

Background

Challenge:

- Clinicians struggle with EMR systems & maintaining balance.
- EMR being a major source of stress.
- Existing supports not meeting all needs.

Existing Support:

- AI scribe, Educational material, ISD trainers and EMR vendor's training programs, Departmental tools.

Hypothesis

- Clinician's Burnout on EMR is more than EMR technology/optimization issues.
- Individual coaching can address the unmet needs of clinicians, improving EMR efficiency and wellbeing, increasing work satisfaction.

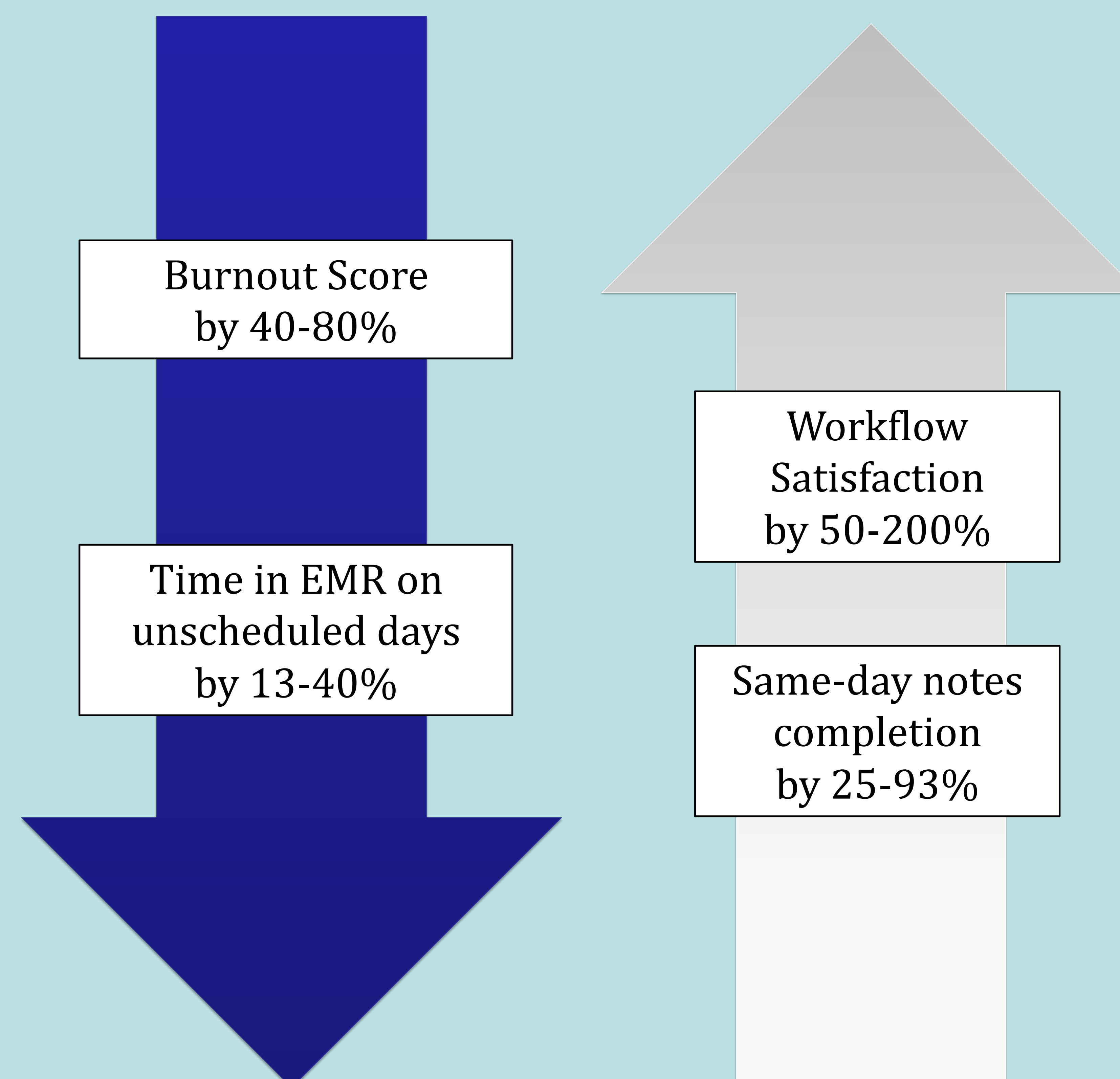
Methods

- Individual coaching with Human Factors/Ergonomics, cognitive strategies & EMR tips by the author (see handout)
- Personalized approach adapting to clinician needs.
- Duration: 2-3 months (5-7 sessions)
- N = 3 faculty clinicians (MD/NP)
- Measured Well-Being Index score, workflow satisfaction, notes completion, "Pajama time" in EMR

Results

- WBI Score (0-7): Dropped (improved) by 2-4 points (40-80%)
- Satisfaction (overlap with ideal): Increased by 50-200%. "I don't feel as much dread towards EMR work," "I liked how we focused on areas I needed vs going through a template"
- EMR Proficiency: Same day note completion increased by 25-93%
- Reduced note-writing time by 12%, EMR "pajama time" by 13-40%.

Personalized coaching improved burnout, EMR efficiency and satisfaction



Human Factors/Ergonomics and Coaching Principles Used

HFE:

- Workload = cognitive, emotional and physical.
- Humans have a biological response to stressors --> burnout.
- Clinical cognition is a limited resource.
- Protect time away from EMR for cognitive restoration --> safe & sustainable pt care.

Coaching:

- Empowerment - everyone has the needed resources within themselves.
- Remember "why," set the Goal and Reverse-Engineer, celebrate wins, for ongoing improvement.
- Changing the question increases options – eg. "What's wrong" To "If it were possible..."

Future Directions/Scalability

- Increasing participants (individuals and organizational)
- Training more coaches
- Integrate the model into mentoring, onboarding process and GME training

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For more information, email:
Sachiko_Kaizuka@urmc.rochester.edu