

Put the Brakes on Burnout

Strategies to renew your passion for care

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Introduction

Serving the healthcare needs of others is no walk in the park. Physicians, nurses, medical assistants, and other vital care team members are not invincible to the pressures that dictate their work environment. Many healthcare workers experience:

- Self-doubt
- Mental and physical exhaustion
- Loss of motivation
- Compassion fatigue
- Cynical outlook
- Decreased satisfaction and sense of accomplishment

This e-book focuses on strategies to help you minimize burnout and safeguard the health of your providers, staff, and your organization as a whole.

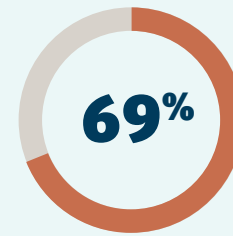
BURNOUT PREVALENCE

A survey conducted by *The Physicians Foundation*¹ collected feedback from 2,504 US physicians between May 26 and June 9, 2021.

Thirty-six percent of physicians were in primary care, and the remaining 64% practiced in one of 27 specialties. The findings highlight burnout, which affects all aspects of healthcare.

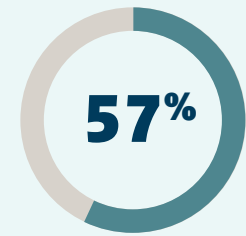
- Sixty-nine percent of female physicians reported often feeling burned out, compared to 57% of male physicians.
- Employed physicians (64%) were more likely to report burnout than independent physicians (56%).
- Primary care physicians (66%) were more likely to experience burnout than specialists (59%).
- Fifty-seven percent of physicians reported inappropriate feelings of anger, tearfulness, or anxiety because of the COVID-19 pandemic.
- Fourteen percent of physicians said they sought medical attention for a mental health problem.
- Twenty percent of respondents said they know of a physician who has either considered, attempted, or died by suicide during the pandemic.
- Physicians identified confidential therapy and counseling (83%) and evidence-based professional training (78%) as the two most important strategies to address mental health conditions, burnout, and suicidal tendencies.²

Female physicians

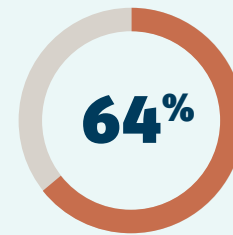


vs.

Male physicians

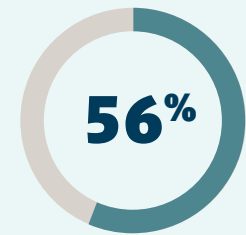


Employed physicians

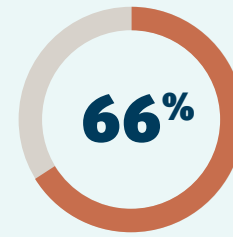


vs.

Independent physicians

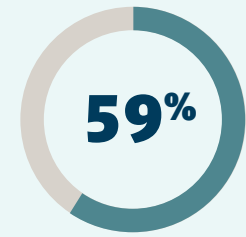


Primary care physicians



vs.

Specialists



WHAT TO DO ABOUT BURNOUT?

There is no cure-all to mitigate provider and staff burnout. However, much can be done to alleviate it. One strategy that stands out is integrating technology and professional support services in new and innovative ways.

Unfortunately, the central technology platform for healthcare administration, such as EHR and practice management systems, can often be a source of great frustration. However, new technology is emerging, health IT is becoming more integrated, and user-friendly options are becoming more prevalent. EHRs and practice management systems don't need to be the enemy of the care team.

A less frustrating work environment can start with practice-wide initiatives that affect how you operate your practice. One strategy is to ensure the use of the right tools as efficiently and cost-effectively as possible so that your patients, staff, and providers can have a more satisfying care experience.

When considered as part of an end-to-end solution to optimize practice efficiency and minimize routine tasks, the EHR can be your best friend.



Optimize mobile technology to make providers' lives easier

Mobile technology saves significant time by mitigating excessive screen time and the tedium of documentation in an EHR. Find a solution that allows you to access clinical data on any device with an internet connection—talk, type, or touch patient charting at the point of care, in-between patients, or even outside the office.

Providers can break free from their desktop or laptop computer with their smartphones. As a result, a healthy work-life balance can be achieved as the stress of administrative tasks is alleviated.

Integrate practice management software with your EHR

Excessive time spent on administrative tasks is one of the most significant contributors to provider burnout. Another major issue for practices is revenue generation. Providers are busy and typically see many patients each day. Proper documentation, coding, and the ability to process clean claims are key to ensuring providers are fully paid for their services.

One way to help alleviate this burden is to implement technology that automates administrative functions, such as tasks related to revenue cycle management (RCM).

