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Title

Primary Care Provider and Staff Suggestions for Improving Wellness and Reducing Burnout

Priority 1 (Research Category)

Practice management and organization

Presenters

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Abstract

Context: Primary care provider and staff burnout is high and has risen with the COVID-19 pandemic. There is a need engage with primary care providers and staff to understand what would improve their work-related wellness and reduce burnout. Objective: To analyze primary care provider and staff suggestions on what would improve their work-related wellness and reduce burnout. Study Design and Analysis: The Jefferson Primary Care Provider and Staff Wellness Council developed and administered two rounds of surveys. Survey items included demographics questions, Perceived Stress Reactivity Subscale, abbreviated Maslach Burnout Inventory, Mini-Z burnout survey, self-reported ratings and one open-ended question asking, "What is the one thing that would improve your work-related wellness?" Surveys were disseminated via email in February, 2021, and in October, 2021. This analysis focuses on the responses to the open-ended question. Three coders developed an initial codebook outlining categories and sub-categories of suggestions. The coders independently coded responses, met to review coding and resolve discrepancies, and finalized the codebook and coding. Setting: Jefferson Health, a large regional primary care practice network in Greater Philadelphia Population Studied: Jefferson Health primary care providers and staff Instrument: Survey Outcome Measures: Number and categories of primary care provider and staff suggestions to reduce burnout. Results: Round 1 had a 37% response rate (n=429 out of 1,155 potential respondents); Round 2 was 24.5% (n=266 out of 1,085 potential respondents); roles in the practice were well-represented. Open-ended responses numbered 202 in round one and 100 in round two, with some responses having multiple suggestions. Suggestions from the two rounds were similar, though differed by role. Responses fell into six main themes: Staffing (increasing staff), Health System (communication, appreciation), Practice (communication, teamwork, scheduling), Training (electronic health record, other staff training), Incentives (pay, professional development) and Miscellaneous. Conclusions: Primary care provider and staff suggestions for improving wellness focused on practice and system-level changes including increased staffing, schedule changes and improved communication. In order to appropriately design interventions to improve wellness, different strategies will need to be taken with primary care team members with diverse roles.