



Preventing Clinician Burnout

May 2024



HIMSS™



Research Overview

Research Overview

HIMSS Market Insights conducted this research in April 2024. The research was conducted among clinicians and clinical leaders to understand their perspective on clinician burnout within their organization. Topics included:

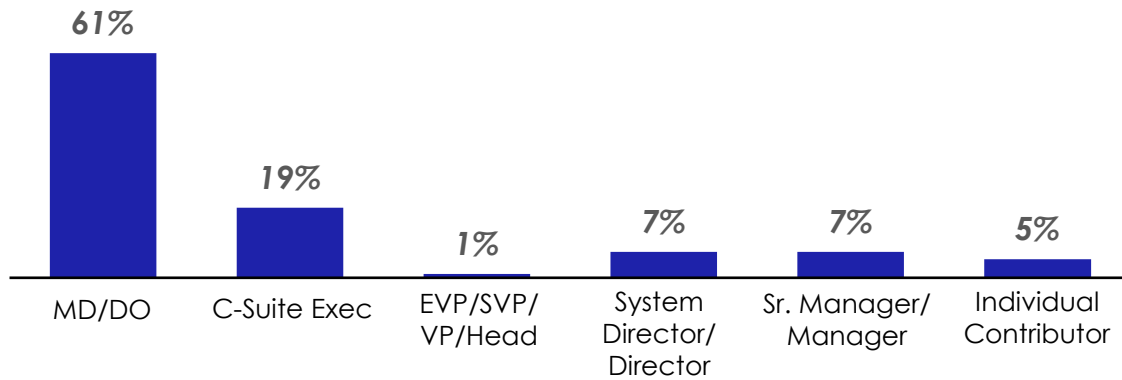
- Level of burnout and how it affects their attitudes towards their work
- Actions being taken personally and organizationally to prevent or curb burnout
- Helpfulness of digital tools for relieving workload burden
- Influencing factors regarding choosing places of employment

Methodology

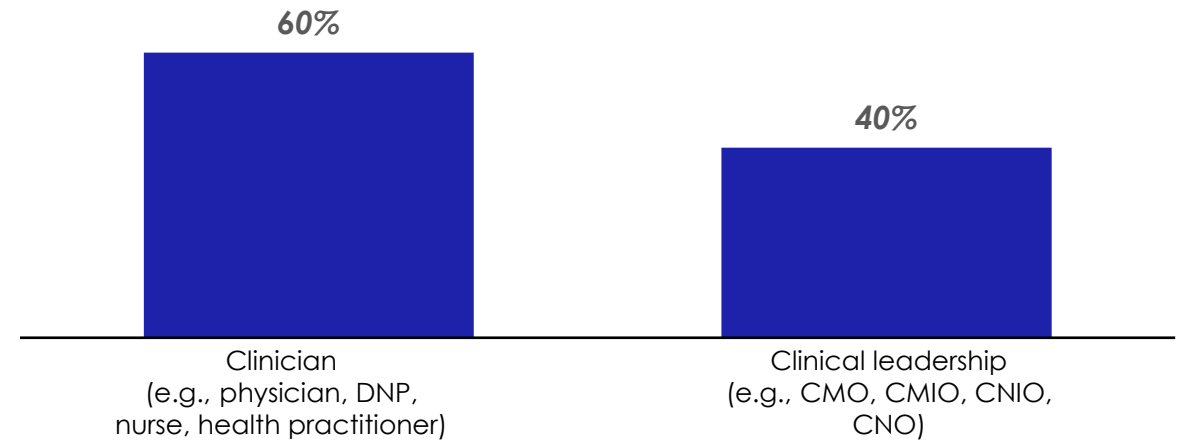
- This research was conducted online amongst clinical leaders and clinicians in healthcare organizations in the United States.
- A total of 100 qualified respondents participated in this research.

Respondent Profile

Job Role

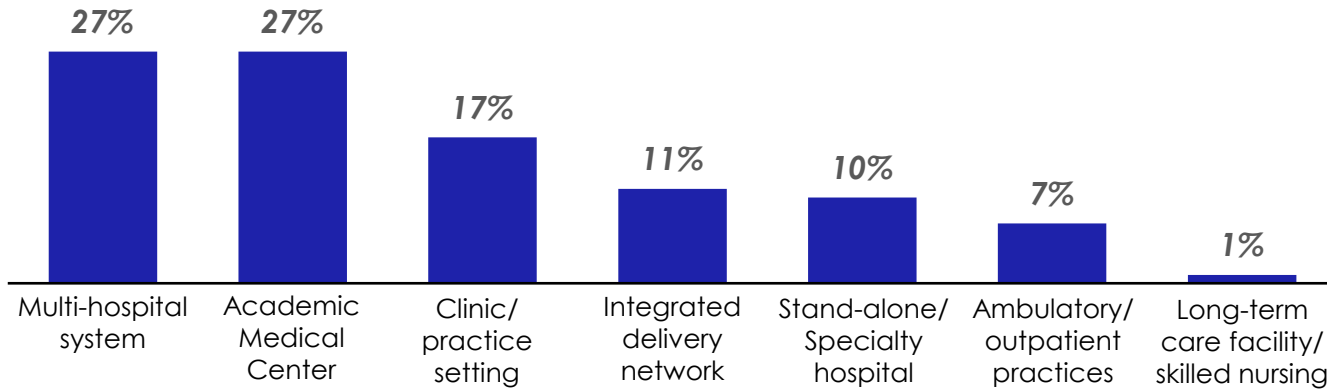


Job Function

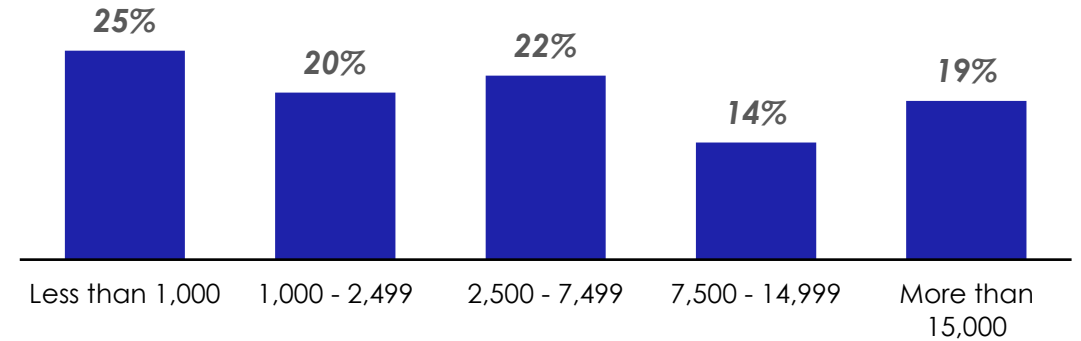


Organizational Profile

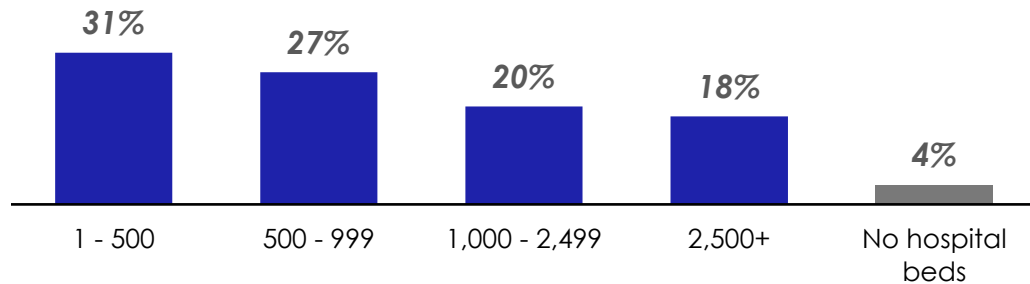
Worksite



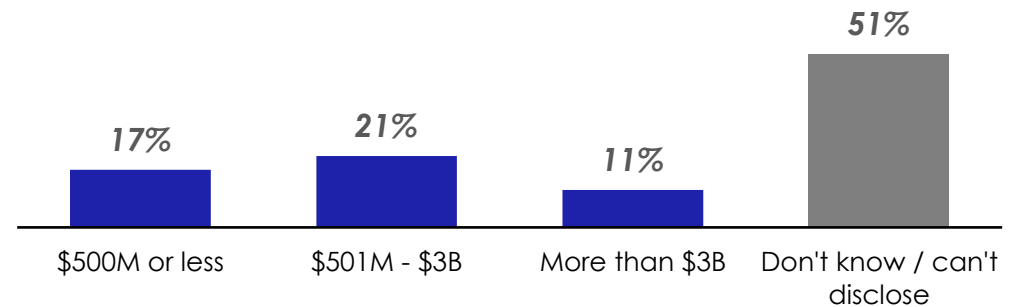
Number of Employees



Number of Hospital Beds

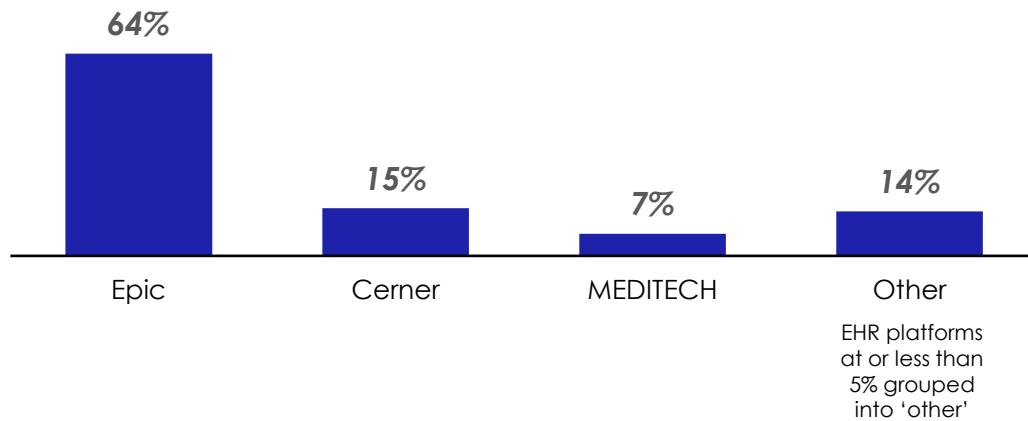


Annual Revenue

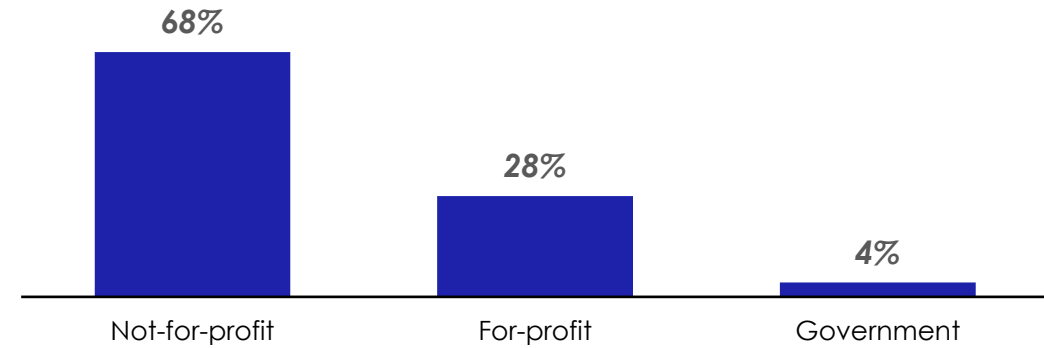


Organizational Profile (cont.)

