



THE HEALTHCARE BURNOUT CRISIS

Nurse Burnout and Patient Safety

Welcome!

SE Healthcare empowers healthcare organizations to address critical challenges like nurse burnout and retention, using data-driven insights and innovative solutions.

Core Focus Areas

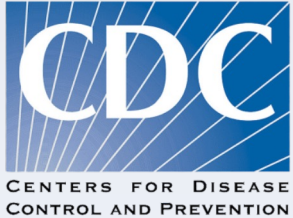
- Nurse Burnout Prevention
- Data Analytics & Benchmarking
- Professional Development & Resilience

Proven Impact

- Reduced burnout by up to 35% among high-risk staff.
- Enhanced nurse retention, saving organizations significant costs.
- Improved patient outcomes and satisfaction through better workforce well-being.



What is Burnout? The Definitions:



Exhaustion

"I don't know how much longer I can keep doing this..."

Depersonalization

"I've become critical and sarcastic, constantly venting instead of genuinely caring for those I once felt called to serve"

Lack of Self-Efficacy

"What's the point? Nothing I do seems to matter anymore"



Feelings of energy depletion or exhaustion

- Persistent fatigue and a lack of physical and mental energy.

Increased mental distance from one's job

- Often experienced as cynicism or negative feelings toward one's work.

Reduced professional efficacy

- Decreased performance or feelings of ineffectiveness at work.

The Impact of Burnout: Retention & Absenteeism Only?



23% of nurses leave their jobs annually due to burnout.



1 in 5 nurses leaves the profession entirely within five years of starting.



Burnout leads to **increased absenteeism**, with nurses taking more sick days than the average worker.



44% of nurses report considering leaving their jobs within the next year due to burnout.



Burnout contributes to **short-staffing**, creating a cycle of overwork for remaining staff.



Nurses experiencing burnout are **2x more likely** to leave their roles than their peers.



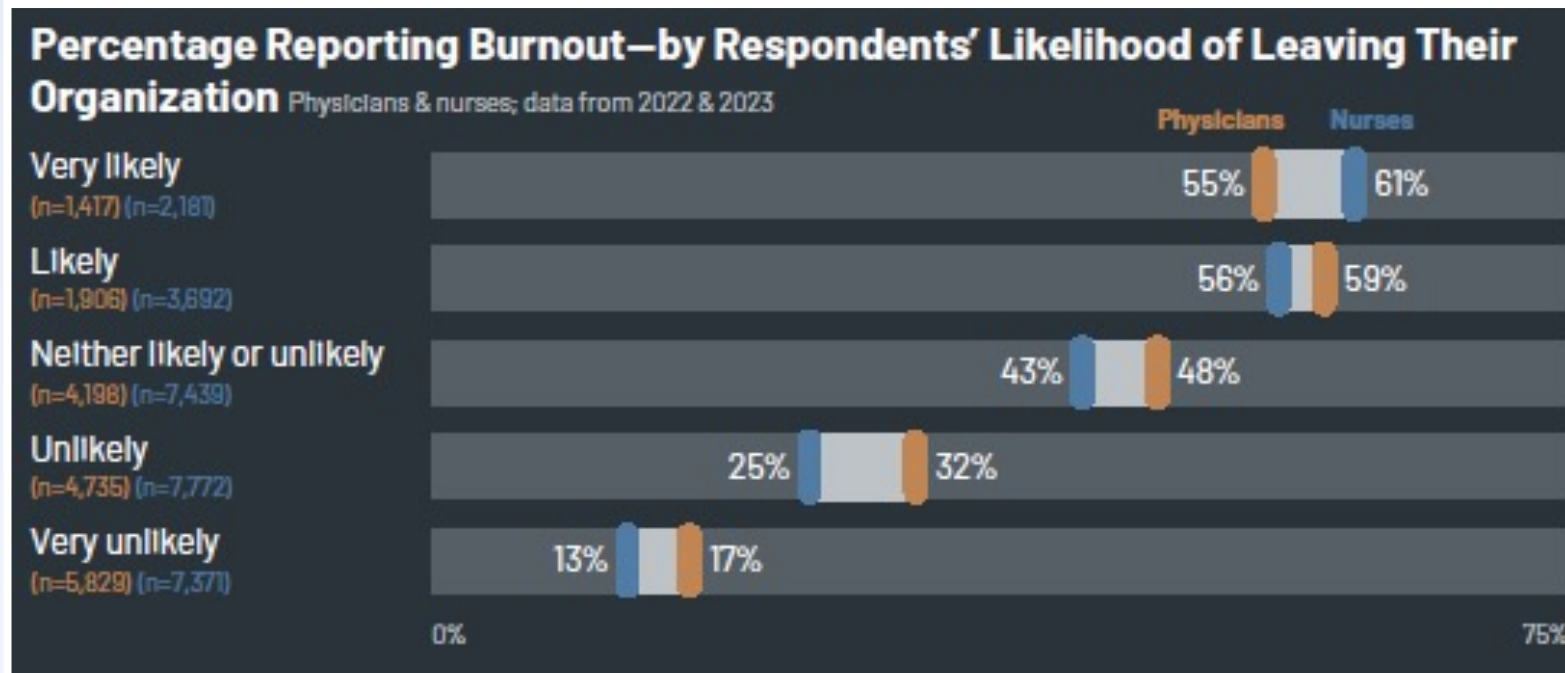
62% or nearly 2/3 of nurses report burnout

