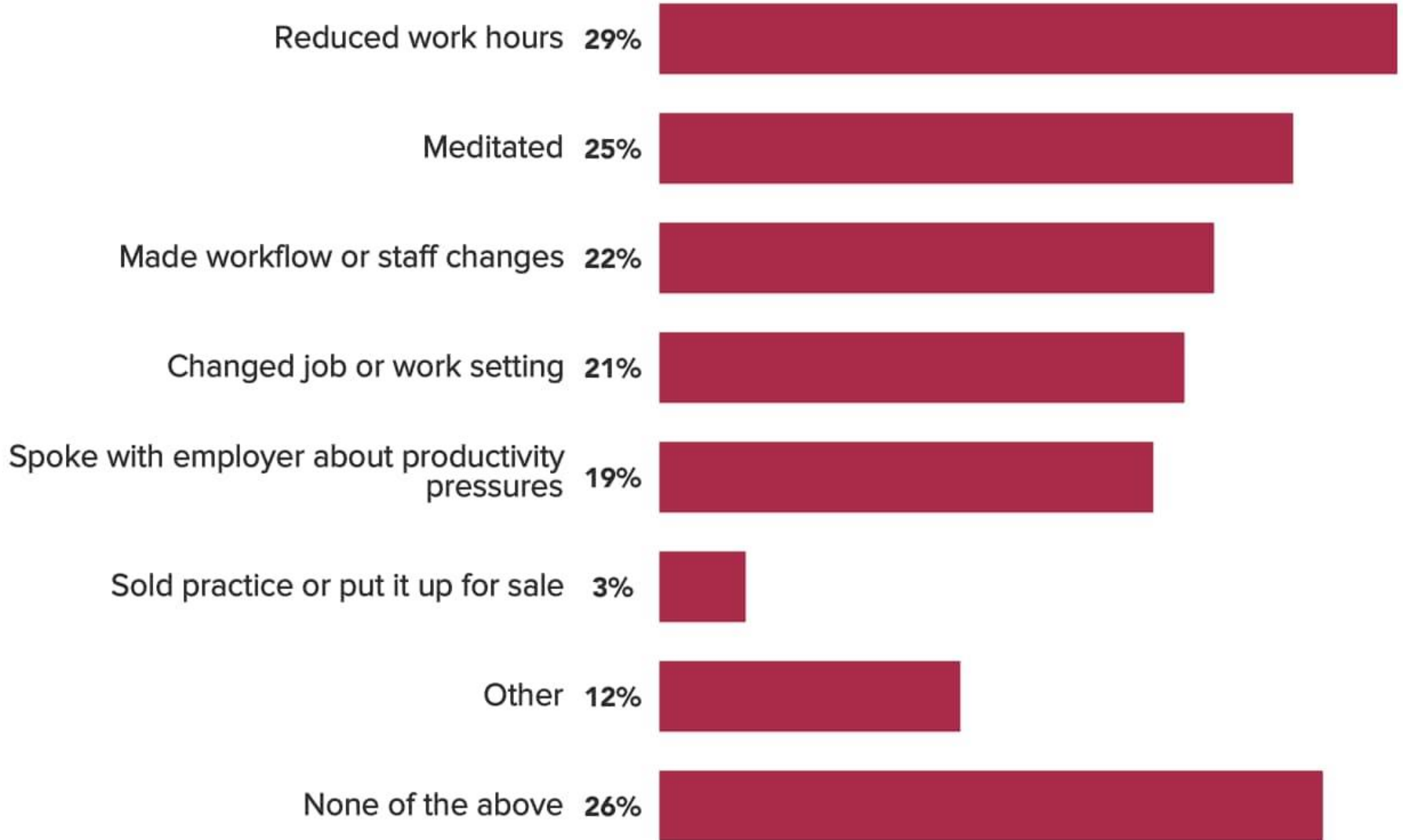
Physician Happiness at Work, Before the Pandemic vs Now



