

# The True Cost of Provider Burnout

91% of providers say they have felt burned out while practicing at some point in their career.<sup>1</sup>

The trauma and loss brought on by the COVID-19 pandemic has added to the emotional and physical burden placed on clinical teams, and is expected to have long-term effects for years to come. Beyond the human and ethical concerns, burnout carries significant financial risk for healthcare systems. The well-being of providers is tied to their overall fulfillment and engagement, and it impacts the quality of care they are able to deliver to patients—in turn influencing patient experience and your overall business goals. Addressing burnout is one of the main reasons 94% of healthcare executives say improving the clinician experience is a priority for their organizations in 2021.<sup>2</sup> Here is a breakdown of the data on provider burnout and why you need to care, as well as some best practices to begin to address it in your organization.

## Feelings of burnout are far too common among clinical teams.

**71%**

of physicians<sup>1</sup>

**1 in 3**

nurses<sup>3</sup>

**1 in 4**

physician  
assistants<sup>4</sup>

"The challenge healthcare executives face is now bigger than professional burnout.

It's a human challenge encompassing burnout, exhaustion, stress, fear, trauma, and more."



The pandemic has exacerbated the problem.

**65%**

of physicians say the pandemic has made them feel more burned out<sup>1</sup>

Many healthcare workers aren't getting the support they need.

**1 in 5**

healthcare workers report they need mental health support but have not received it<sup>6</sup>

## Here are the top reasons providers cite as contributing to their feelings of burnout<sup>1</sup>:



Too much paperwork and government/payer regulations



Poor work-life balance/work too many hours



Electronic Health Records (EHRs)

# How does provider burnout impact your core objectives?

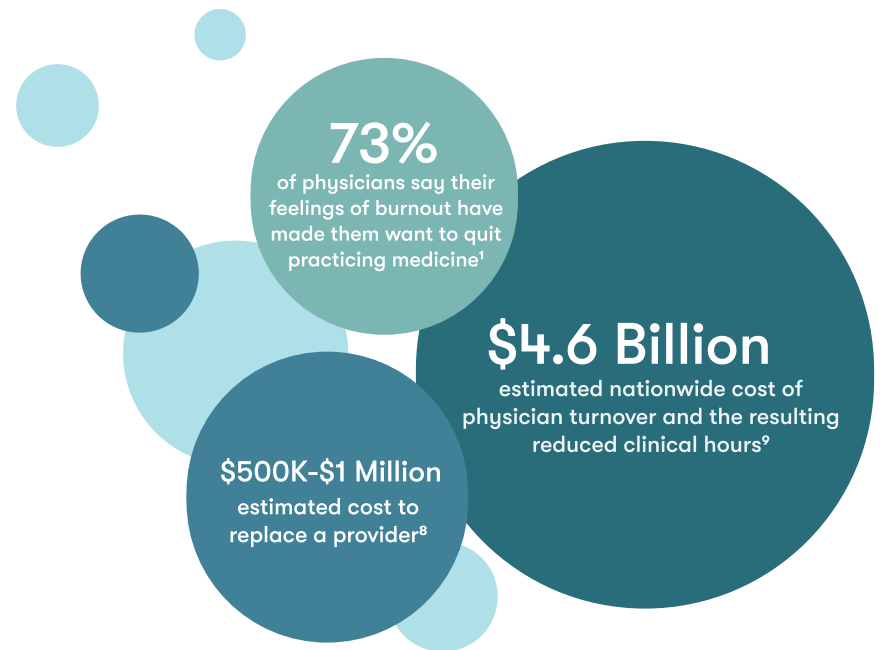
Well-being impacts patient experience and quality of care.

**25%+**

of burned out providers say they are less motivated to take careful patient notes<sup>7</sup>

**15%**

say they make errors they might not ordinarily make<sup>7</sup>



Burnout causes turnover, which is expensive.

# Here are 3 initial steps healthcare executives can take to help address burnout and improve provider experience.

1

**Encourage clinical team leaders to set up regular well-being check-ins.**

Make sure they know what resources and services are available for their team members, and prepare a set of talking points to help guide these conversations.

2

**Make space for connection and support.** Make space for peer engagement among your clinical teams. Progressive physician executives plan to maintain or even increase connection efforts within their physician workforce that they began at the height of the pandemic.<sup>5</sup>

3

**Consider tools that can help alleviate administrative burden and paperwork.**

Digital tools like Bright.md can automate your clinician workflows and patient intake processes—helping you address a main cause of burnout, put action behind your commitment to improve provider well-being, and empower providers to spend more time with patients.

Bright.md is a leading virtual care solution trusted by health systems to automate clinical workflows and administrative tasks, improving patient and provider engagement and driving operational efficiency. With its pioneering technology, Bright.md improves how health systems deliver care, from patient acquisition through clinical interview and treatment.

Learn more at [www.bright.md](http://www.bright.md)

**References:**

1. 2020 Physician Burnout Survey Results: Physicians Facing Unprecedented Crisis. Medical Economics, 2021
2. Top health industry issues of 2021: Will a shocked system emerge stronger?, PwC, 2021
3. Nurses' Widespread Job Dissatisfaction, Burnout, and Frustration with Health Benefits Signal Problems for Patient Care, Health Affairs, 2011
4. Primary Care Practice Environment and Burnout among Nurse Practitioners, The Journal for Nurse Practitioners, 2021
5. Recovery: It's Time for the Physician Workforce to Heal, Advisory Board, 2021
6. KFF/the Washington Post Frontline Health Care Workers Survey - Toll of the Pandemic. Kaiser Family Foundation, 2021
7. 'Death by 1000 cuts': Medscape National Physician Burnout & Suicide Report 2021, MedScape, March 2021
8. 2018 Survey of America's Physicians. The Physicians Foundation. September 18, 2018
9. How Much Physician Burnout Is Costing Your Organization, American Medical Association, 2018