

SNI Webinar Recap

Wellbeing Measurement Approaches: Part 2

On November 14, 2022, SNI hosted a webinar featuring Dr. Christine Sinsky, VP of Professional Satisfaction at the American Medical Association (AMA), and Dr. Elizabeth Harry, Senior Medical Director of Well-being at UHealth. Below are key takeaways from the session.

Validated Tools to Measure Burnout

The National Academy of Medicine recommends the following [validated and reliable survey instruments to measure burnout, well-being, and other work-related dimensions](#):

- Maslach Burnout Inventory (MBI)
- The Well-Being Index
- Stanford Professional Fulfillment Index
- Mini-Z Single Item Burnout Question
- Oldenburg Burnout Inventory
- Copenhagen Burnout Inventory
- The Patient Health Questionnaire-9 (PHQ-9)

Key takeaway: Pick a tool that is recommended by the National Academy of Medicine or Surgeon General and use it repetitively to track changes over time.



Align wellbeing measurement with existing structures

- Identify wellbeing measures that align with and improve existing Key Performance Indicators.
- Make a list of other surveys that your institution uses to ensure there's no overlap. Ideally, an organization should consolidate all surveys into one with smart logic that only displays the relevant questions.

Now What? Considerations Once You've Collected the Data

Quantitative survey data isn't a blueprint for interventions, but an initial signal of need. Use survey results as a starting point for conversations with staff (e.g., focus groups, townhalls, crowdsourcing). Then, starting with the frontline's recommendations and focusing on evidence-based interventions, develop wellbeing interventions. **"Nothing about me without me."**

"Don't Reinvent the Wheel": Tools to Create an Organizational Scorecard

- National Academy of Medicine's [National Plan for Health Workforce Well-Being](#) is organized into seven priority areas and is a useful resource to structure organizational wellbeing "to-dos."
- The AMA's [Organizational Biopsy](#) is a free assessment and set of services organized around the Stanford WellMD Model to support organizations in measuring and taking action on wellbeing.
- Many organizations have used the AMA's [Joy in Medicine recognition program](#) to form their strategic wellbeing roadmaps.

Other Wellbeing Tools

- The AMA developed an [interactive calculator](#) that estimates the cost of burnout at organizations.
- [AMA STEPS Forward](#) offers 70+ free toolkits, videos, and webinars on practice transformation, for example, to improve:
 - **Efficiency:** [Saving Time Playbook](#) and [Getting Rid of Stupid Stuff](#)
 - **Culture:** [Chief Wellness Officer Roadmap](#) and [Building Bridges Between Practicing Physicians and Administrators](#)
 - **Institutional support for personal resilience:** [Peer Support Programs for Physicians](#)
- The AMA's [De-Implementation Checklist](#) lists processes with low value-added that organizations can consider de-implementing, such as password-related burdens.