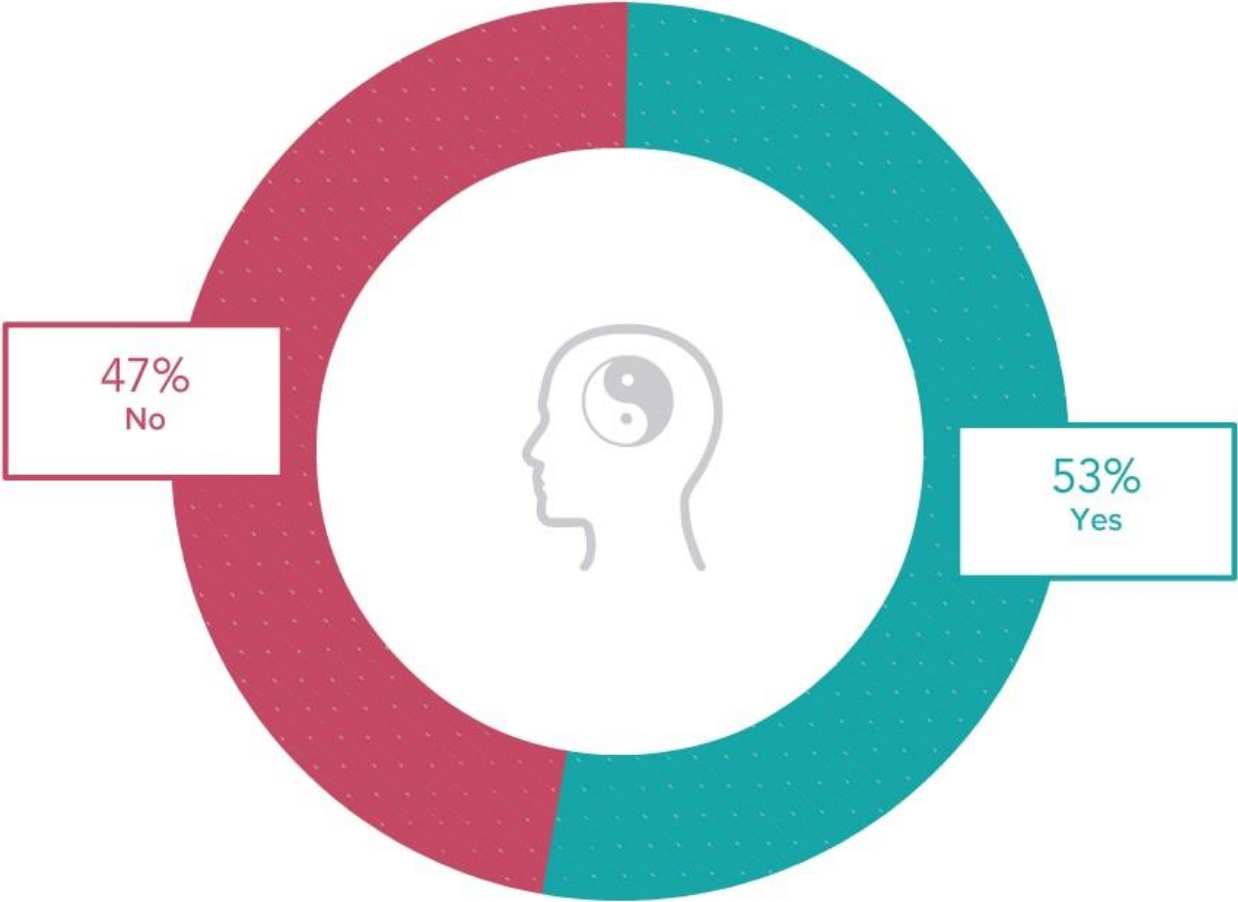
Are More Female or Male Physicians Burned Out?



