

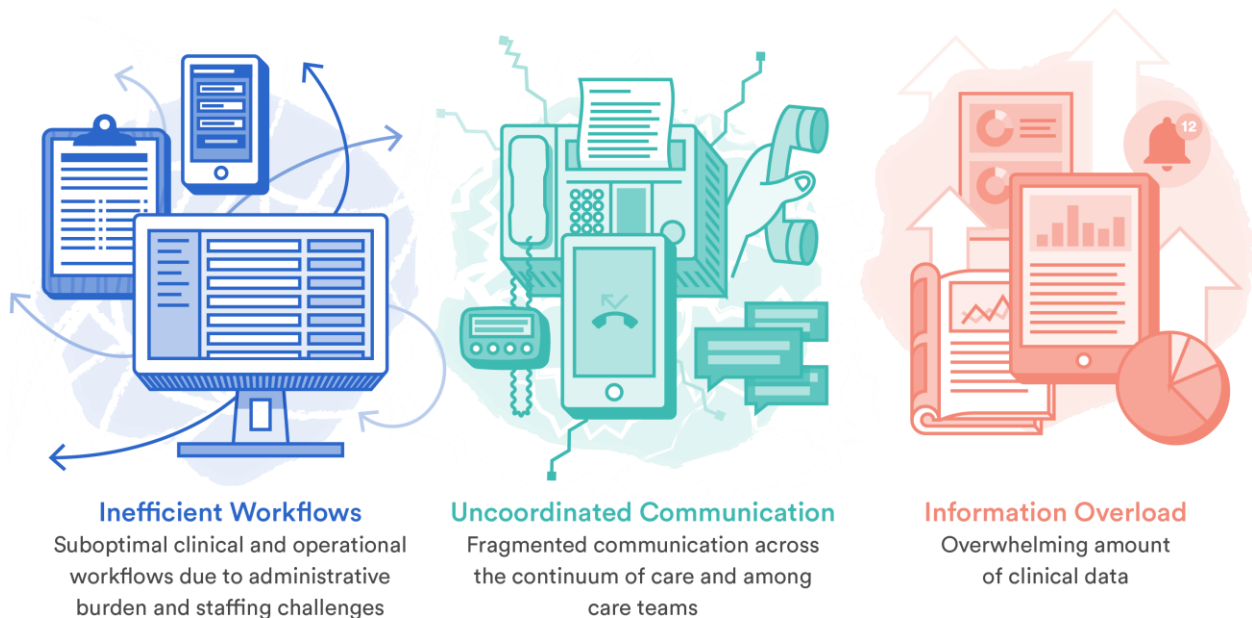


# 4 STEPS TO MINIMIZE PHYSICIAN BURNOUT



On a typical hospital floor, staff and patients are barraged by a steady cacophony. Landlines ring. Overhead paging systems blurt out instructions. Physicians are being paged for consults. Alerts sound from a patient's room. And amid all this noise, hospital staff is attempting to provide their patients with high-quality care.

This level of noise is a symptom of underlying problems experienced by hospitals and staff. Physicians have numerous demands on their time and to make matters worse, are hampered by inefficient workflows, uncoordinated communications and information overload. Since 48 percent of physicians report experiencing burnout, it's important to invest in solutions to combat these challenges.<sup>1</sup>



[Source: Healthbox.com](https://healthbox.com)

Read on to discover ways to minimize burnout, including new approaches to:

- Streamline communications for faster responses while reducing stress
- Make it easier to prioritize the most important messages
- Evaluate technology to improve communications

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<sup>1</sup> <https://healthbox.com/blog/posts/the-opportunity-for-digital-health-to-reduce-burnout-and-restore-the-joy-in-practice-for-doctors-and-nurses>

## 1. REDUCE FRAGMENTED COMMUNICATIONS

Fragmented communications among care teams is a major contributor to stress. For example, physicians and nurses need to leave messages for one another because it's rare for them to be able to connect on the first try. This "message and wait" pattern is frustrating, especially if a physician or nurse needs to reach a colleague immediately. Having to manage these messages throughout the day adds another source of stress.

Smartphone apps can provide a welcome solution, shrinking a 30-minute wait for information to mere seconds. These apps can help streamline workflows and eliminate the need to review, manage and prioritize the backlog of information delivered in these messages.

## 2. LIMIT OFFSITE COMMUNICATIONS

Another way to combat burnout is to limit communications to doctors when they are offsite. By taking steps to ensure they are contacted only when there's a truly critical message, colleagues and hospitals show that they have respect for a physician's time, which goes a long way to easing stress.<sup>2</sup>

To reduce interruptions, administrators can take advantage of technology and automated workflows, such as secure text messaging systems that only require responses to the most important communications.

## 3. ENCOURAGE TEAM COMMUNICATIONS

By engaging the entire care team, individual physicians can reduce their strain from maintaining overall patient care all by themselves. For this to succeed, it's important to understand how doctors, nurses and pharmacists collaborate on making care decisions for patients.<sup>3</sup> Hospitals can then look for technology and processes to make communications between care teams more effective.

Clinical communications systems that can be configured with groups of caregivers in mind are the perfect solution for a team-based approach. These systems should also be able to seamlessly accommodate the group's on-call and vacation schedules.

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<sup>2</sup> <http://www.healthcarebusinesstech.com/physician-burnout-latest/>

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## 4. MEASURE COMMUNICATION FLOWS

To ensure that the workflows in place actually help reduce burnout and allow information to flow without bottlenecks, administrators should collect metrics on time between responses, missed alerts and more. For example, if the data shows that a few care providers are not following established processes for responding to messages, bringing communications down to a halt, administrators can objectively identify the problem and work with those care providers to change their behavior.

### TIPS ON SELECTING CLINICAL COMMUNICATIONS SOLUTIONS

When choosing among communication technologies, hospitals should select systems that are user-friendly and don't add administrative burdens for physicians. The best technologies are those that will automate a proven communication workflow, eliminating manual tasks as much as possible. Special consideration should be given to systems that allow the use of smartphones. Smartphones are already owned by the vast majority of care providers, so there's no need to purchase, manage and maintain additional devices. Smartphone apps require little to no training, so hospitals can deploy smartphone-enabled systems very quickly and with very low resistance from staff.

Before a system is in place, administrators should measure satisfaction and staff stress levels so that they can compare "before and after" results once the new technology and process is deployed. These metrics will not only help measure the value of the system, but they will also quickly identify any adjustments needed for best results.

### HOW ONPAGE CAN HELP

OnPage's award-winning HIPAA-compliant incident alert management system for healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. Through its clinical communications platform and smartphone app, OnPage gives healthcare providers a secure, reliable, fast way to communicate with colleagues for better patient outcomes.

OnPage's escalation, redundancy, and scheduling features make the system infinitely more reliable and secure than pagers, emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime or to reduce the response time of healthcare providers in life-and-death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notifications needs.

TO LEARN MORE, VISIT [WWW.ONPAGE.COM](http://WWW.ONPAGE.COM)

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