

Executive Summary: 2018 Provider Wellness Survey

Rachel Roberts MD, Andrea Hausel, MPH, RDN and Bryan Bohman, MD

At University HealthCare Alliance (UHA), we aim not only to mitigate burnout, but also to systematically improve provider fulfillment. Clinicians who are well have higher patient satisfaction, are more likely to support preventive health practices in patients, have lower self-reported medical error rates, and have better patient outcomes.

The UHA Provider Wellness Program conducted its fourth Provider Wellness Survey in the spring of 2018 with a 99% response rate.

Key Findings

Burnout and Professional Fulfillment

Overall 22% of providers had symptoms of burnout, characterized by emotional exhaustion and/or interpersonal disengagement, a decline from 25% in 2017.

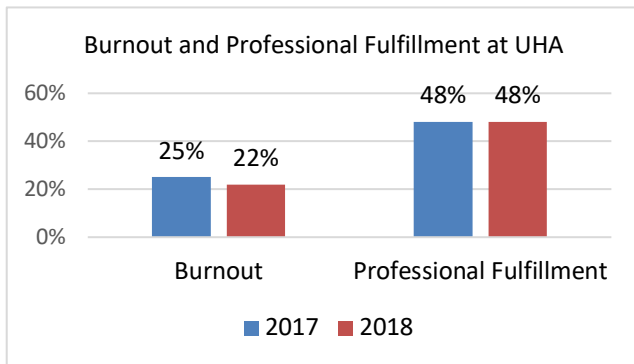


Figure 1: Percent burnout and professional fulfillment

The improvement in burnout was mostly in our female providers, whose burnout decreased from 30% to 25%. Nearly half of all providers (48%) reported being professional fulfilled, with male physicians scoring significantly higher. Of note, our levels of high professional fulfillment increased by 2 percentage points among all providers over the past year, returning to our previous level of 20%.^{1*}

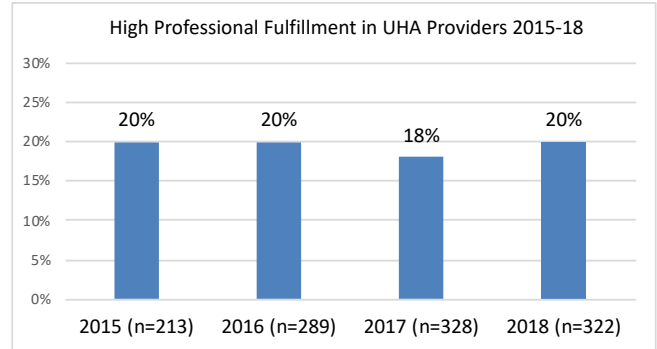


Figure 2: High Professional fulfillment at UHA over four years

Plans for Improving Providers' Wellness

While we have shown significant declines in our provider burnout over the past four years, it's important to realize that this is not a problem with a one-off solution but rather something that must be continually addressed.

Remember, burnout is not a personality trait or a personal deficiency, but rather a response to very challenging circumstances, many of which are inherent parts of a provider's daily work life.

Further improvements in provider wellness require continued attention to all three WellMD Model domains:

- 1) Efficiency of Practice: Working with our partners in operations and information technology, future projects include: expanding the popular concierge program, scaling single sign on EHR, piloting collaborative documentation, continuing medical assistant professional development, and expanding our adoption of team-based care.
- 2) Culture of Wellness: Culture is crucial, which is why we are investing in developing our physician leaders, engaging women in medicine, site-based culture of wellness programs and the comradery project.
- 3) Personal Resilience: We will continue to support UHA providers in their self-care activities (see full report for further detail).

Overall, our results are very positive compared with national trends. We believe that by first mitigating burnout and targeting the drivers of fulfillment, we'll be able to see improvements in levels of professionally fulfilled providers

* High professional fulfillment is defined as ≥ 3.5 on a 0-4-point scale using our Four question measure