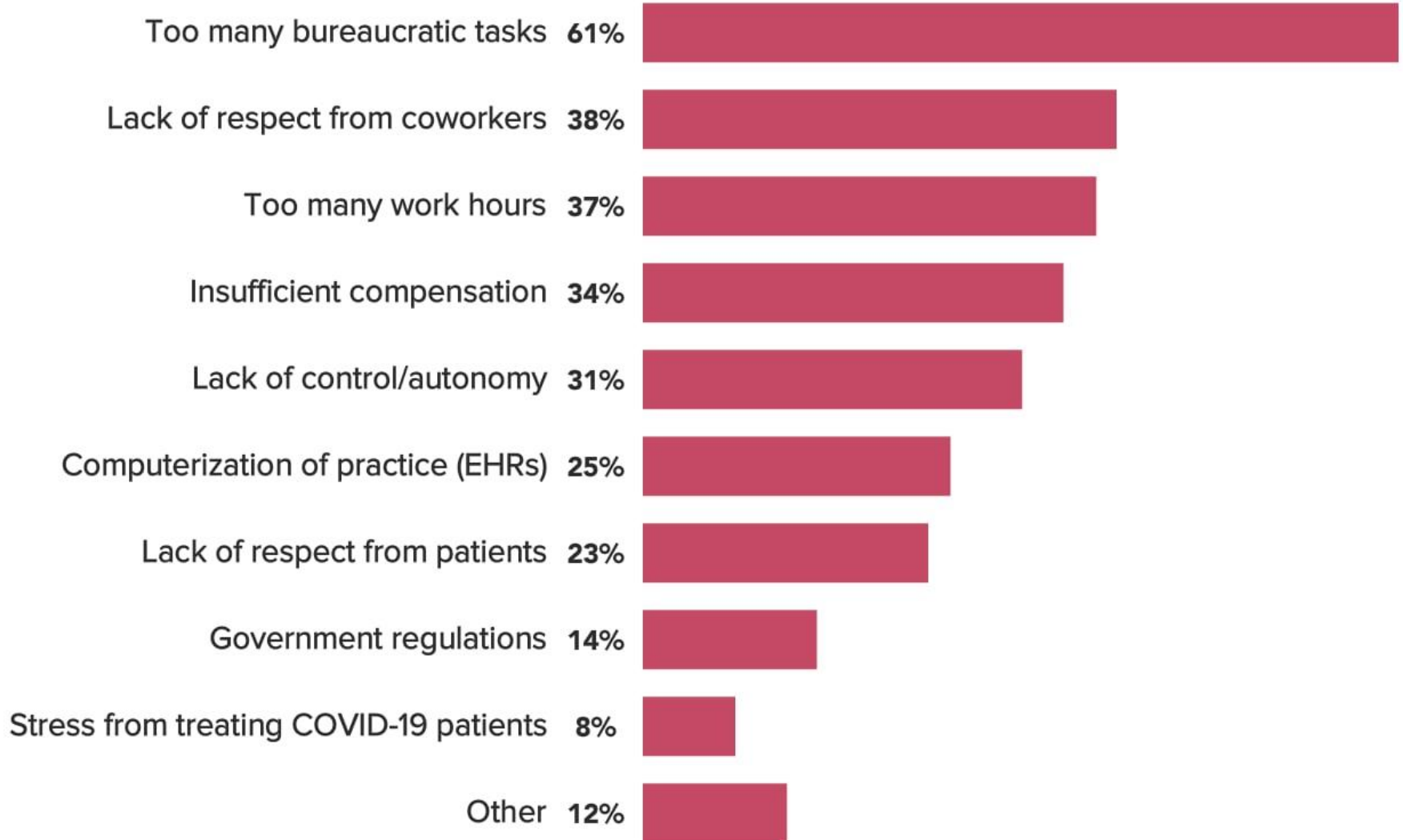
What Have You Done at Work to Alleviate Your Burnout?



Would You Take Less Pay for Better Work-Life Balance?



What Contributes Most to Your Burnout?