EHR Platform



Ownership

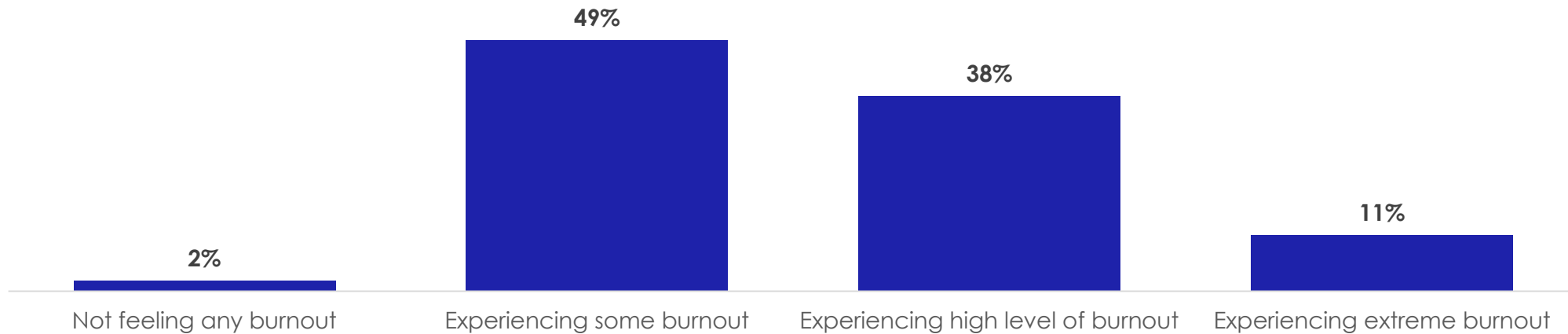




Detailed Findings

Nearly half of clinicians and clinical leaders are experiencing a high level of burnout

How would you rate your level of burnout in your current role?



*Respondents were asked to rate level of burnout on a 10-point scale, which were then grouped in the below categories:

0 = Not feeling any burnout

1-5 = Experiencing some burnout

6-8 = Experiencing high level of burnout

9-10 = Experiencing extreme burnout

S4. How would you rate your level of burnout in your current role?
Base: Total Respondents; n = 100

Most clinicians and clinical leaders say they feel unappreciated, emotionally drained, and physically exhausted

Please rate your level of agreement with each of the following statements.

■ Completely disagree
 ■ Somewhat disagree
 ■ Neither agree nor disagree
 ■ Somewhat agree
 ■ Completely agree

% T2B

I feel that my efforts and dedication to clinical care are not adequately recognized or appreciated



68%

I often feel emotionally drained and physically exhausted due to my workload



67%

I have become more cynical about the value and impact of my work in the clinician profession



64%

The amount of work I am expected to do is too much, leading to overwhelming stress and fatigue



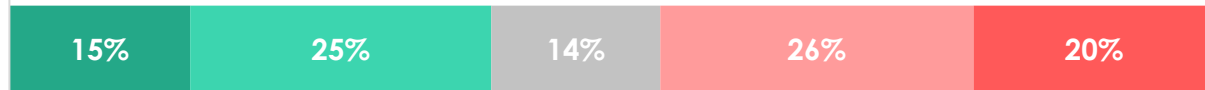
58%

Lately, I feel less capable of influencing positive outcomes and making a difference in my patient's lives



54%

I find myself feeling detached from my work and sometimes treat it as a mere task rather than a meaningful occupation

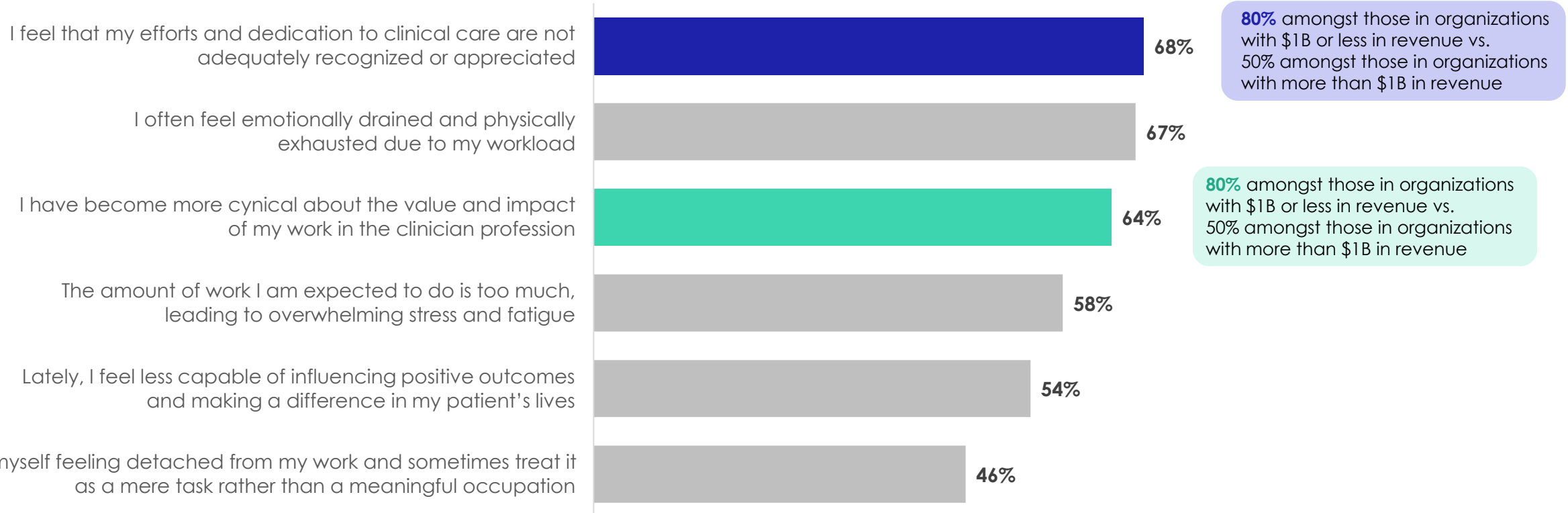


46%

Those in smaller organizations by revenue are more likely to feel their efforts and dedication are not adequately appreciated and feel cynicism about the value and impact their work makes

Please rate your level of agreement with each of the following statements.

% T2B
(‘Somewhat’ + ‘Completely’ Agree)



Clinicians are more likely than clinical leaders to feel detached from their work and its meaningfulness

Please rate your level of agreement with each of the following statements.

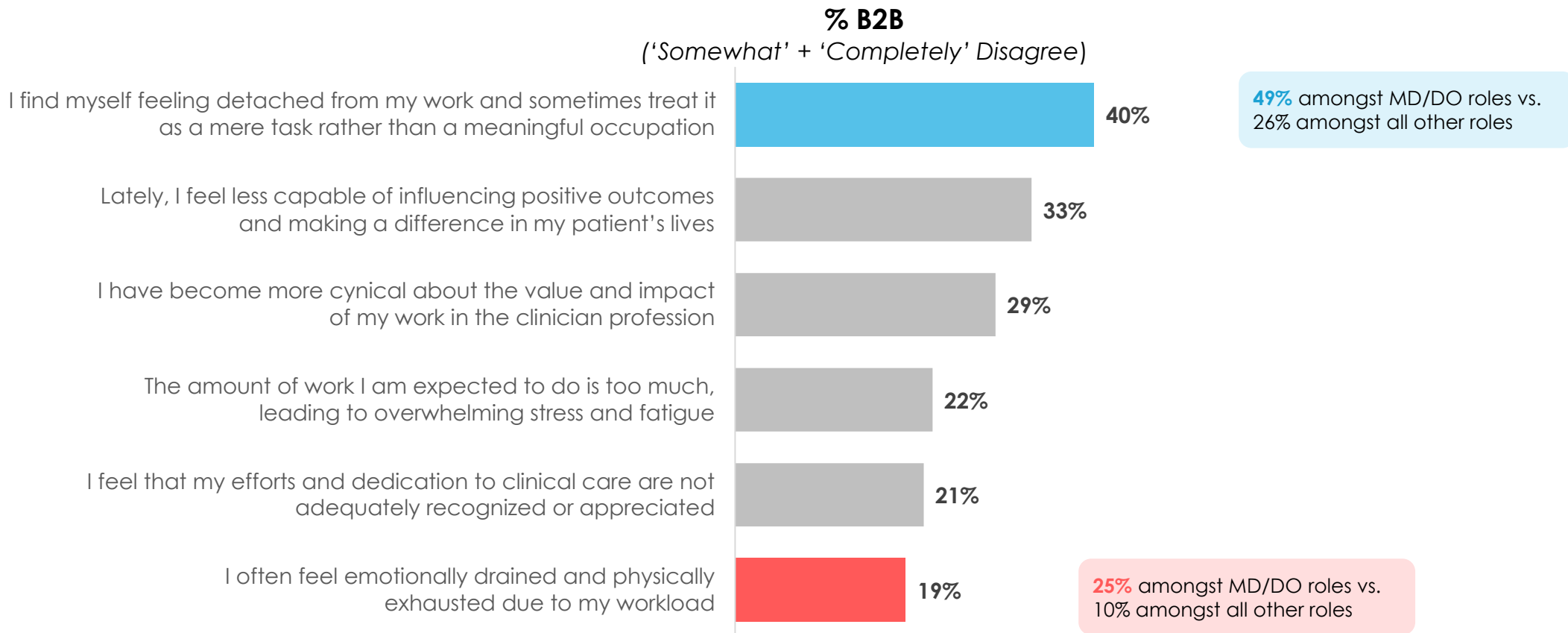
% T2B
(‘Somewhat’ + ‘Completely’ Agree)



