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RELIEVING BURNOUT AND STAFFING SHORTAGES WITH INTELLIGENT TECHNOLOGY

INTRODUCTION

It would be an understatement to say that healthcare workers are enduring a rough time in healthcare's ongoing evolution. From the global pandemic to the resulting economic instability and dire staffing shortages, today's care teams often seem to have more challenges than solutions.

Since the pandemic began, millions of healthcare workers re-evaluated their career choices, and nearly 1 in 5 workers have decided to leave their current roles for other organizations or other industries. For those that have remained, the pressure has only increased. Staff members are now absorbing the responsibilities of their former colleagues, doing additional tasks without sufficient resources.

As a result, burnout is increasing at an extraordinary rate, with more than half of clinicians reporting a "great deal" of stress during the workday.

This Holon e-book outlines:
- How to provide relief for care teams
- How the pandemic further exacerbated burnout
- Where the roots of burnout and poor job satisfaction reside
- How enterprises benefit from intuitive workflow solutions

Burnout is "a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed."

Burnout often includes:
Feelings of energy depletion or exhaustion
—————
Increased mental distance from one's job
—————
Feelings of negativism or cynicism related to one's job
—————
Reduced professional efficacy

Source: 11th Revision of the International Classification of Diseases

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61% Clinicians who cite prior authorization paperwork andprocesses as their top challenge

66% Health system executives who believe lack of health data interoperability is a primary challenge

60% Provider support staff who say that time spent on the phone with payers is their major concern

**57%** Payers who see the urgent need to improve internal communications across departments

Source: Holon Market Research

HOW TO PROVIDE RELIEF FOR CARE TEAMS

In the face of care teams' widespread distress, healthcare as a whole must take a hard look at how it supports the wellbeing and satisfaction of its workers. To end the cycle of burnout, attrition, and subsequent cumulative burnout, leaders must find efficiencies that don't rely exclusively on recruitment.

In terms of productivity, net gains through asset reallocation can only be achieved with intelligent technology that reduces the time clinicians spend interacting with electronic health records (EHRs) and other digital tools. Affording doctors, nurses, care coordinators, and other practitioners the time they need to effectively care for patients will lead to improved professional satisfaction and better outcomes. When tech solutions also provide easy-to-use, intuitive functions, the relief at the point of care leads to enterprise-wide benefits.

To get relief from constant overload and empower clinical staff to be their best, organizations must move quickly to implement innovative, intelligent solutions to reduce administrative burdens, simplify workflows, and make it possible for care teams to avoid the impacts of burnout.