With a practice management platform integrated into your EHR, your staff can simplify routine tasks, increase billing speed, keep your schedule full, and provide a better care experience. Automation further enhances repetitive tasks such as scheduling, verifying eligibility, and billing.

Additionally, an RCM partner that offers access to advanced health IT systems can help automate claims and billing.

This can cut even more time spent on routine tasks and help ensure claims are billed at the contracted amount and more likely to get paid at the first pass.

Make life easier for your practice and your patients

Consumerism, patient expectations, and the repercussions of COVID-19 have reshaped how patients engage with medical practices. An integrated patient engagement platform can safely, conveniently, and seamlessly meet these demands. Patients should be able to go online to schedule appointments, pay bills, request medication refills, access their medical records and test results, and communicate with your practice.

For providers struggling with burnout, virtual visits make schedules more manageable. It allows providers to split their work hours between virtual and in-person consultations. For example, a provider can choose to dedicate specific hours or days of the week to virtual visits where they can see patients from the comfort of home, thereby reducing commuting time.

Develop a culture of continuous process optimization

One central aspect of process optimization is how your practice uses the EHR and whether your vendor is a partner alongside you. Commitment to continuous improvement helps ensure the EHR supports the best possible workflows and evolves with you as your needs change. For process optimization to work, your team must be on an EHR platform that offers sufficient flexibility.

EHR software is meant to semi-automate your chart notes using templates. Make sure the staff takes advantage of opportunities to automate routine documentation tasks. If the same note is being re-entered into the EHR a dozen times a week, for example, modify a template to reduce repetitive data entry. If you need help modifying templates, seek support from a knowledgeable staff member or your EHR vendor.

CHAPTER 3

A BETTER USER EXPERIENCE MAKES A DIFFERENCE

Technology can stem the rising tide of healthcare burnout and help put the bounce back in your step. The following health IT platforms provide the tools to sustain a healthy work-life balance and rejuvenate your passion as a medical professional.

Yes, there is a user-friendly EHR

NextGen® Enterprise EHR and NextGen® Enterprise PM

An award-winning, CURES-certified EHR that integrates with a robust practice management system offers a refreshing respite from burdensome tasks normally associated with EHRs. Marrying the right EHR with the right practice management system enables you to automate reports and statements, billing, claims, collection, recall letter generation, eligibility, and claim status requests, all in one place.

These capabilities go a long way to improve provider and staff satisfaction.

AWARD WINNING



“ NextGen Healthcare was the only comprehensive solution to provide unmatched provider and patient experience through configurability, flexibility, and scalability while addressing the needs of a growing organization like ours with multiple lines of service.”

Carol Coyle, MSW
Chief Executive Officer
Liberty Resources



Increase efficiency, expedite claims, and improve decision-making

NextGen® Financial Management

Revenue cycle management (RCM) and medical billing services can help improve financial performance and combat rising practice costs, allowing you to focus on what matters most—patient health.

Your practice can devote more time to your patients with revenue cycle management services that provide transparent billing, manage claim denials, correct operational inefficiencies, and support your staff.

“Some people think you lose control when you outsource your billing, but with NextGen Healthcare, that’s far from the truth.”

Debbie Redd
Chief Executive Officer and President
Capital Women’s Care

Integrate virtual visits and make life easier

NextGen® Patient Experience Platform

Accessing care conveniently is essential. Patients may switch to another practice if they cannot easily make an appointment. An integrated patient experience platform can help manage scheduling to ensure patients can be seen. Virtual visits also increase access to care and enable busy practices to manage patient demands more efficiently.

For example, a virtual visit solution that integrates with an EHR and practice management system can increase satisfaction for providers and staff. When virtual visits are added to an existing workflow, you can optimize your time and focus more on patient care. Any information obtained during the encounter flows back or is documented directly into the patient's chart.

A host of other solutions, such as patient self-scheduling, online intake capabilities, payment options, a patient portal, and remote patient monitoring, can take your practice to the next level of convenient, compassionate care.

“Allowing our patients to schedule from our website or in our patient portal has been a win-win for KSF Orthopaedic. NextGen Patient Self-Scheduling is one of the best solutions we have ever implemented.”