55% amongst Clinicians vs.
33% amongst Clinical leadership

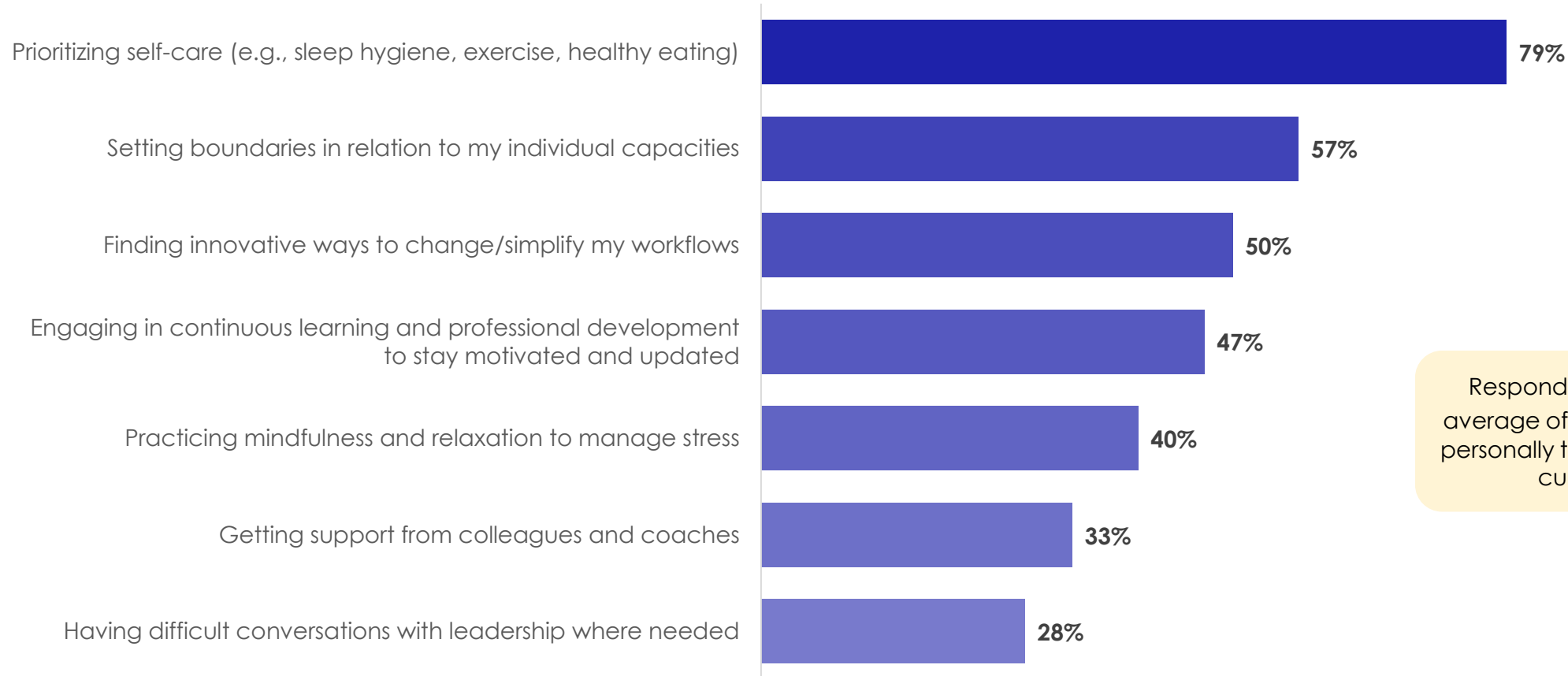
MD/DOs are less likely than other roles to feel detachment from their work or feel emotionally drained and physically exhausted from their workload

Please rate your level of agreement with each of the following statements.



Prioritizing self-care and setting boundaries are the top two ways clinicians are personally managing burnout in their roles

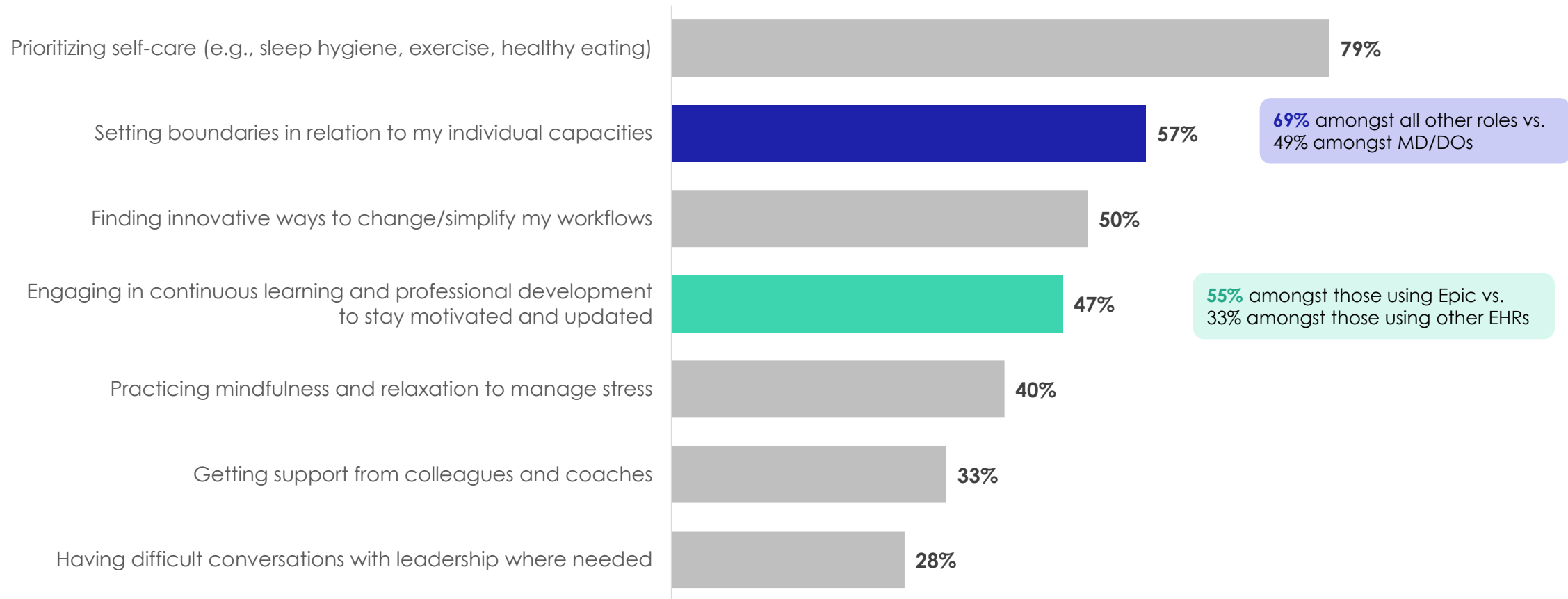
What steps are you taking personally to prevent or curb burnout from your work as a clinician?



Respondents selected an average of **3.4** steps they are personally taking to prevent or curb burnout

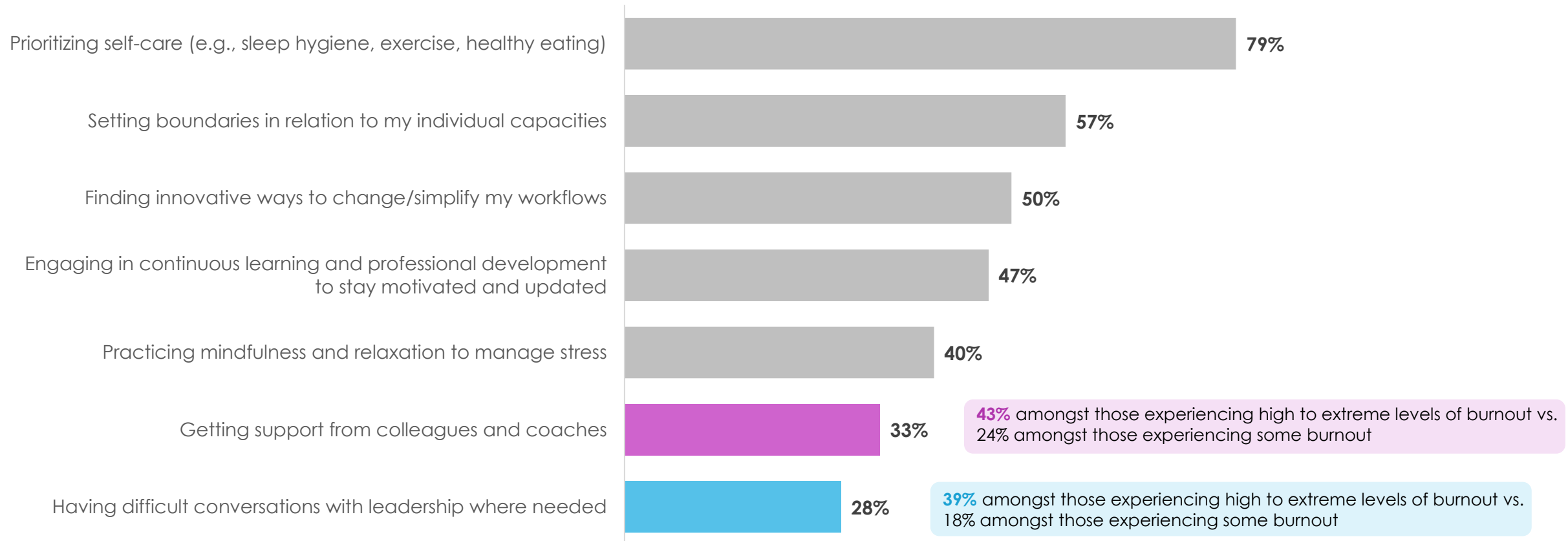
MD/DOs are less likely than other roles to say they are setting boundaries to help with burnout, whereas those using Epic as their primary EHR are more likely to try to stay motivated through continuous learning and professional development

What steps are you taking personally to prevent or curb burnout from your work as a clinician?



Those experiencing a high to extreme level of burnout are nearly twice as likely to reach out for support from colleagues and coaches and have difficult but needed conversations with leadership

What steps are you taking personally to prevent or curb burnout from your work as a clinician?



Not displayed: 'Something else' (n=2) and 'I don't have a need to prevent or curb burnout in my work' (n=2)

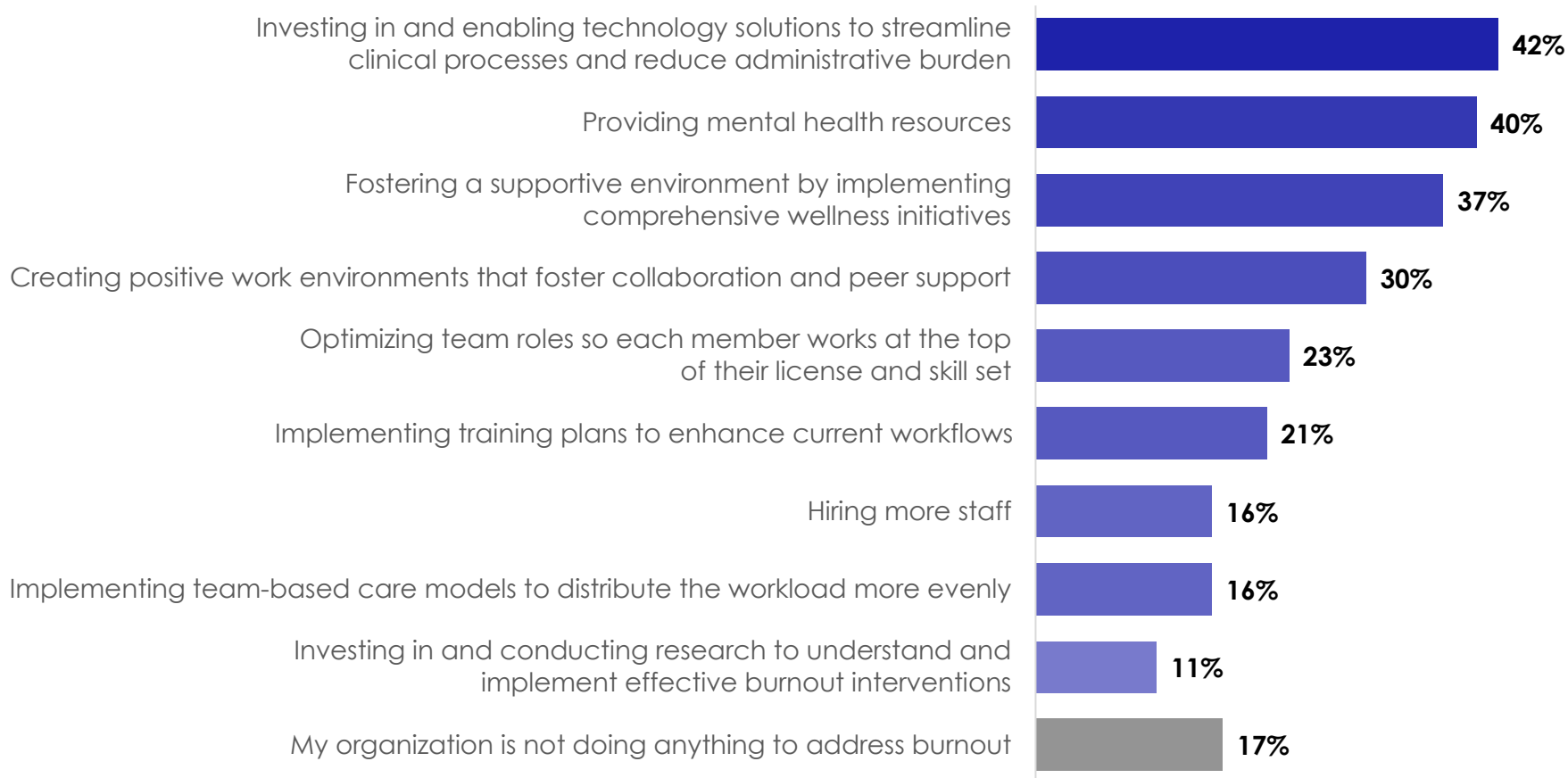
Level of Burnout (10pt. Scale)

