During the COVID-19 pandemic, the U.S. had the highest reported burnout among all countries at a rate of 62.8% [3].

Large numbers of healthcare professionals on the frontlines face high adversity, workloads, and stress, making them vulnerable to burnout [3].

Data suggests that work-life interference significantly increases burnout which contributes to higher turnover intentions and lower career satisfaction [1].

Burnout has several physical effects such as musculoskeletal diseases, mental effect such as depression, and job-related effects such as absenteeism [2].

The March 2023 Employee Engagement Survey for the Leukemia Center showed the burnout level was 9% compared to the March 2021 Big Survey results of 5%.

Until April 2023, the Leukemia Center had a mix of 8-hour and 10-hour work schedules for nurses.

Objectives

- Decrease staff burnout to 15% or less by April 2024
- Standardize flexible staff schedules
- Provide protected time to focus on administrative tasks related to job functions
- Promote employee engagement through staff participation in workplace decisions

Methods

January 2023
- RN staff were surveyed to determine their interest in working from home
- A meeting with the Lymphoma-Myeloma Center leadership was held to get an insight of how they utilize a flex staffing schedule

February 2023
- WFH guidelines and a WFH calendar were created by the Leukemia Center leadership

March 2023
- Staff engagement was requested and a WFH tip sheet with video demonstrations were uploaded to Teams
- Staff was consulted on how to read the WFH calendar, contracts and pre-implementation surveys completed

April 2023
- WFH initiative began the week of 4/17/2023
- For two weeks, there were direct check-ins with the staff to identify issues early on

June 2023
- E-week post survey was sent on 6/7/2023

October 2022
- E-mail post WFH initiative survey sent and feedback requested
- The burnout questionnaire utilized mirrored the questions from the Employee Engagement Survey
- Burnout staff decreased from 35% to 19.85%. Staff who were not burned out increased from 45% to 80.95%

Results

Summary

- RN staff have one day to complete clerical tasks at home with minimal interruptions
- Staff burnout decreased to 19.05% in the first 6 months of the WFH initiative
- The WFH initiative provides staff with a better work-life balance, directly impacting burnout and job satisfaction

Conclusions

The following were required to decrease staff burnout and provide a consistent RN schedule

- Sufficient staffing
- Staff engagement
- Scheduling guidelines
- Clear expectations
- Adequate resources
- Leadership support

The WFH initiative to decrease burnout may be transferrable to other centers depending on adequate staffing and integration with their current workflow

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References.