Kevin Harris

IT Director
KSF Orthopaedic Center

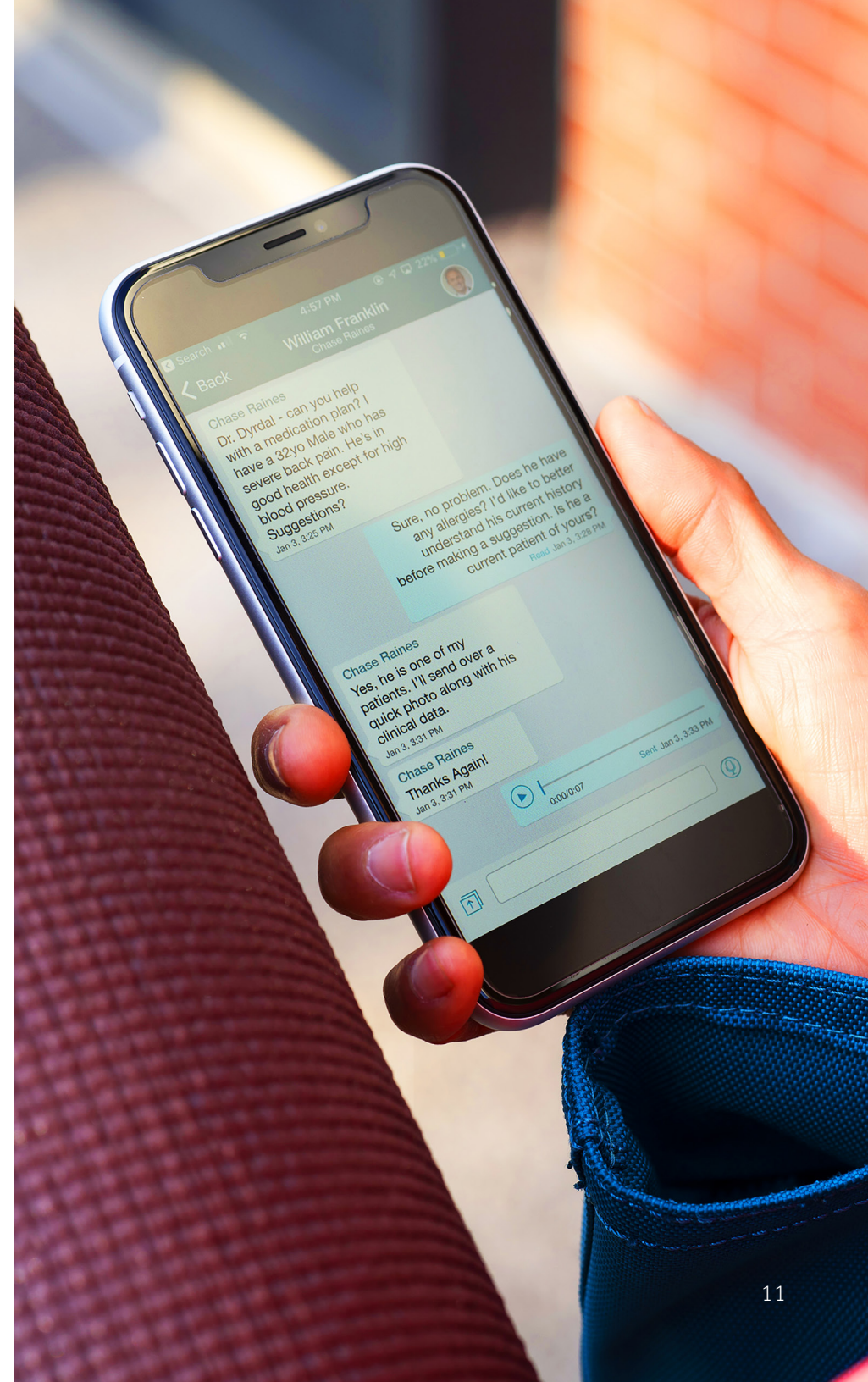
Access an EHR in the palm of your hands

NextGen® Mobile

The access enabled by a mobile EHR means you can treat patients anywhere, and all documentation automatically flows into the patient chart. With the right mobile technology, you can collaborate via a secure, HIPAA-compliant texting platform in an instant, thereby potentially avoiding critical errors.

From a mobile device, you can:

- View the patient schedule and share clinical content instantly
- View images and documents from the EHR
- Capture images
- Document in the field from any device
- Text securely with colleagues
- Dictate notes offline



“ I stopped setting the computer in front of me while I’m interacting with patients. My coding has become much more accurate, and my charges are more readily justifiable.”

Darryn Band, MD
Physician and Partner

BETTER STARTS HERE

Contact us at 855-510-6398 or results@nextgen.com

1 Physician Burnout, Agency for Healthcare Research and Quality, <https://www.ahrq.gov/prevention/clinician/ahrq-works/burnout/index.html> **2** 2021 Survey of America's Physicians Covid-19 Impact Edition: A Year Later. Physicians Foundation, June 2021. <https://physiciansfoundation.org/wp-content/uploads/2021/08/2021-Survey-Of-Americas-Physicians-Covid-19-Impact-Edition-A-Year-Later.pdf>

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