- 0 = Not feeling any burnout
- 1-5 = Experiencing some burnout
- 6-8 = Experiencing high level of burnout
- 9-10 = Experiencing extreme burnout

Q2. What steps are you taking personally to prevent or curb burnout from your work as a clinician? Please select all that apply or write in your own.
Base: Total Respondents; n = 100

Nearly 1 in 5 say their organizations are not currently doing anything to address burnout among their clinicians

What is your organization currently doing to address burnout among their clinicians?



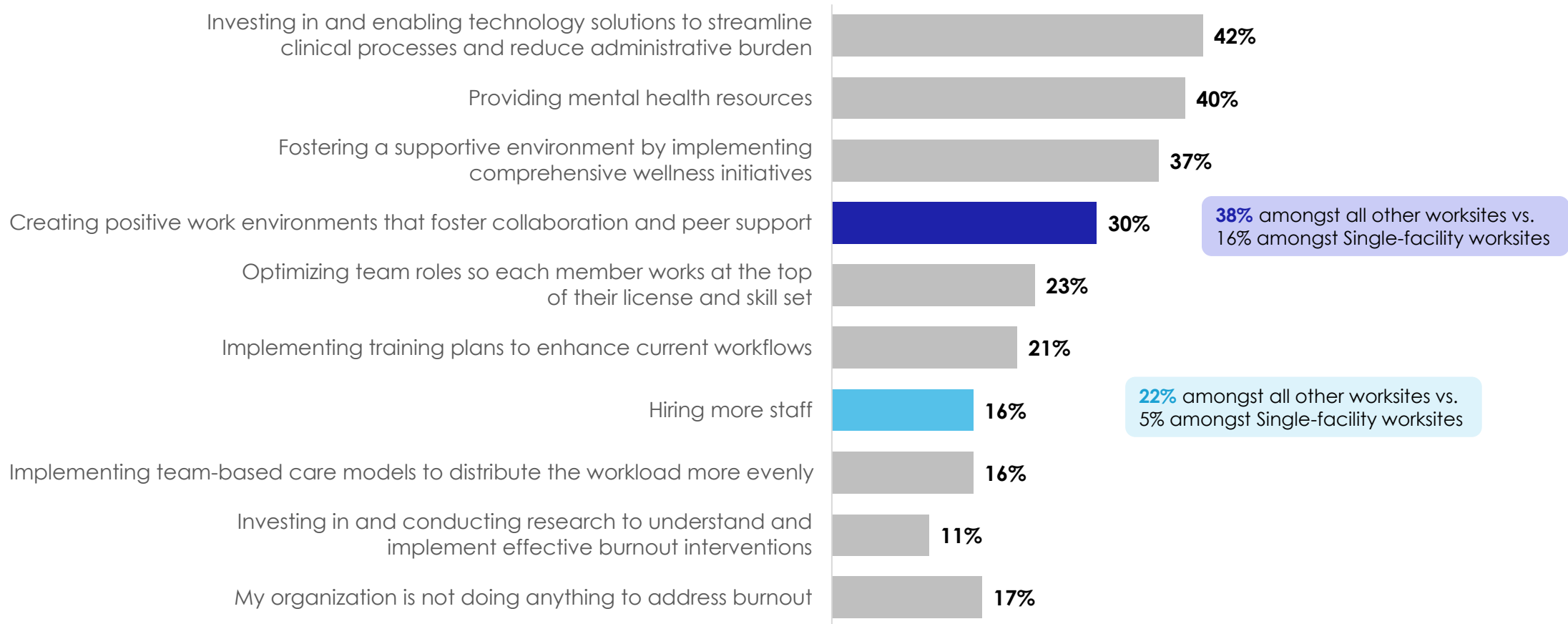
Respondents selected an average of **2.9** ways their organizations are addressing burnout among their clinicians

Not displayed: 'Something else' (n=4)

Q3. What is your organization currently doing to address burnout among their clinicians? Please select all that apply or write in your own.
Base: Total Respondents; n = 100

Those in single-facility worksites are less likely to say their organizations are fighting clinician burnout by creating a positive and collaborative work environment or hiring more staff

What is your organization currently doing to address burnout among their clinicians?



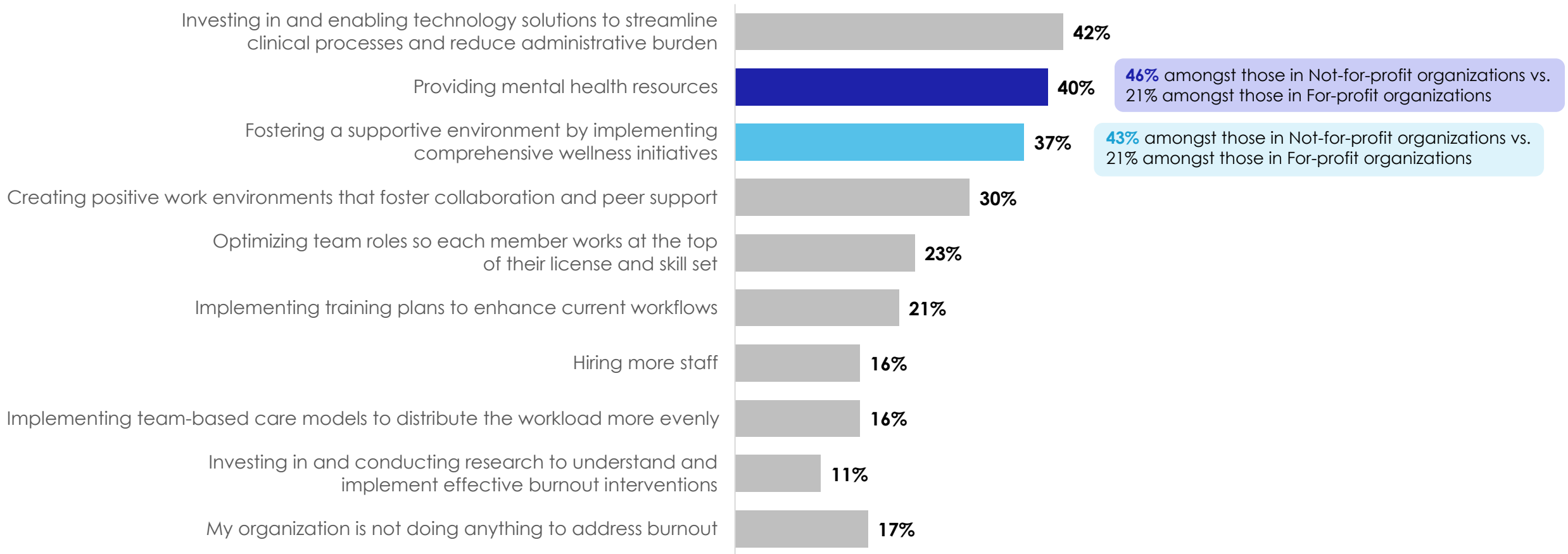
Clinical leaders are more likely to say their organizations are combating burnout by investing in technology solutions, providing mental health resources, and implementing training plans to enhance workflows, while clinicians are more likely to say nothing is being done

What is your organization currently doing to address burnout among their clinicians?



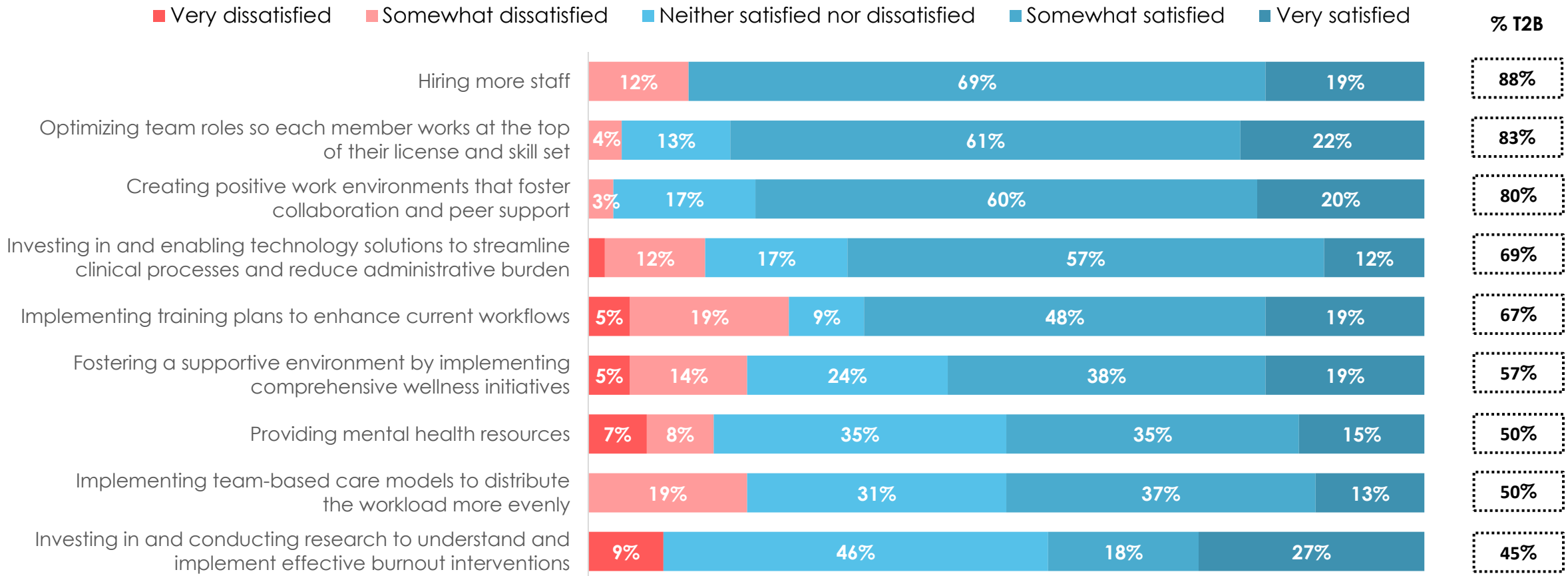
Those in not-for-profit organizations are nearly twice as likely to say they are being provided with mental health resources and a supportive environment through implementation of comprehensive wellness initiatives

What is your organization currently doing to address burnout among their clinicians?



