

# SURVEY SAYS: PATIENTS WORRIED ABOUT CLINICIAN BURNOUT

Just as clinicians care for the well-being of their patients, patients care about the well-being of their clinicians. ASHP is a healthcare leader committed to preventing burnout and promoting well-being in pharmacists and the entire healthcare workforce. Resilient clinicians and healthcare organizations are critical to safe, high-quality patient care.

## THE PROBLEM

Burnout in healthcare professionals can cause a decrease in care quality and patient safety.



Pharmacy staff burnout may result in medication errors and increased patient harm.



Healthcare workforce burnout may cause inefficiencies, decreased productivity, and employee turnover.

Cost of physician burnout is estimated to be **\$4.6 billion** annually<sup>1</sup>

## WHAT PATIENTS SAY

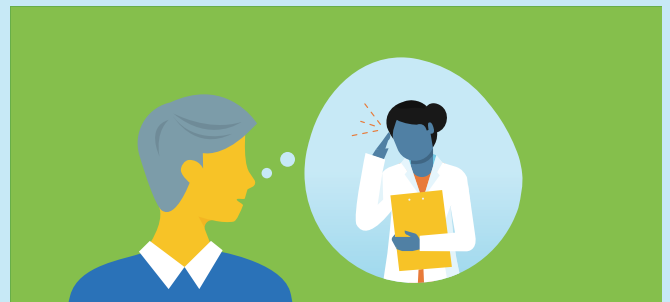
A recent national survey of more than 2,000 Americans found:<sup>2</sup>



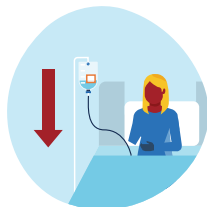
**8 out of 10** have heard that burnout is a problem among healthcare professionals



**77%** are concerned for their safety when their clinician appears burnt out



**91%** believe it's important that their pharmacist or clinician take measures to avoid burnout



**80%** believe care quality may decrease when their pharmacist or other healthcare provider is burnt out



nearly **3 out of 4** are concerned about the impact of burnout

# WHAT PHARMACISTS SAY

According to a health-system pharmacist survey published in 2018:<sup>3</sup>



**53%**

reported a high degree of burnout



**36%**

reported emotional exhaustion



**32%**

felt reduced personal accomplishment



**55%**

were unaware of available well-being resources



Burnout occurred in all practice settings, service areas, and regions

## THE SOLUTION

ASHP—a national professional organization representing pharmacists, pharmacy residents, student pharmacists, and pharmacy technicians—is a leader in providing members with tools and resources to combat burnout in the healthcare workplace.

In 2017, ASHP joined the National Academy of Medicine Action Collaborative on Clinician Well-Being and Resilience as an original sponsor. This four-year initiative aims to:

- ✓ **Raise clinician burnout visibility**
- ✓ **Improve understanding of this workforce issue**
- ✓ **Advance evidence-based solutions**



ASHP urges leaders of healthcare organizations to address burnout vigilantly and immediately. ASHP recognizes that improving well-being and resilience is a shared responsibility between the individual and the organization. Solutions include:

- ✓ **Identify barriers to joy in the workplace**
- ✓ **Connect work to purpose**
- ✓ **Implement and evaluate interventions**
- ✓ **Share and celebrate improvements**

## TAKE CHARGE OF YOUR WELL-BEING AT WellBeing.ASHP.org



**Watch** webinars about resilience and burnout prevention



**Read** journal articles that explore risks, symptoms, and effects of burnout



**View** well-being testimonials from clinicians

<sup>1</sup> Han S, Shanafelt T, Sinsky C, et al. 2019. Estimating the Attributable Cost of Physician Burnout in the United States. *Ann Intern Med.* 170(11):784-790.

<sup>2</sup> [www.ashp.org/News/2019/06/17/Clinician-Wellbeing-Survey](http://www.ashp.org/News/2019/06/17/Clinician-Wellbeing-Survey)

<sup>3</sup> Durham ME, Bush PW, Ball AM. 2018. Evidence of burnout in health-system pharmacists. *Am J Health-Syst Pharm.* 75(23):S93-S100.