

# Resident Quality Improvement Project: Identifying Provider Burnout

Bruce Miller AGNP  
Dionne Botas FNP

Holyoke Health Center

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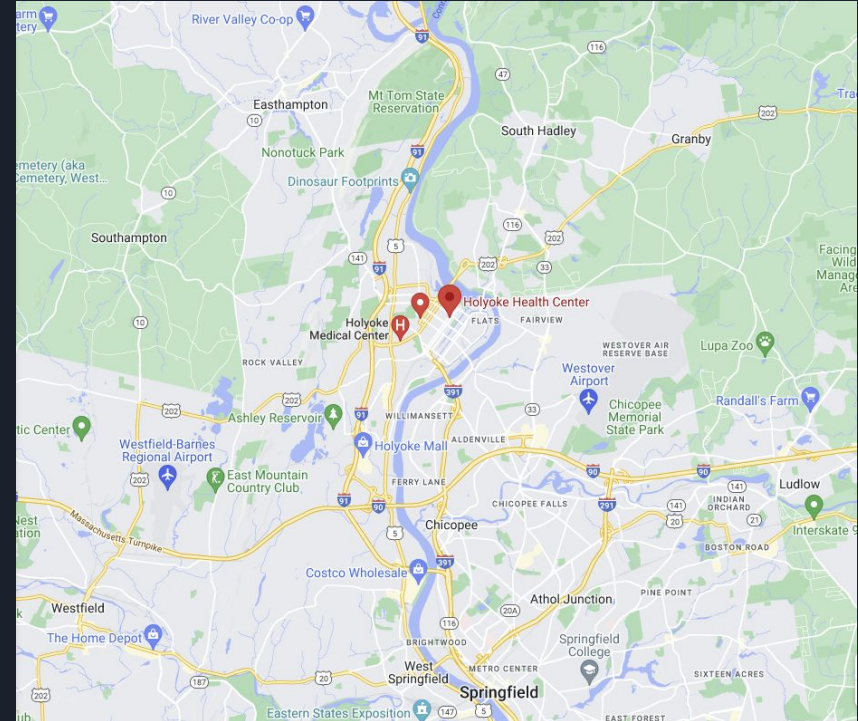
Who we are:

FNP residents

- Dionne Botas FNP
- Bruce Miller AGNP

Where we are from:

- Holyoke Health Center
  - 230 Maple Street, Holyoke, MA 01040
- Chicopee Health Center: satellite clinic of HHC
  - 505 Front St, Chicopee, MA 01013
- Offered services: dental, mental health, OBAT, pediatrics, pharmacy, primary care, vision center, WIC, women's health,





# Identifying a Problem

What is wrong?

- According to recent research, roughly, one in three providers experiences burnout at any given time.

Can this be fixed?

- This issue is a work in progress, there are many studies that have been done and research is still being completed on this subject.
- We are not sure, and it will probably never be totally eradicated, but hopefully studies and research can provide data and information to help reduce the rate of burnout in the near future



# Aim Statement

What are the concrete goals we are attempting to achieve?

Who will benefit from this improvement?

What was done?



# Aim Statement

Where will the change occur?

When will it start and stop?

What are the boundaries of the process?



# Maslach Burnout Inventory

- Emotional Exhaustion
  - measures feelings of being emotionally overextended and exhausted by one's work.
- Depersonalization
  - measures an unfeeling and impersonal response toward patients.
- Personal Accomplishment
  - measures feelings of competence and successful achievement in one's work.

# Maslach Burnout Inventory

Questions	Never	A few times per year	Once a month	A few times per month	Once a week	A few times per week	Every day
<b>SECTION A</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
I feel emotionally drained by my work.							
Working with people all day long requires a great deal of effort.							
I feel like my work is breaking me down.							
I feel frustrated by my work.							
I feel I work too hard at my job.							
It stresses me too much to work in direct contact with people.							
I feel like I'm at the end of my rope.							
<b>Total score – SECTION A</b>							

# Maslach Burnout Inventory

Questions	Never	A few times per year	Once a month	A few times per month	Once a week	A few times per week	Every day
<b>SECTION B</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
I feel I look after certain patients/clients impersonally, as if they are objects.							
I feel tired when I get up in the morning and have to face another day at work.							
I have the impression that my patients/clients make me responsible for some of their problems.							
I am at the end of my patience at the end of my work day.							
I really don't care about what happens to some of my patients/clients.							
I have become more insensitive to people since I've been working.							
I'm afraid that this job is making me uncaring.							
<b>Total score – SECTION B</b>							



# Maslach Burnout Inventory

Questions	Never	A few times per year	Once a month	A few times per month	Once a week	A few times per week	Every day
	0	1	2	3	4	5	6
<b>SECTION C</b>							
I accomplish many worthwhile things in this job.							
I feel full of energy.							
I am easily able to understand what my patients/clients feel.							
I look after my patients'/clients' problems very effectively.							
In my work, I handle emotional problems very calmly.							
Through my work, I feel that I have a positive influence on people.							
I am easily able to create a relaxed atmosphere with my patients/clients.							
I feel refreshed when I have been close to my patients/clients at work.							
<b>Total score – SECTION C</b>							



# Maslach Burnout Inventory

A) Emotional exhaustion:

High level of burnout:  $\geq 27$

Moderate level of burnout:  
19-26

Low level of burnout: 0-18

B) Depersonalization:

High level of burnout:  $\geq 10$

Moderate level of burnout: 6-9

Low level of burnout: 0-5

C) Personal Accomplishment  
(higher values are less likely to  
burnout):

High level of burnout: 0-33

Moderate level of burnout: 34-39

Low level of burnout:  $\geq 40$



# Holyoke Health Center Data

Emotional exhaustion

Average = 32.22

High level of burnout

Depersonalization

Average = 9.91

Moderate level of burnout

Personal Accomplishment

Average = 36.96

Moderate level of burnout



# Research on burnout

According to recent research, roughly, one in three physicians experiences burnout at any given time. This phenomenon not only interferes with personal wellbeing but also affects the quality of patient care.

The pandemic has driven burnout among health care workers to crisis levels, The situation has deteriorated further since the start of the pandemic with some 60% to 75% of clinicians reporting symptoms of exhaustion, depression, sleep disorders and PTSD. It is reported that approximately 20% of health care workers have quit during this period. Research estimates that burnout cost the health care system about \$4.6 billion a year before the spread of COVID-19, that number has surely increased since then. (Dzau).

Only 45% of healthcare organizations have programs available for this purpose. This shows that inadequate resources and education are available to medical professionals regarding burnout syndrome,



# Discussion

We also noted that by doing the presentation, it brought to the forefront some ideas that were already in place that had fallen through the cracks and they were able to be re-integrated such as the book club.

We also felt that NPs had specific concerns relating to providing care and are in the process of getting an NP only group meeting to discuss these concerns. Dr. Kim has a grant that has allotted us some funds to provide food for this meeting;



# References

## References:

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Preguntas?