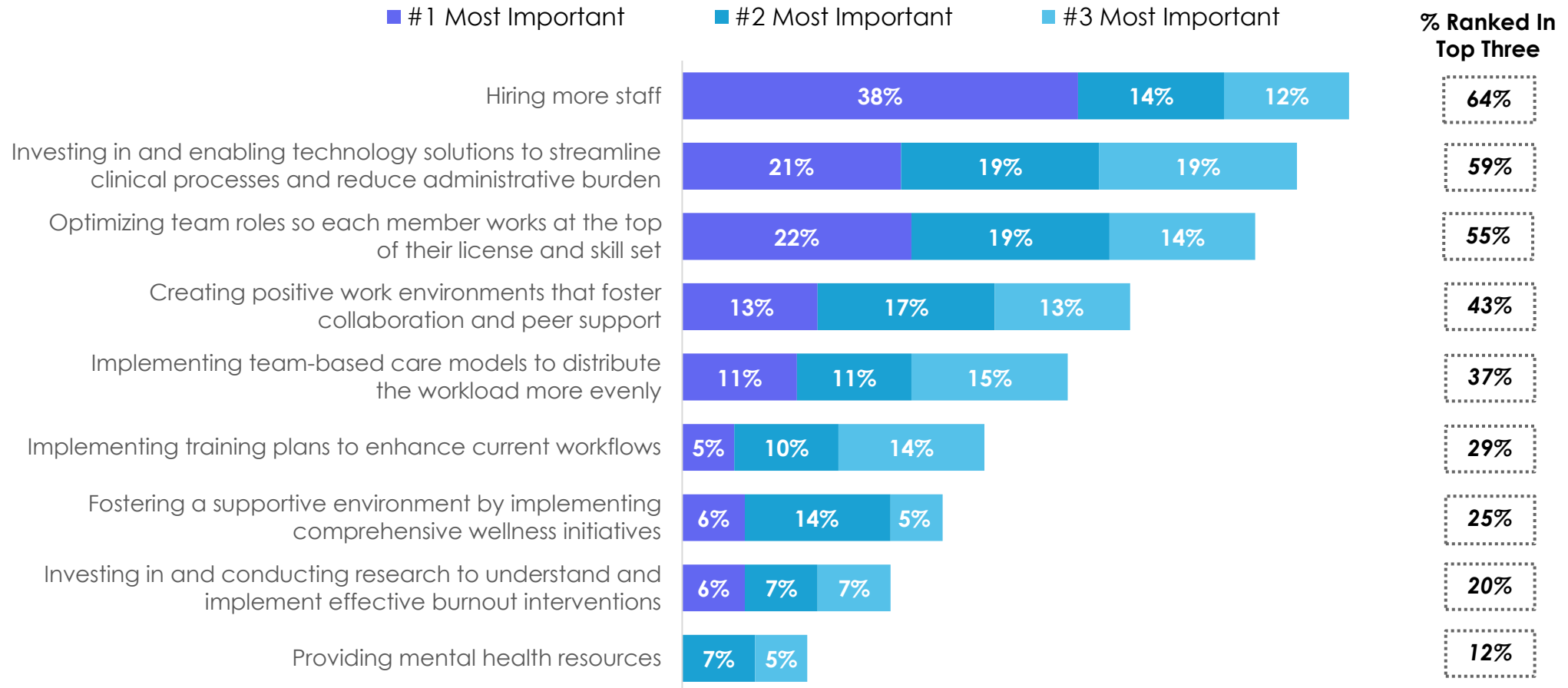
Clinicians and clinical leaders are most satisfied with their organization's efforts to hire more staff and optimize team roles

You mentioned your organization is doing the following to address burnout. Please rate your satisfaction for each item below.



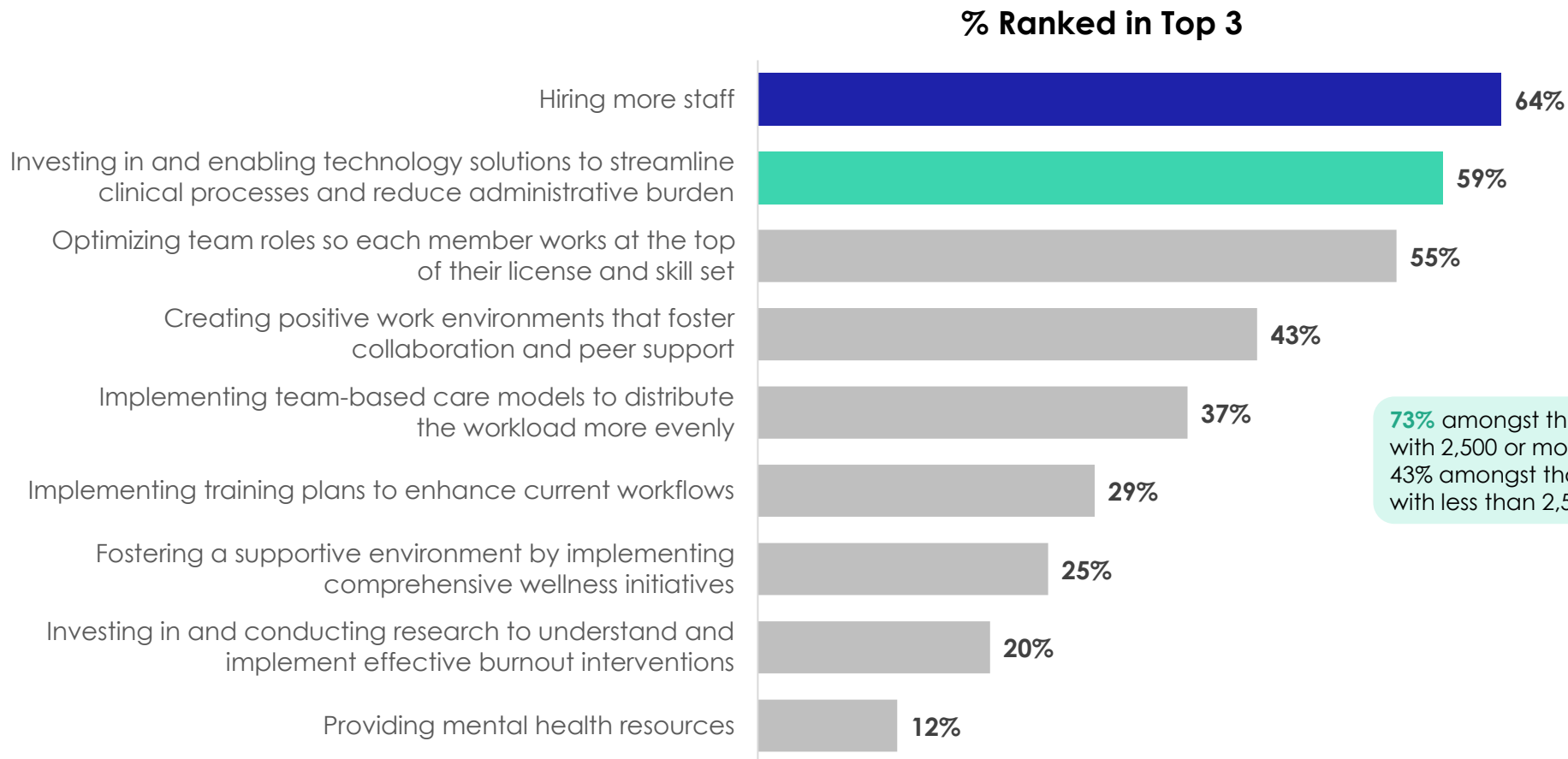
Hiring more staff, investing in technology solutions to streamline workflows, and optimizing team roles are the top three ways clinicians wish their organizations would address burnout

Which of the following do you wish your organization were doing to address burnout that they currently are not?



Around 3 in 4 of those experiencing a high to extreme level of burnout and those in larger establishments want their organizations to combat burnout by hiring more staff; larger organizations also want their organizations to invest in technology solutions to reduce burden

Which of the following do you wish your organization were doing to address burnout that they currently are not?



78% amongst those experiencing high to extreme levels of burnout vs. 50% amongst those experiencing some burnout

74% amongst those in organizations with 2,500 or more employees vs. 53% amongst those in organizations with less than 2,500 employees

73% amongst those in organizations with 2,500 or more employees vs. 43% amongst those in organizations with less than 2,500 employees



Not displayed: 'Something else' (n=4) and 'There's nothing else I wish my organization was doing to address burnout' (n=4)

Level of Burnout (10pt. Scale)

- 0 = Not feeling any burnout
- 1-5 = Experiencing some burnout
- 6-8 = Experiencing high level of burnout
- 9-10 = Experiencing extreme burnout

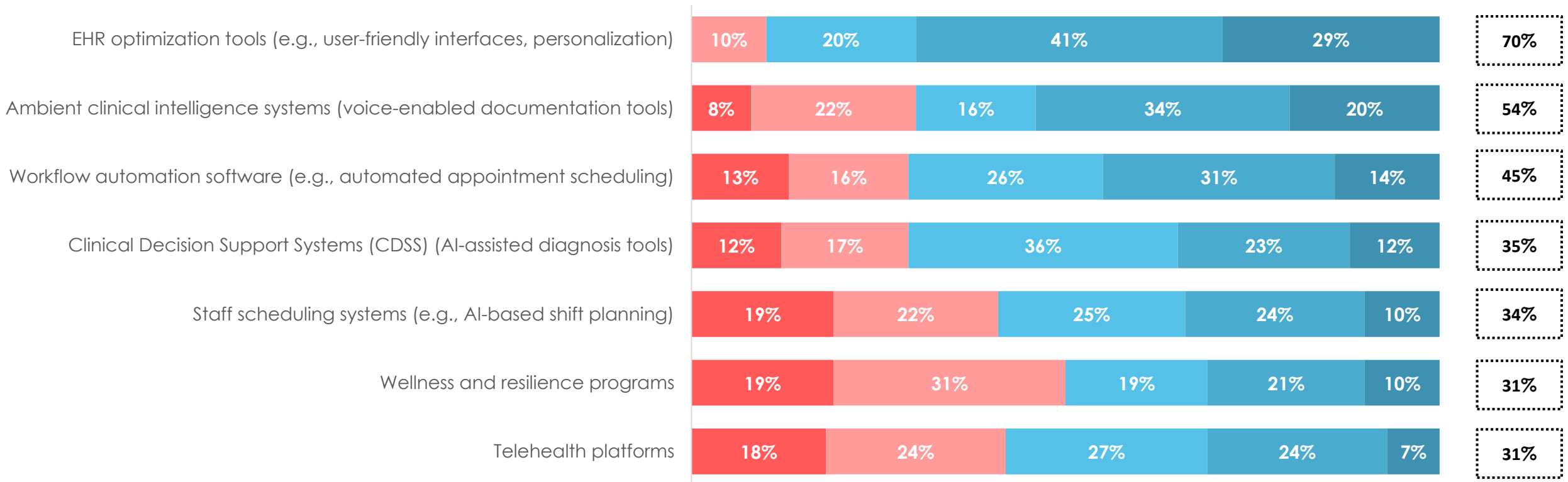
Q5. Which of the following do you wish your organization were doing to address burnout that they currently are not? Please rank, up to, the top three initiatives you would like to see or write in your own below. Base: Those NOT selected as ways their organizations are addressing burnout (base size varies; n = 58-89)

EHR optimization tools top the list of what would be helpful for relieving burden, while wellness and resilience programs are deemed to be least helpful

Please indicate how helpful each would be to relieve burden for you in your work.