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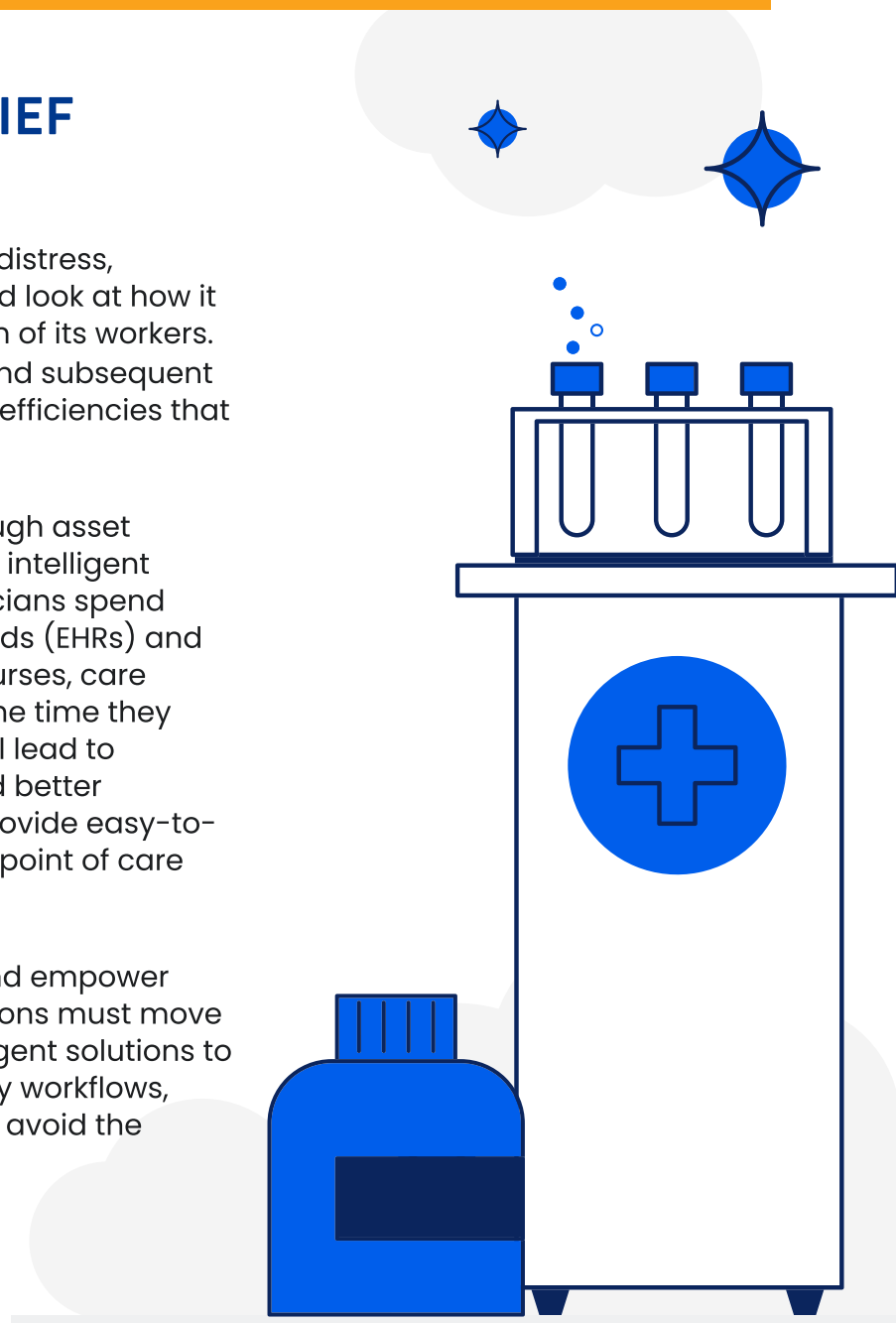
HOW THE PANDEMIC FURTHER EXACERBATED BURNOUT

The healthcare industry now faces potential shortages of:

Up to 48,000 primary care physicians

Up to 77,000 non-primary care physicians and specialists

Up to 450,000 registered nurses

Sources: American Medical Association; McKinsey & Company

The threat of being short staffed is nothing new for healthcare organizations, as experts have been predicting large-scale shortages of physicians and nurses for years. But the COVID-19 pandemic, paired with an aging population and limited availability of medical and nursing schools, dramatically accelerated the crisis.

Unfortunately, the lack of clinicians isn't the only problem facing healthcare organizations. Retaining qualified staff is also getting more difficult. Turnover rates are extremely high due to poor job satisfaction, tempting offers from nontraditional competitors, and uncertainty about healthcare as a long-term career choice.

High turnover rates are shockingly costly for organizations. Physician turnover costs the healthcare system approximately $6.3 billion annually, with nursing staff turnover costing an additional $9 billion each year.

Excessive turnover can also take a toll on organizational culture. Team morale suffers when staff are constantly coming and going, and experienced clinicians who leave the organization tend to take their knowledge and experience with them, leaving newer professionals without guidance and mentorship. Without cultural continuity, it becomes even more difficult to build an environment that attracts and retains engaged, highly qualified clinical experts.

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HOW THE PANDEMIC FURTHER EXACERBATED BURNOUT

28%
of clinicians are unhappy with their jobs

37%
of clinicians say they intend to leave their organizations in the next 2 years

8.8% -37%
Nurse turnover range

28%
of organizations experienced an unexpected physician retirement in 2020

69%
of physicians report that they are actively disengaged from their work

41%
of organizations note physician retirement was for pandemic-related reasons, such as burnout and health risks

Sources: American Medical Association; Medical Group Management Association; National Library of Medicine StatPearls

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WHERE THE ROOTS OF BURNOUT AND POOR JOB SATISFACTION RESIDE

Why are healthcare workers so susceptible to severe burnout? For one thing, they are being asked to perform an ever-growing list of complex administrative tasks without the personalized tools and organizational support required to complete their work efficiently.

