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BACKGROUND



BURNOUT

- >250,000 Deaths/yr medical error
- >17,000 Malpractice claims/yr
- ↑ odds 1.25-2.2x
- ~7 % Turnover/yr of MDs
- 16-20% MDs at Mayo work < 1.0
- 13-20% MDs substance use disorder
- 6.5% MDs suicidal ideation in last year



There is growing evidence and collective understanding that optimizing professional well-being of physicians is good for patients, society, and healthcare centers

Continuing to **innovate, lead, and transform health care** on behalf of patients hinges on our staff's ability to think boldly, be creative and agile, and deliver an unparalleled experience – all of which are threatened by unmitigated work stress & burnout.

1 DEVELOP AGILE, EMPOWERED FACULTY

CREATING NEW SKILLS

RCT Professional External Coaching

	Coaching	Control	Overall Delta,	P-Value
Burnout, %	-17.1%	4.9%	-22.0%	< 0.001
GOI, mean	1.2	0.1	1.1	0.005
CDRISC, mean	1.3	0.6	0.7	0.04

• Increasing effectiveness in managing professional responsibilities.

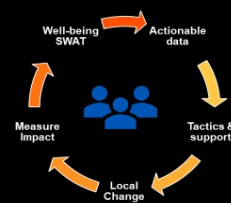
Equipping Faculty to Teach Diverse Learners

- Survey of >1100 residents at Mayo Clinic
- Take 5 videos: cultivating autonomy, strategies for supporting learners seeking help
- PD Leadership Development

2 DATA DRIVEN INNOVATION AND CHANGE

ENABLING GRASS-ROOTS WELL-BEING

- 17 work units, 583 MDs, 3 sites
- Resulting initiatives
 - Teamwork
 - Orders, huddles, enhanced nurse & pharmacy roles, in-basket, eHA
 - Flexibility
 - Vacation scheduling
 - Barriers to care
 - MN Board Medical Practice
 - Partnership w HR



3 LEADING CHANGE WITH NEW CAPABILITIES

BOLD FORWARD LEADERSHIP

Physicians' ratings of their immediate supervisor's leadership qualities predict their burnout and satisfaction two years later

Outcomes

- ↓ Burnout
- ↑ Leadership self-efficacy
- ↑ Goal attainment
- 100% recommend

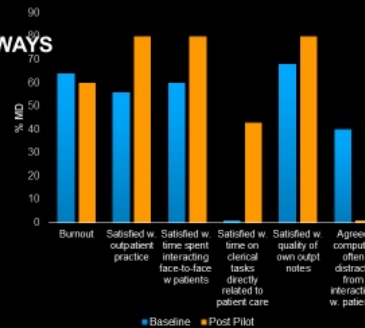


4 WORKING IN NEW WAYS

VIRTUAL SCRIBE

Outcomes

- >80% agreed gains in satisfaction w. MC, time doing meaningful work, efficiency, quality of care, stress at work, & overall well-being
- ↓ MD time in Epic outside of scheduled time w. patients
- 6% ↑ visits were closed on the same day
- No change in patient satisfaction scores



5 LEVERAGING NEW DIGITAL CAPABILITIES TO IMPROVE PATIENT & STAFF EXPERIENCE

USING ANALYTICS TO MOVE FROM LAGGING TO LEADING INDICATORS



Responsiveness to patient inquires
Timeliness of encounter closure

- ✓ Proactively identify subgroups at risk for excessive work-related stress
- ✓ Identify tool configurations and practice models that objectively represent as our best practice models to amplify
- ✓ Identify targets for interventions

6 SHARE BEST-IN-CLASS APPROACHES

GLOBAL LEADER FOR BEST PLACE TO WORK & RECEIVE CARE



2020
• Presentations 9
• Publications 12
• Press interviews
• Washington Post, ABC 6, BBC, Wall Street Journal, Tradeoffs
• 2015-2020 press mentions: 896



160,000 users
> 6574 users @ Mayo
91 countries
>790 hospitals & organizations
> \$1,660,000 royalties to Mayo



TAKE HOME
Enhancing physician fulfillment, joy, and engagement to set the standard for the physician experience in health care is possible & takes

- Sustained commitment
- Leadership
- Resources

- ✓ Engage & empower staff and leaders
- ✓ Build inspirational work-lives
- ✓ Create solutions to support successful transformation of health care