■ Not at all helpful
 ■ Slightly helpful
 ■ Moderately helpful
 ■ Very helpful
 ■ Extremely helpful

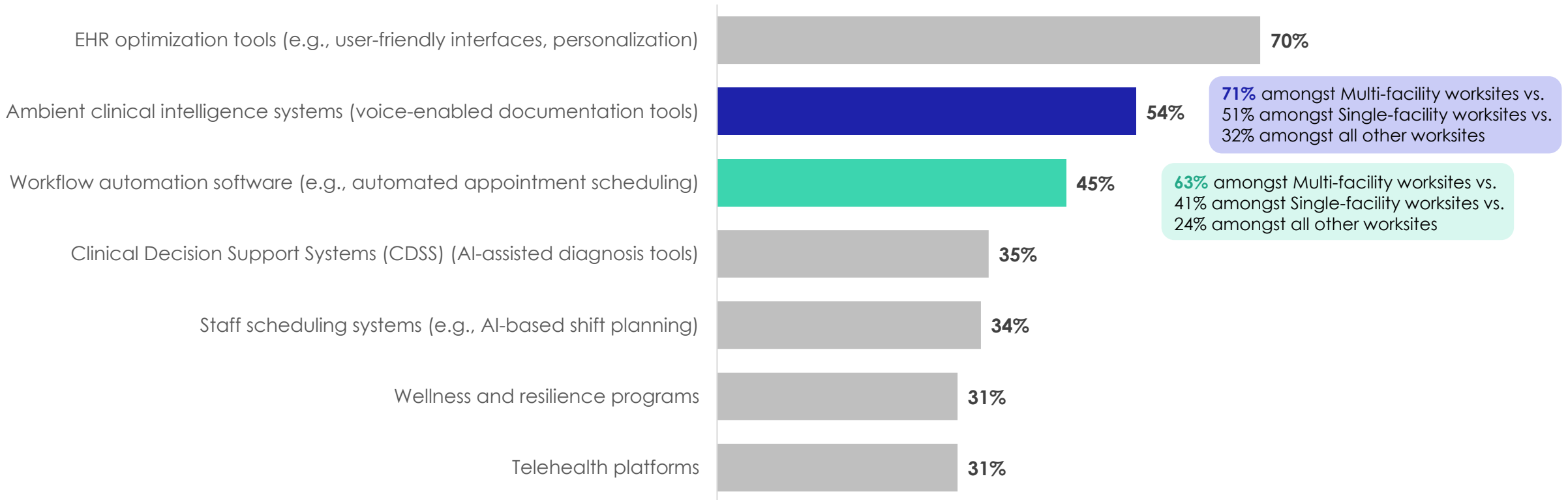
% T2B



Ambient clinical intelligent systems and workflow automation software are more likely to be seen as very helpful by those in multi-facility worksites

Please indicate how helpful each would be to relieve burden for you in your work.

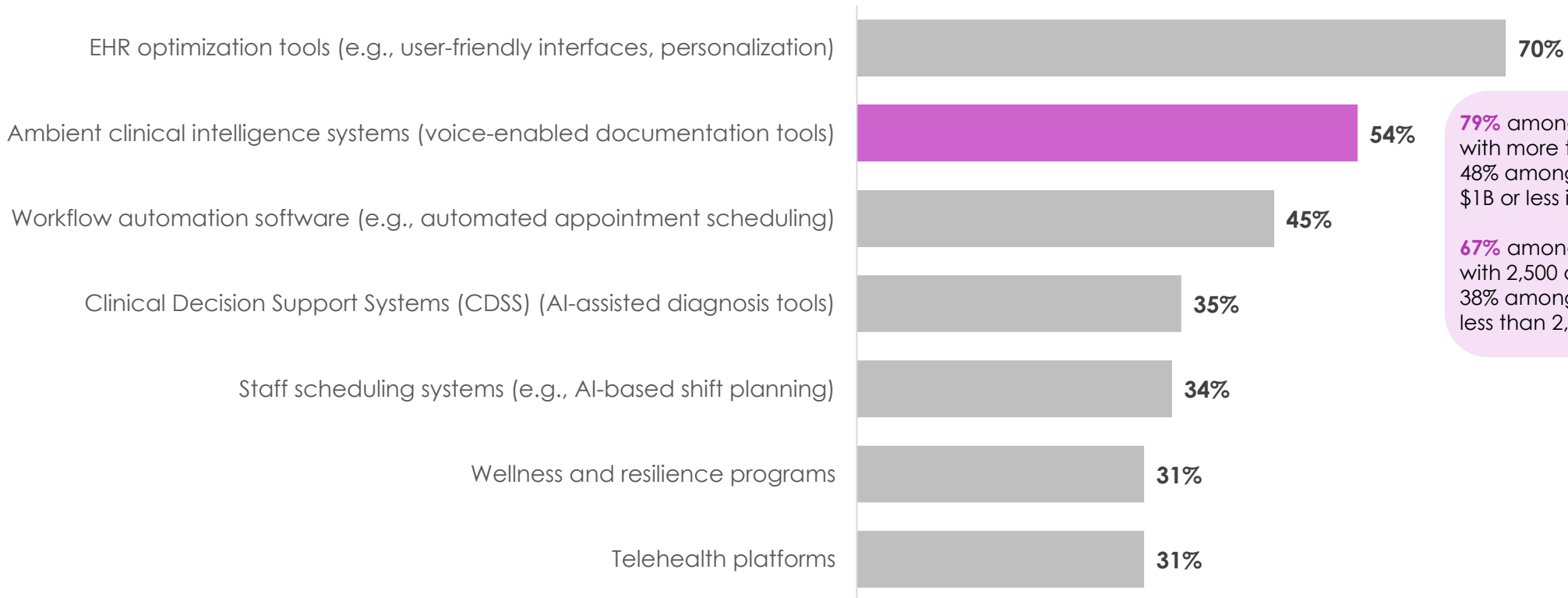
% T2B
(‘Very’ + ‘Extremely’ Helpful)



Ambient clinical intelligent systems are also significantly more likely to be very helpful among those in larger organizations

Please indicate how helpful each would be to relieve burden for you in your work.

% T2B
(‘Very’ + ‘Extremely’ Helpful)



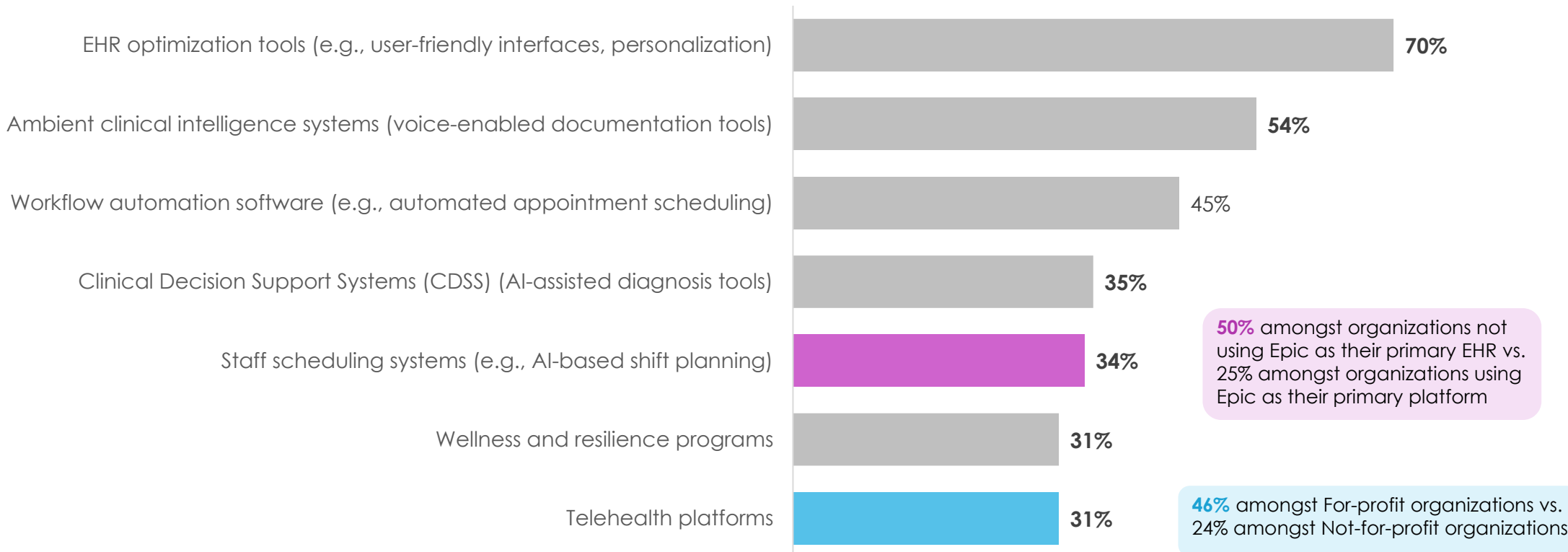
79% amongst those in organizations with more than \$1B in revenue vs. 48% amongst those in organizations with \$1B or less in revenue

67% amongst those in organizations with 2,500 or more employees vs. 38% amongst those in organizations with less than 2,500 employees

Those in organizations using a platform other than Epic are twice as likely to say staff scheduling systems would be very helpful; Telehealth platforms are rated to be more helpful among those in for-profit organizations

