

## SNI Webinar Recap

# Wellbeing Measurement Approaches: Part 1

On October 24, 2022, SNI hosted a webinar featuring Dr. Bryan Sexton, Director of the Duke Center for Healthcare Quality and Safety at Duke University Health System. Below are key takeaways from the session.

### Workforce Wellbeing *is* Quality

Recent studies show that emotional exhaustion increased among nurses and physicians from 2019-2022, which has significant consequences on work effort and costs approximately **\$4.6 billion per year** in physician turnover and reduced workloads.

Burnout is also associated with infections, lower patient satisfaction, medication errors, and higher standardized mortality ratios, demonstrating that workforce wellbeing *is* quality.

### Bite-Sized Interventions

Dr. Sexton introduced several bite-sized interventions to improve wellbeing among health care workers:

- **WISER intervention:** a package of six evidence-based bite-sized interventions proven to improve wellbeing
- Frontline **wellbeing ambassadors** to champion wellbeing
- **Positively-framed Patient Safety Leadership Rounding** (e.g., “what’s going well and what could be better?” versus “how are we messing up?”)
- Resources:
  - [Duke Center for Healthcare Safety and Quality:](#) Evidence-based resources and tools for well-being, resilience, and measurement
  - [Well-B:](#) Free evidence-based pandemic recovery series for health care workers



#### Promising Practice

Make wellbeing interventions

ruthlessly simple and accessible. Bake them into organizational structures by “hiding” them in CME credits, making them bite-sized, piloting them with different end-users, and fitting them all into one session with food and without homework.

### Validated Measurement Tools and Metrics

- **If you're only going to measure one thing, make it emotional exhaustion.** Emotional exhaustion is the best metric for wellbeing because of its ability to predict disruptive behavior, intentions to leave within the next year, and reduced clinical hours. It can be predicted by work-life balance, which is best measured through behaviors like sleeping less than 5 hours in a night, skipping a meal, and working through a shift without breaks.
  - If you have the ability to measure more items, other good wellbeing indicators are **happiness, thriving, recovery, and work-life balance.**
- **The Safety, Communication, Operational Reliability, and Engagement (SCORE)** survey consists of domains on burnout climate, local leadership, teamwork climate, safety climate, work-life balance, improvement readiness, emotional thriving, and emotional recovery, and is a good indicator of outcomes such as patient satisfaction, turnover, and infections.
- A survey response rate of 60% or higher is important to the reliability of the data.