For many providers, time spent in EHRs and complementary platforms is a main reason for their decreasing satisfaction with the day-to-day work of caring for their communities.

Devoting so much time to administrative tasks makes it more difficult for physicians to address critical patient care concerns — such as the social determinants of health — and to develop meaningful relationships with patients and their loved ones.

This lack of connection with patients doesn't just influence how they feel about their jobs. It also makes it more difficult for healthcare organizations to succeed in patient-centered initiatives such as value- based care models.

Healthcare professionals clearly need relief from administrative overload. Fortunately, there are solutions available to streamline EHR workflows and reduce cognitive stress stemming from overly burdensome administrative tasks.

Sources: Annals of Internal Medicine; Annals of Family Medicine; American Medical Association; Journal of Medical Internet Research; McKinsey & Company

2:1
Physicians spend 2 hours on their EHR and other administrative tasks for every 1 hour directly caring for patients.

50%
About 50% of EHR time for primary care physicians is dedicated to administrative tasks.

6+ hours
30% of clinicians spend 6 hours or more per week on EHR tasks outside of regular work hours.

74%
74% of physicians and medical students cite EHRs as a contributing factor to burnout.

$205B
Physician groups spent $205 billion on administrative tasks in 2019.

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HOW ENTERPRISES BENEFIT FROM INTUITIVE WORKFLOW SOLUTIONS

To get out from under the crushing weight of burnout, clinicians need solutions that are built with empathy for their daily challenges. More tasks aren't helpful. Additional platforms, logins, and processes need to be streamlined or eliminated. Solutions must take their perspectives into account, making their lives easier and their day more efficient so they can regain focus on the patient and do their best work.

They need intelligent, actionable information presented to them in a concise, contextualized manner without the need to re-engineer their existing workflows or search for the information they need. They need the ability to complete administrative tasks, such as prior authorizations and referrals, in seconds instead of minutes or hours. And they need these solutions to be deeply integrated, scalable, and incredibly accurate to build trust, encourage adoption, and prepare the organization for future growth.

HOLON DELIVERS RELIEF, REWARDS, AND SPEED

5%
improvement in revenue capture

Physician-led Clinical Pathology Laboratories in Texas saw a 5% improvement in revenue capture after leveraging Holon Solutions to proactively notify providers when a lab order contains common problems that might prevent successful processing.

15%
reduction in ED utilization

Flint, Michigan, achieved a 15% reduction in ED utilization after Great Lakes Health Connect (now Michigan Health Information Network) partnered with Holon. The regional HIE has managed more than 1 million closed-loop referrals through the platform, ensuring patients quickly get the care they need.

5 min to 25 sec

Primary Care Offices, a clinic in Florida, reduced referral authorization time from 5 minutes to just 25 seconds, with 100% accuracy, by using Holon to bridge connections between the EHR and their payer portals.

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In other words, the solution must do the work silently and seamlessly in the background and allow the clinician to care for the patient without the growing distraction of extra clicks and apps to manage.

With a rich portfolio of personalized tools integrated into existing workflows, Holon's intelligent platform complements and enhances the systems and processes care teams are already using. Clinicians nationwide are enjoying these benefits at every point of care, regardless of the native EHR system, bringing superior care to their 38 million patients.

By saving time, simplifying patient care, and removing administrative roadblocks, measurable results accrue quickly both for individual users and for the enterprise organizations that use Holon.

Relieving burnout, retaining staff, and creating better experiences for providers and their patients is possible when the right technology is in play. Holon is where healthcare delivery is made effortless by providing operational relief for care teams and impactful results for enterprises. With role-based personalization and assistive technology, Holon's platform ensures every end user receives exactly what they need, when they need it, the way they want it.

Find out how Holon can power these results and more!

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