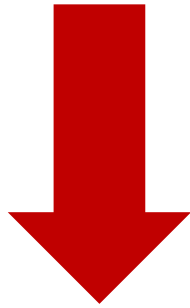




American Association of
Medical Colleges

By 2033 we will be short
37,800-124,000
physicians





100,000 from 2020-2021



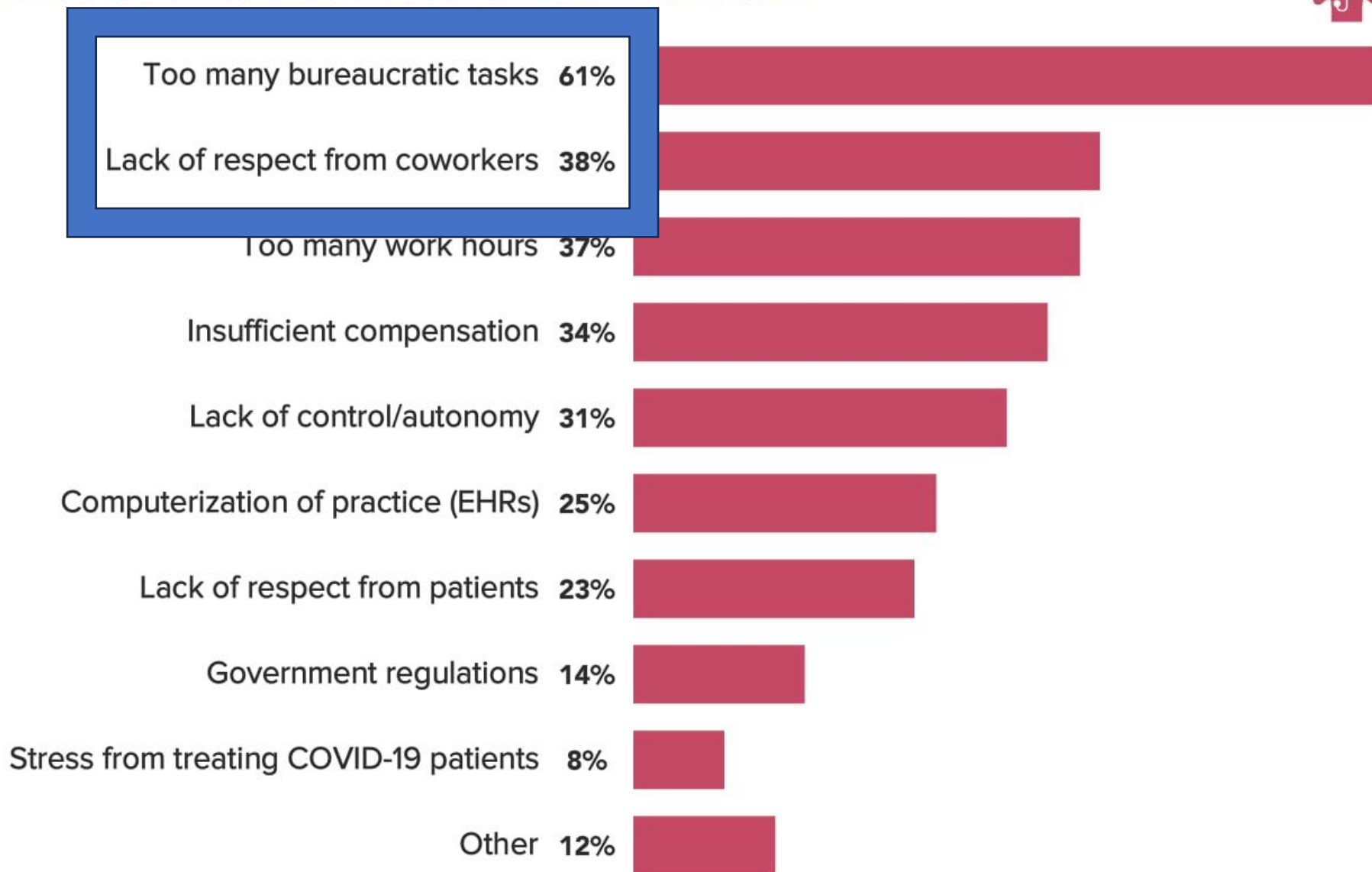
3.2M more healthcare workers



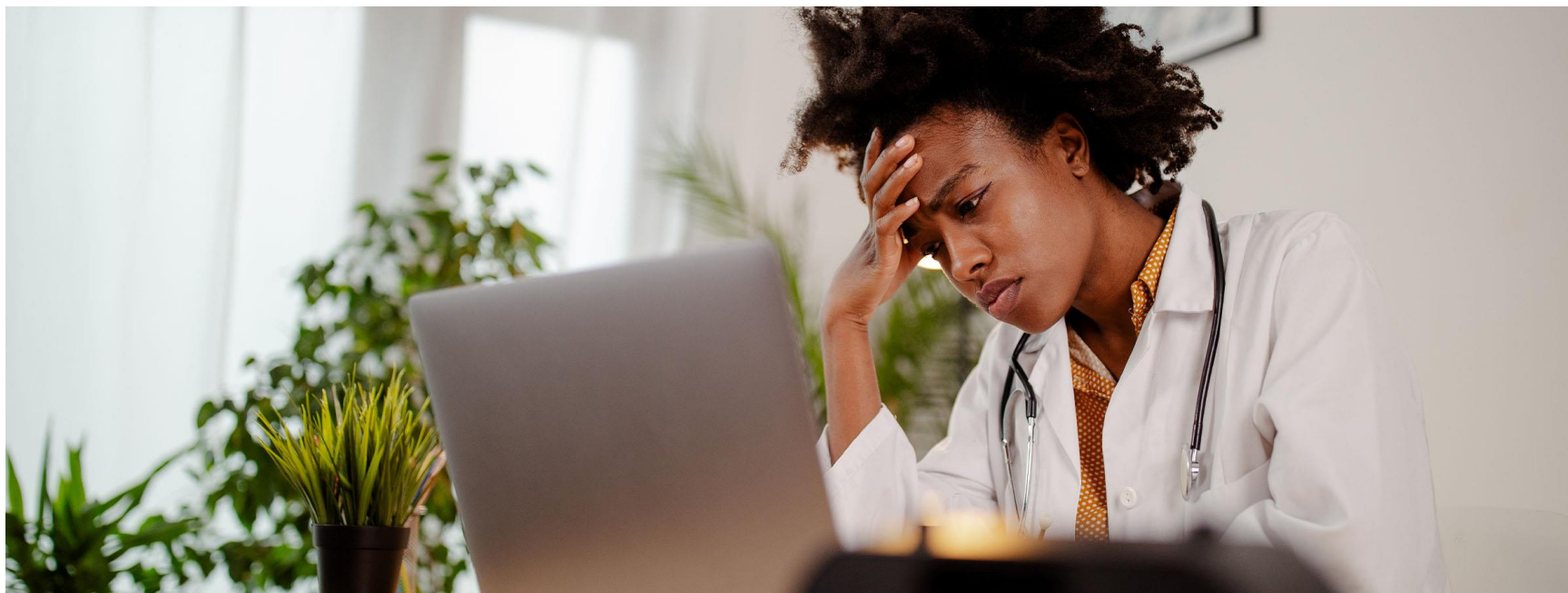
A focus on new hiring is not enough.