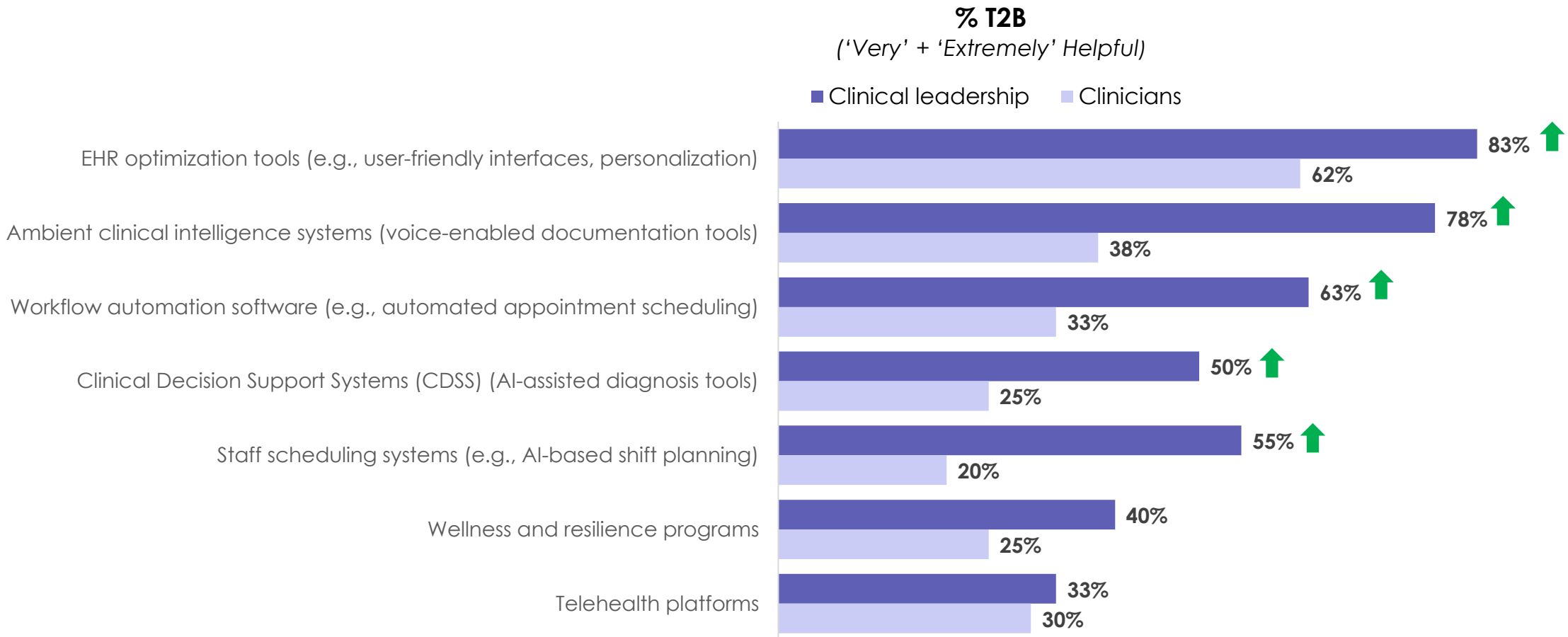
Please indicate how helpful each would be to relieve burden for you in your work.

% T2B
(‘Very’ + ‘Extremely’ Helpful)



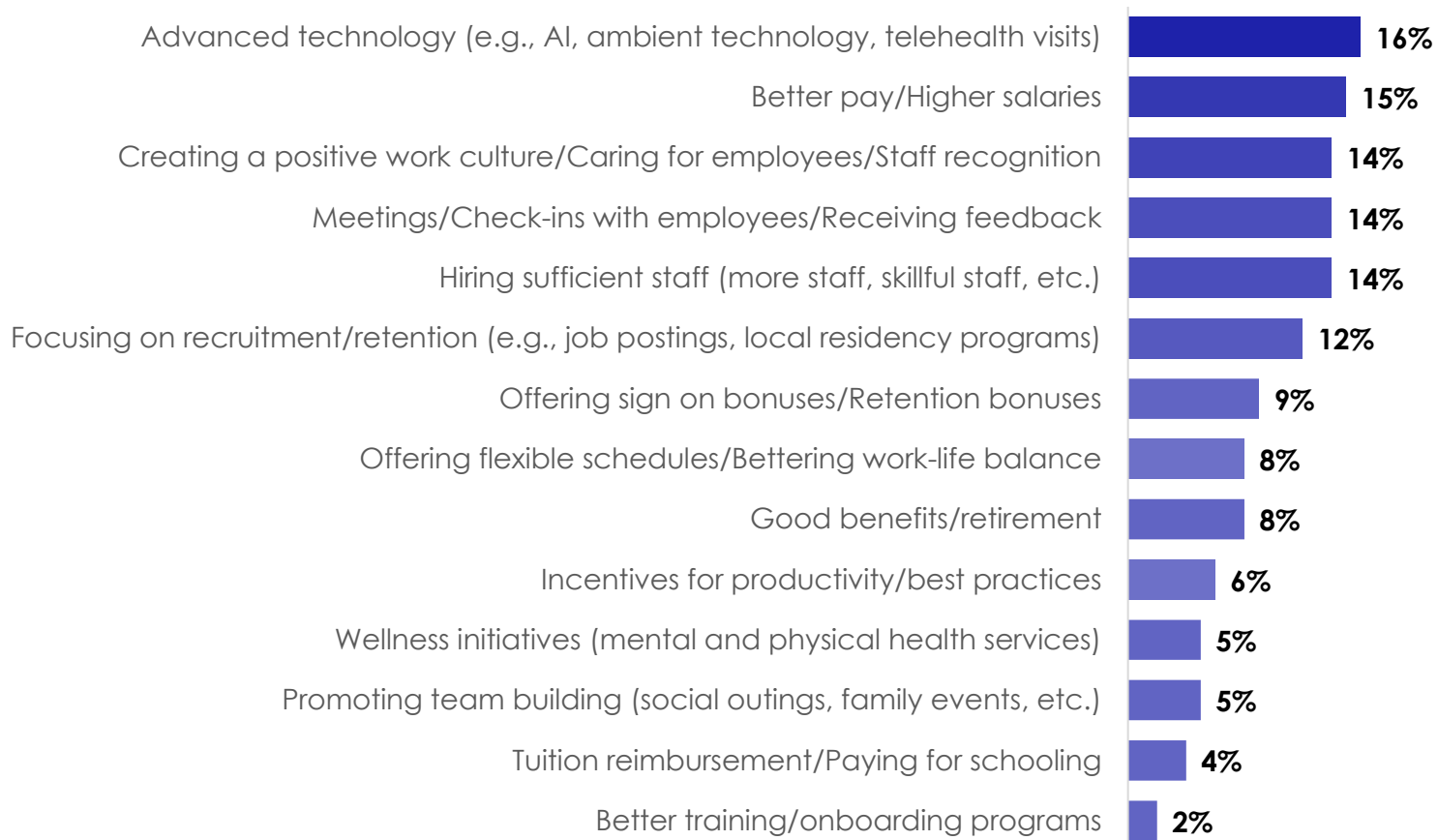
Overall, clinical leaders are significantly more likely than clinicians to consider tools and technologies as helpful

Please indicate how helpful each would be to relieve burden for you in your work.



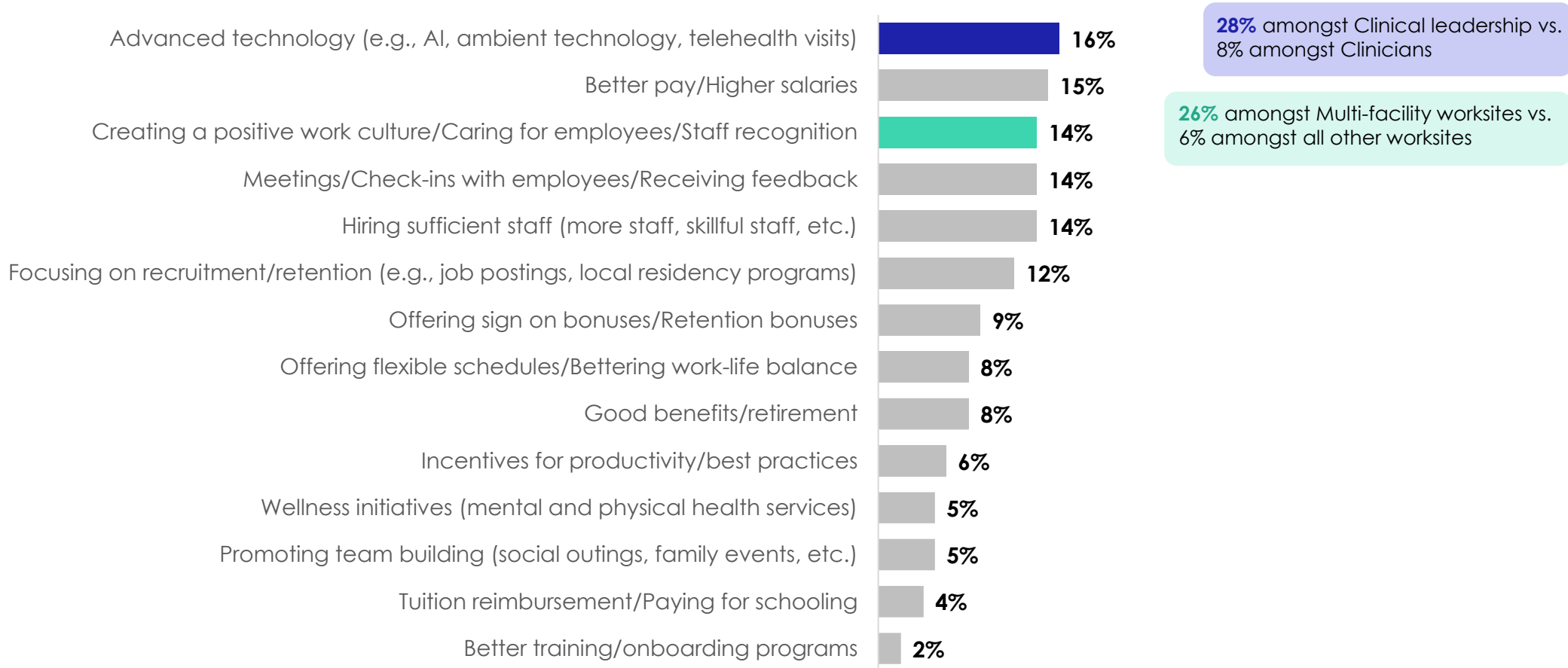
Implementing and utilizing advanced technologies and better compensation were mentioned most often as things organizations are doing to recruit and retain clinicians

Please tell us, in your own words, what your organization is doing specifically for clinician recruitment and retention.



