

Addressing Physician Burnout: Denver Health's Multifaceted Approach to Improving Care Quality



Physician burnout poses a significant risk to patient safety and care quality, as highlighted by Denver Health's Chief Medical Officer, Connie Savor Price, MD, MBA. Burnout among physicians was prevalent even before the COVID-19 pandemic and saw a notable increase during the public health crisis. Addressing burnout requires multifaceted approaches, including reducing workload and administrative burdens, offering emotional and professional support, and involving frontline clinicians in developing initiatives. Denver Health's strategies include providing Epic 'super users' for EMR efficiency, fostering a collegial work environment, and implementing targeted programs like task-shifting and mentorship.

Denver Health has actively engaged in efforts to combat physician burnout for over eight years, emphasizing the importance of continuous improvement and adaptation of strategies. Notable initiatives include insurance enrollment services for patients, at-the-elbow support for EMR use, professional development opportunities, and recognizing clinicians' contributions through public acknowledgment. Measuring the impact of these initiatives through tools like the Mini Z survey helps track progress and identify areas for further improvement. Despite the challenges, Denver Health remains committed to enhancing physician well-being and, consequently, patient care quality.

Key Point

1. **Burnout Impact:** Physician burnout leads to medical errors and compromises care quality.
2. **Primary Efforts:** Reducing workload and administrative burdens at Denver Health.
3. **Frontline Involvement:** Clinicians propose and develop burnout initiatives.
4. **Strategic Initiatives:** EMR efficiency, collegial environment, task-shifting, and mentorship programs.
5. **Measuring Impact:** Using surveys like Mini Z to track progress and guide improvements.

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