

SNI Webinar Recap

Landscape of Workforce Wellbeing

On September 28, 2022, SNI hosted a webinar featuring Dr. Read Pierce, Chief of Hospital Medicine and Associate Chair for Faculty Development and Wellbeing at University of Texas, Austin. Below are key takeaways from the session.

Current State of Workforce Wellbeing

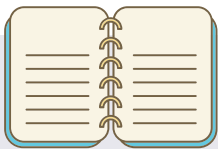
- Burnout is significantly higher than before the pandemic: **35-50%** → **60-70%**
- Mental health conditions are now also a major concern: **50%+** experiencing anxiety, depression, and/or PTSD
- Healthcare staffing shortage is unprecedented: Deficit of **150,000** physicians by 2033 and **1+ million** nurses and **3+ million** essential low-wage health workers over the next five years

The Negative Effects of Burnout

- Burnout degrades the quality of interpersonal interaction and workplace culture, causing:
 - Poorer diagnostic accuracy
 - Increased surgical complications
 - Lower patient satisfaction
 - Worsened morale, retention, and performance
- Burnout is associated with infections, lower patient satisfaction, cost and readmissions, high standardized mortality ratios, medication errors, and length of stay.
- Due to turnover costs, physician and nurse burnout costs \$4.6 billion and just under \$9 billion per year, respectively.

"In the US every year, lost productivity is estimated to equal the loss of the graduating classes of seven medical schools."

- Shanafelt TD et al., 2016



Three Good Things

In a study, health care workers who wrote down three good things from their day and what their role was in making those things happen for just 15 days, experienced increased happiness, better work-life balance, and reduced burnout and depression, with results lasting 12 months.

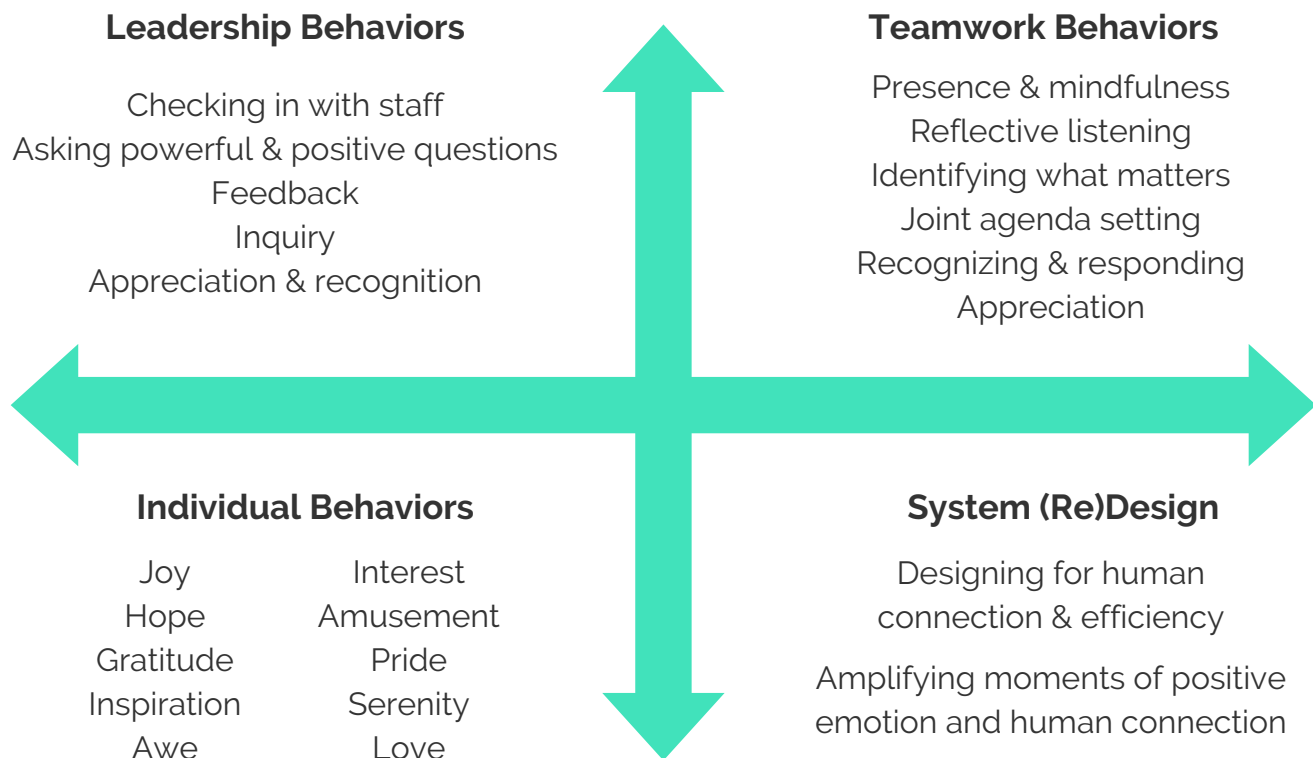
Evolution of Models for Workforce Wellbeing

From the 1980s to now, models of burnout have evolved from focusing on **emotional exhaustion, depersonalization, and low sense of personal accomplishment** to centering **emotional recovery and emotional thriving** (i.e., joy, hope, gratitude, love, etc.).

*Citations and sources can also be found in the slide deck.

Framework of Interventions to Enhance Workforce Wellbeing

Dr. Pierce introduced a framework of workforce wellbeing interventions, organized into four primary categories, and provided examples of effective interventions.



What are Public Health Care Systems Trying?

- **Riverside University Health System** set up a live chat app operated by trained peer support specialists for staff to utilize.
- **San Joaquin General Hospital** implemented an AI-powered medical scribe in exam rooms to reduce workloads.
- **Los Angeles County Department of Health Services** ensures that leaders check in on team members' wellbeing when making rounds.

"The underlying science is: How do we build actions that generate positive emotions regularly inside our daily work?"

- Dr. Read Pierce