America must build a larger, more diverse healthcare work force while executing on strategies that support **teamwork and flexibility.**

What Contributes Most to Your Burnout?



Administrative Burden



PATIENTS
OVER PAPERWORK



- 2020 CMS initiative
- Streamlined billing for home visits and for teaching physicians furnishing E/M services.
- Tied skilled nursing facility payments to patients' conditions and care needs rather than volume of services provided
- Simplified paperwork requirements for performing SNF patient assessments
- Cut costs by \$6.6B and 42M hours

National Plan for Health Workforce Well-Being



NATIONAL ACADEMY OF MEDICINE

National Academy of Medicine

- Improve compensation for asynchronous care
- Support and design health-oriented and human-centered EHRs
- Enhance safe interconnection of EHRs
- Offload and/or automate the administrative tracking tasks associated with preventive care
- Provide coverage and compensation for non-clinical tasks (meetings, mentoring, etc.)
- Create a Healthcare Reserves Corps

National Academy of Medicine

- Eliminate prior authorization processes if validated clinical decision support tools are used
- Reduce the volume and standardize the approach to prior authorization
- Standardize licensure processes and standardize timelines
- Reevaluate mandatory learning and training
- Allow for interstate telehealth and include with licensure agreements



AMERICAN ACADEMY OF
FAMILY PHYSICIANS

STRONG MEDICINE FOR AMERICA

- Standardized state Medicaid quality measures
- Encouraged CMS to establish the Office of Burden Reduction and Health Informatics
- Eliminated the SUNSET rule - mandated that thousands of existing health care-related regulations be reviewed or rescinded every year

Top 10 Recommendations

- Templates for documentation
- Clear coding rules – use input of experts
- Rethink who does what - FMLA or DME forms
- Redirect inbox messages
- Assess work flows
- Try team documentation
- Year long Rx refills
- Cheat sheet for prior authorization, submit electronically
- Ask for changes in your EHR – include the end user
- AI is coming!



AMERICAN ACADEMY OF
FAMILY PHYSICIANS

STRONG MEDICINE FOR AMERICA

RESPECT



Enhance work conditions

- Adequate resources
- Measure by task not time
- Try something new
- More flexibility – consider hybrid/job shares
- Safety – in 2021, 8/10 HCW experience workplace violence



Offer recognition and appreciation

- Tie awards to values and have them chosen by peers
- Monthly meeting call outs
- Share positive patient experiences



Increase connection

- Monthly breakfast or lunch outings organized and/or supported
- Opportunities for volunteering together

