What Organisations Can Do to Prevent or Alleviate Provider Burnout

In a new report by KLAS, researchers addressed what organisations can do to prevent staff burnout and improve patient care.

Using research on provider burnout, electronic health record (EHR) experiences and other data from the Arch Collaborative, researchers discovered that many of the contributors of burnout have become less prevalent than they were at the beginning of the pandemic.

In 2018, the KLAS Arch Collaborative began measuring burnout, discovering that 27% of providers reported at least some degree of burnout. Since 2021, burnout increased, but declined in 2022, holding steady at 34%.

Within the last year, 40% of surveyed providers cited staffing shortages as a primary contributor to their sense of burnout – this is a newly measured contributor since 2021. A steady contributing factor has been the chaotic work environment, which remained at 28% pre-and post-pandemic.

The report outlined that provider burnout can be lessened with the following insights:

- Deeper trust levels in organisation leadership and IT around the EHR is tied to less burn out.
- Decline in after-hours workload significantly reduced sense of burnout.
- Feeling that they are supported in their EHR experience by organisational IT teams is linked to reduced levels of burnout. When changes in EHR are well communicated, providers have an 11%lower burnout rate. As well, transparency from IT and support personnel can help to make providers feel more supported and empowered, and less burned out.
- Establish peer-mentoring programmes which can help to improve the provider experience, and alleviate sense of burnout.

Researchers cited instances from organisations who have successfully improved providers' EHR experience. Some of these included developing and updating governance committee to improve EHR support, assist providers with their EHR concerns,and foster transparency between providers and IT. One organisation credited their providers' low burnout rates to the ongoing IT support, simplifying the EHR process for providers, and allowing them to share their concerns regarding EHR.

Source KLAS Research

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