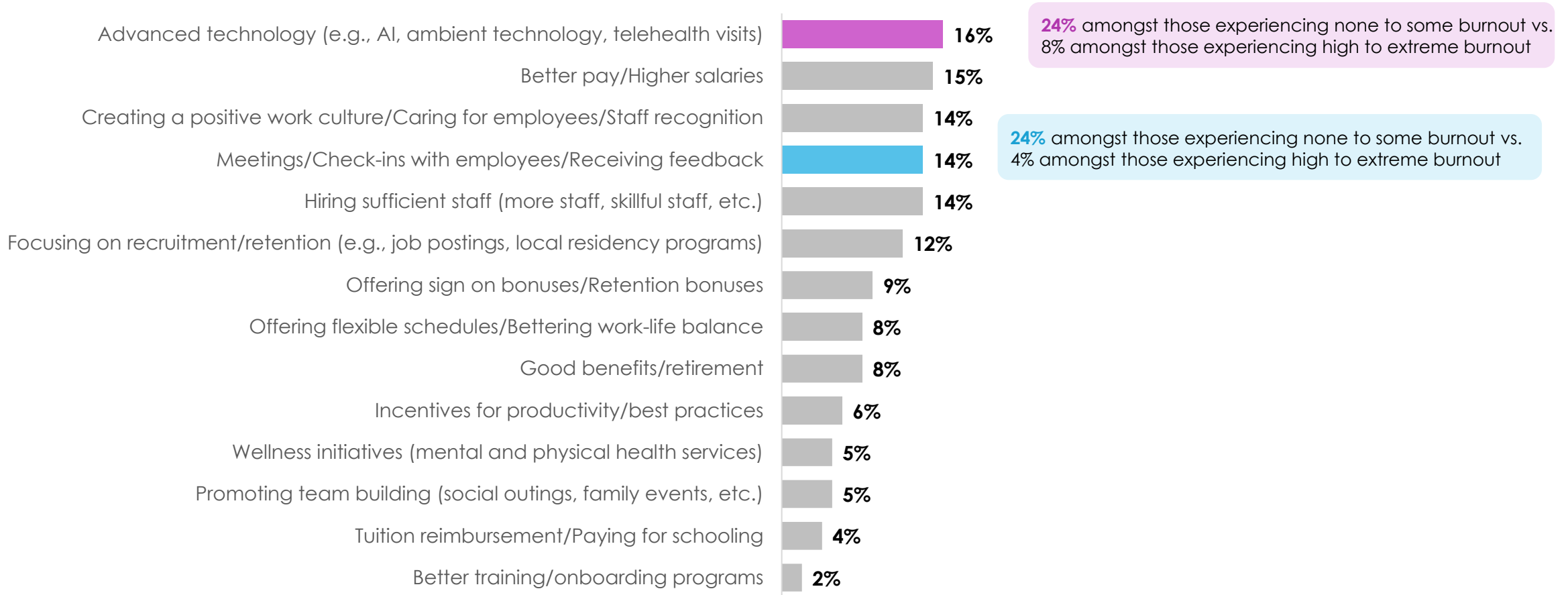
Clinical leaders are more likely to say their organizations are using advanced technologies for recruitment and retention, and those in multi-facility worksites are more likely to say they are creating a positive work culture

Please tell us, in your own words, what your organization is doing specifically for clinician recruitment and retention.



Those experiencing high to extreme levels of burnout are less likely to say their organizations are using advanced technology and getting feedback from employees through meetings and check-ins

Please tell us, in your own words, what your organization is doing specifically for clinician recruitment and retention.



Clinicians and clinical leaders overwhelmingly agree they need to feel like they can make a positive difference at a place when considering where to work

When thinking about a place of employment, which of the following factors, outside of pay, influence your decision of where to work?

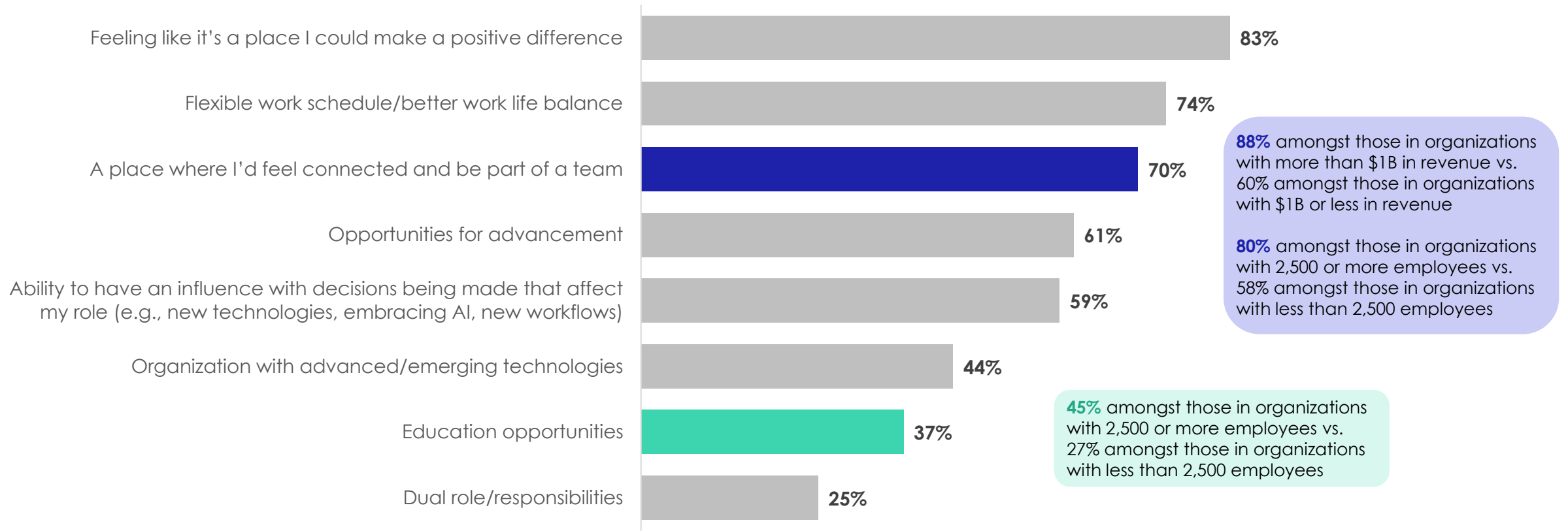


Not displayed: 'Something else' (n=1) and 'I don't consider any factors outside of pay' (n=1)

Q8. When thinking about a place of employment, which of the following factors, outside of pay, influence your decision of where to work? Please select all that apply or write in your own.
Base: Total Respondents; n = 100

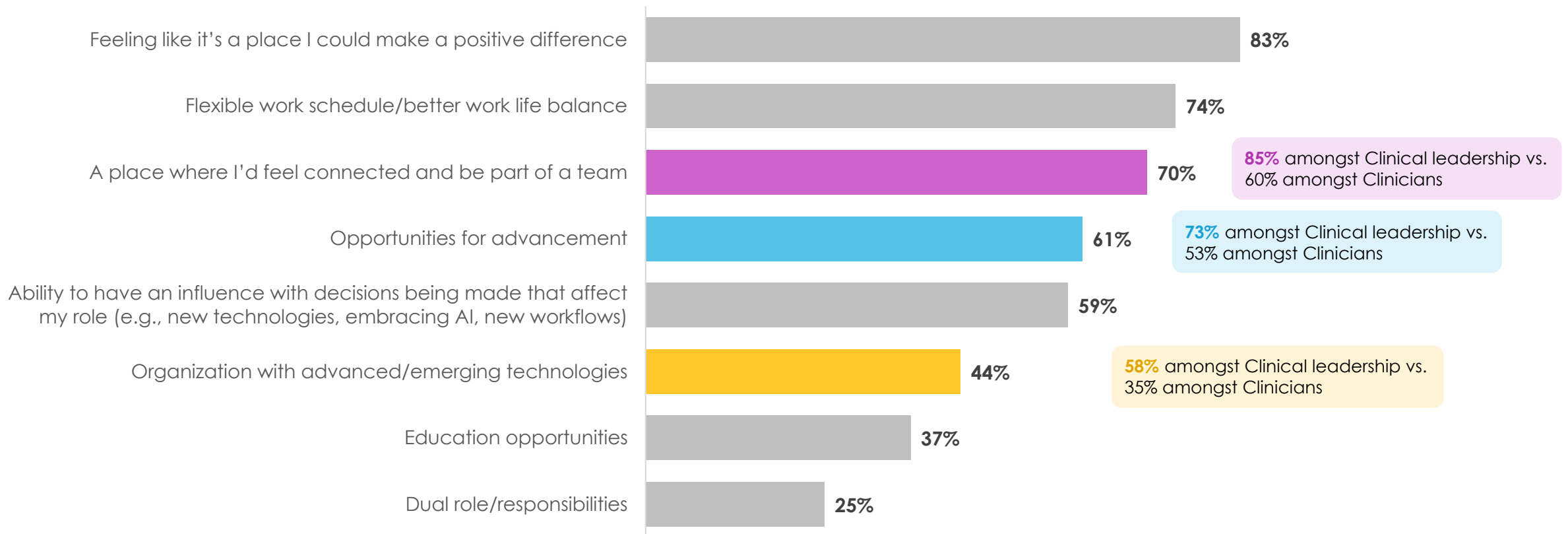
Those in larger organizations are more likely to say they want to feel connected as part of a team and have education opportunities

When thinking about a place of employment, which of the following factors, outside of pay, influence your decision of where to work?



Clinical leaders are more likely to be influenced by whether they can feel like they are part of a team, advancement opportunities, and whether an organization uses advanced or emerging technologies

When thinking about a place of employment, which of the following factors, outside of pay, influence your decision of where to work?



Key Takeaways

1

Nearly half of clinicians and clinician leaders are experiencing a high or extreme level of burnout

While another 49% say they are experiencing at least some. Burnout is affecting their attitudes towards their work – more than 2 in 3 agree that they feel like their efforts and dedication to clinical care are not adequately recognized or appreciated. This is especially true among smaller organizations, where 80% of those in organizations with \$1B or less say they feel this way (vs. 50% among those with more than \$1B). The majority also feel emotionally drained and physically exhausted due to their workloads (67%) and have become more cynical about the value and impact they make as clinicians (64%). To combat these feelings, nearly 4 in 5 are prioritizing self-care, such as exercise, healthy eating, and having good sleep hygiene. More than half say they are also making sure to set boundaries in relation to their individual capacities (57%).

2

1 in 4 clinicians say their organizations are not currently doing anything to address burnout

Clinical leaders have a different view – around 3 in 5 say their organizations are investing in technology solutions to reduce administrative burden (63% vs. 28% among clinicians) and providing mental health resources (58% vs. 28% among clinicians). However, only half overall of those being provided with mental health resources are satisfied with them. Those experiencing a high to extreme level of burnout (78%) and those in larger organizations by employee size (74%) overwhelmingly wish their organizations were hiring more staff to address burnout, but only 16% overall say their organizations are currently doing so.

3

EHR optimization tools would be most helpful when it comes to relieving burden

70% of clinicians and clinical leaders feel this way. More than half say they would benefit from ambient clinical intelligence systems (54%), which increases among larger organizations by revenue (79% among those with more than \$1B vs. 48% among those with \$1B or less) and employee size (67% among those with 2,500 or more employees vs. 38% among those with less than 2,500). Less than half (42%) say their organizations are currently investing in technology solutions, but around 3 in 5 of the remainder wish their organizations would do so.

4

Clinicians and clinical leaders need to feel like they can make a positive impact at their workplace

When evaluating potential workplaces, they prioritize factors beyond compensation. They need to feel like it's a place they can make a positive difference (83%), allow for a flexible work schedule/better work life balance (74%), and the ability to feel connected and be a part of a team (70%). Interestingly, larger organizations with \$1B or more in revenue (88% vs. 60% in smaller organizations) exhibit a stronger desire for team collaboration and connection. Similarly, clinical leadership (85% vs. 60% among clinicians) emphasize the importance of teamwork and connection.

Thank You

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