

Organizational Initiatives to Combat Burnout

Moderator:

Martha S. Gerrity, MD, MPH, PhD

September 25, 2017



Organizational Initiatives

- National government health care system
Veterans Affairs (VA) – Martha Gerrity, MD, MPH, PhD
- Academic institution
Dell Medical School - Clay Johnston, MD, PhD
- Non-academic community practice
Kaiser Northern California – Lucia Sommers, MSW, DrPH
- National professional organization
American Medical Association – Chris Sinsky, MF, FACP



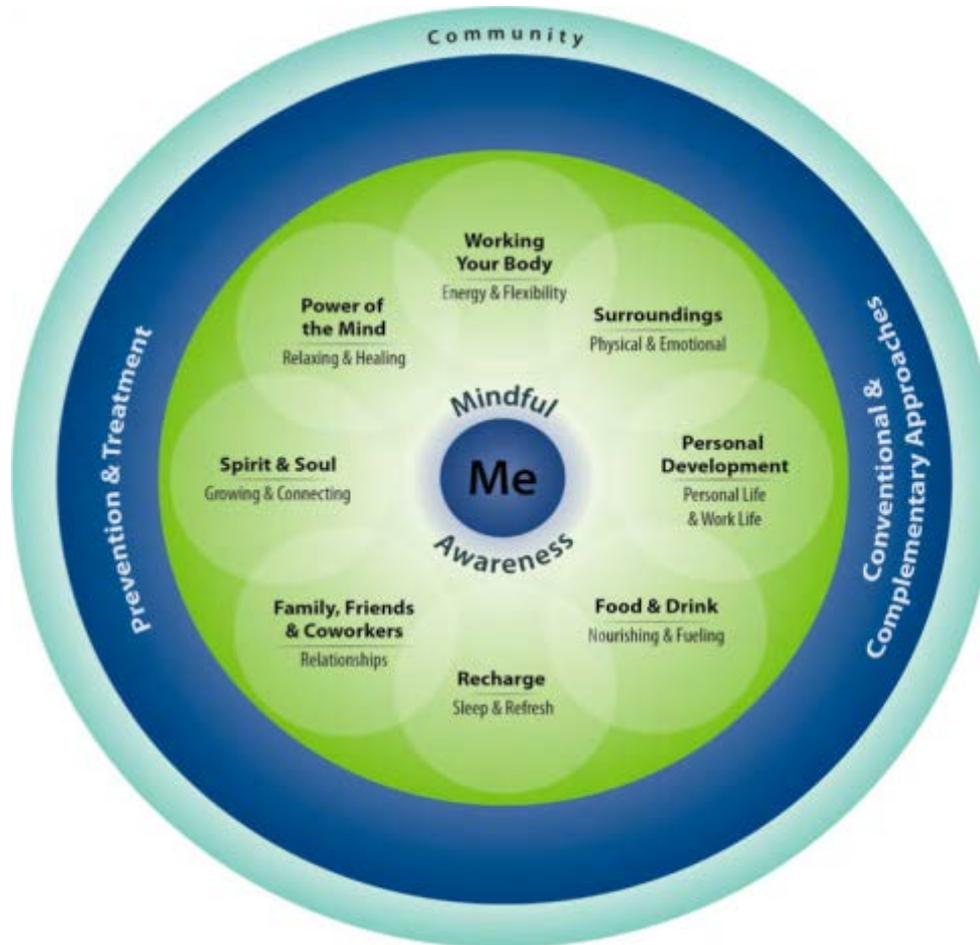
VA Clinician Burnout

- All Employee Survey (AES) 2016 data
 - Primary Care Physicians 35.7%
 - Pharmacists 25.5%
 - Psychiatrists 25%
 - RNs 20-25%
 - Psychologists 22.8%
 - Social Worker 19.5%

Veterans Affairs Initiatives

- Whole Health
 - Train all VA leaders and clinicians
 - Apply to ourselves and our patients
- VA Physician Burnout Research Summit - June 2017

Applying Whole Health to Clinicians





Institute for Healthcare Improvement (IHI)- Steps to Joy in Work

4. Use validated approaches to improve joy

3. Commit to share responsibility at all levels

2. Understand unique impediments to joy locally

1. Ask providers "What Matters to you?"



VA Physician Burnout Research Summit

- Involved leaders from 5 national centers and offices
 - National Center for Organizational Development
 - Office of Patient Centered Care and Cultural Transformation
 - Office of Organizational Excellence
- Inform targeted organizational action
 - Identify strategies with best potential for successful promotion, implementation, & evaluation
 - Set a research agenda
 - Establish networking connections

VA Approaches

- Top down and bottom up approaches
- Nurture a culture (Whole Health)
- Identify emerging strategies within VA for broader implementation

Panel