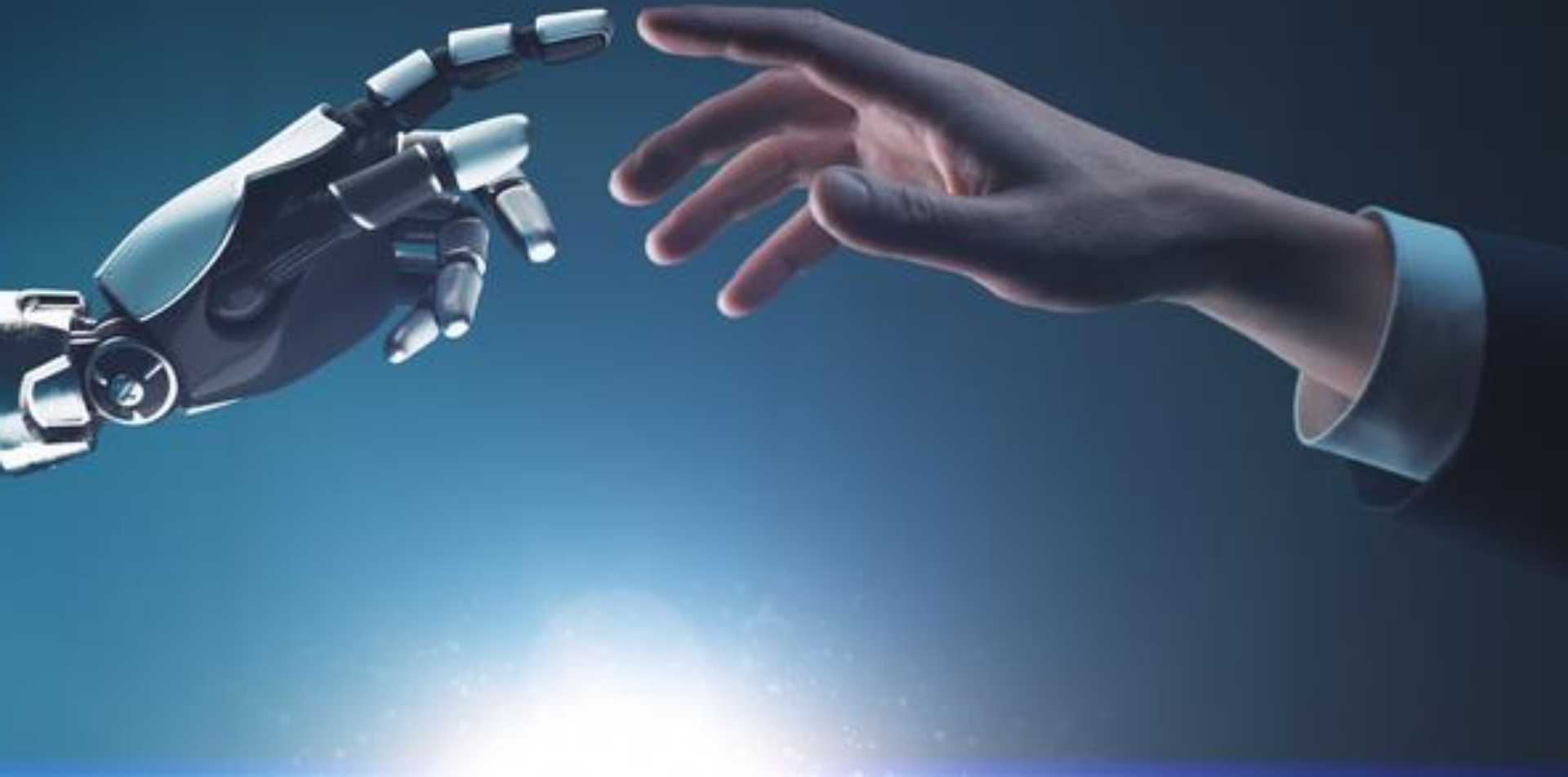


Support mental health

- Lorna Breen, MD
- Provide the tools and the contacts
- Train, support and maintain mental healthcare workers



AI to the rescue?



- Connects a diverse set of data points – EHR data, claims data, social determinants of health, and others.
- Can improve clinical decision support tools.
- Can provide a comprehensive view of past behaviors, clinical history, and patient needs to enhance insights for providers.



- Disease prediction to allow us to intervene sooner
- More efficient billing
- More accurate coding
- Compliance support



Ask.

What is your biggest pain point?

Do you take a lunch break?

How likely are you to be working here in 1 year?



Observe.

Who comes in early and leaves late?

Who has trouble with documentation?

How efficient is the work flow?

Who does not take all of their vacation?



Act.

Develop a targeted intervention.

Follow up to see how it works.







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