The Turnover/Retention Cost of Nurse Burnout

- The cost of replacing a single nurse ranges from **\$37,700 - \$58,400**. This includes recruitment, hiring, and training expenses.
- The daily cost of inaction for organizations with 100 nurses can range from **\$2,019 - \$3,135 per day**, depending on the replacement costs and turnover rate.



KLAS 2024 Report on Burnout



The greater their burnout, the more likely they are to leave their organization within the next two years'.

The resulting turnover can force even more work onto the overburdened staff who remain.



What if I told you...

Nurse burnout is a direct threat to patient safety, not just a staffing problem.

ADVERTISEMENT


Nursing > Nursing

Nurse Burnout Linked to Reduced Patient Safety

— It's time to move beyond simply teaching nurses to "tolerate a broken system," researcher says

by Shannon Firth, Washington Correspondent, MedPage Today
November 5, 2024

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Home > Patient satisfaction and experience

ALFAOLGAISTOCK VIA GETTY IMAGES

Effects of nurse burnout on patient safety, satisfaction

Patient safety is significantly harmed by nurse burnout, while patient safety scores take a moderate hit from high clinician burnout rates.

By Sara Heath, Executive Editor

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Medical Xpress

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McKnight's Long-Term Care News

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CLINICAL DAILY NEWS

Nurse burnout tied to lower healthcare quality, safety and patient satisfaction: report

KRISTEN FISCHER

NOVEMBER 5, 2024

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Nurse burnout tied to lower quality of care

by Lori Solomon



What's the News?

A study published in **JAMA Network Open**, which conducted a systematic review and meta-analysis of 85 studies involving 288,581 nurses across 32 countries concluded the following:



Nurse burnout significantly impacts patient safety, healthcare quality, and patient satisfaction, with higher rates of errors, adverse events, and lower safety grades reported. Despite decades of quality improvement efforts, burnout remains persistent, underscoring the need for systemic interventions in workplace conditions and staffing.

The Correlation Between Nurse Burnout & Healthcare Outcomes

KEY FINDINGS FROM

JAMA
Network | **Open**™



Patient Safety:

- Burnout leads to lower safety culture and grades.
- Increased rates of hospital-acquired infections, patient falls, and medication errors.



Quality of Care:

- Burnout correlates with lower nurse-assessed quality of care.
- Persistently negative impact over the past three decades.



Patient Satisfaction:

- Linked to lower satisfaction ratings.

Primary Factors Contributing to Nurse Burnout

Chronic workplace stress characterized by:

- Emotional exhaustion
- Depersonalization
- Lack of personal accomplishment

Systemic Issues:

- Low staffing levels
- Long work hours and overtime
- Lack of professional recognition

Persistent Challenges:

- Burnout prevalence remains high despite interventions.



Tangible Impacts of Burnout on Clinical Environments



Patient Safety Risks:

- Increased adverse events, such as medication errors and patient safety incidents.
- Higher frequency of patient falls and nosocomial infections.

Missed Care:

- Burnout contributes to care left undone or missed.

Consistency Across Factors:

- Impacts observed regardless of nurses' age, experience, or location.

Systemic, Comprehensive Solutions

KEY INTERVENTIONS

Individual Efforts:

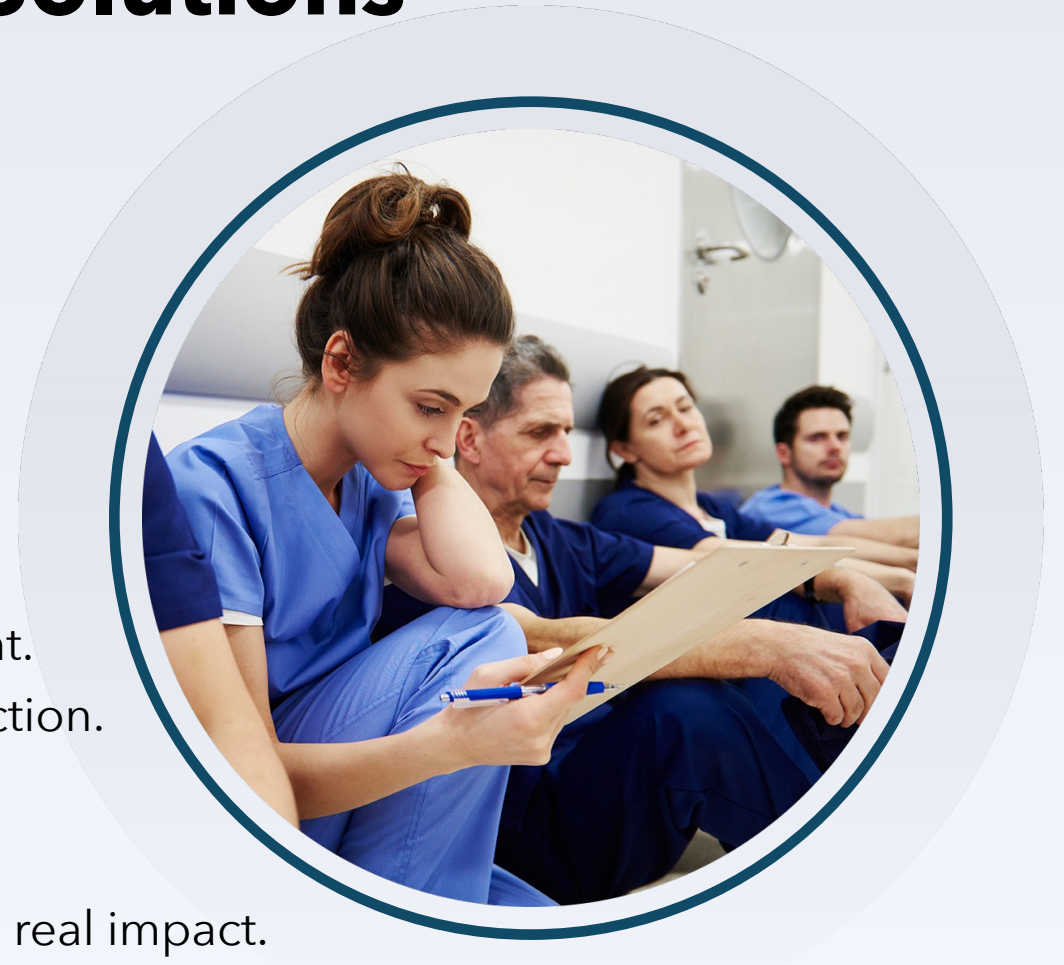
- Mindfulness and personal resilience training to improve stress management.

System-Level Strategies:

- Improved nurse staffing ratios.
- Fostering teamwork and professional development.
- Senior leadership accountability for burnout reduction.

Long-Term Vision:

- Substantial funding and systemic changes to drive real impact.



A 10% increase in nurses' intention to leave their jobs leads to a 14% increase in the likelihood of patient mortality.

Financial Impact of Nurse Burnout on Patient Safety



**Annual Losses
per Hospital:**
\$9 Million



**Annual Cost of
Malpractice Claims:**
\$1.3 Billion

Patient Turnover and Revenue Loss:

Dissatisfied patients, often a result of safety incidents tied to nurse burnout, are **2x more likely** to switch providers.

Each lost patient can cost a hospital an estimated **\$200,000 in lifetime revenue**, particularly in competitive healthcare markets.

What Can You Do Today?



**BURNOUT
PREVENTION
IS NOT A
HOLIDAY
PARTY**



**BURNOUT
PREVENTION
IS NOT A
MOTIVATIONAL
POSTER**



**BURNOUT
PREVENTION
IS NOT AN
OFFICE HAPPY
HOUR**



**BURNOUT
PREVENTION
IS NOT A
PIZZA PARTY**



**BURNOUT
PREVENTION
IS NOT A
VISIT FROM A
THERAPY DOG**



**BURNOUT
PREVENTION
IS NOT AN
EMPLOYEE OF
THE MONTH
AWARD**



Survey. Survey. Survey.

 PressGaney

 SurveyMonkey®


WELL-BEING
index

qualtrics^{XM}

 nrc
HEALTH | Human Understanding®

Medallia
for
Healthcare

Wellness Programs -We All Have Them

Burnout is assessed as part of engagement, satisfaction, or pulse surveys

EAP for counseling support and/or mindfulness apps

Therapy dogs

Resilience pizza

Recharge/quiet rooms

After event huddles

Daily huddles

Peer support networks

Flexible scheduling/time off

Increased pay

Programs to increase physical activity/exercise

Recognition & reward programs

Training

Surveys.....Well



Lack of Follow-Up

Feedback is collected, but no meaningful action follows, leading to frustration.



Insufficient Anonymity

Employees fear repercussions for honest, negative feedback.



Irrelevant Questions

Generic questions fail to address specific healthcare challenges like burnout or workload.



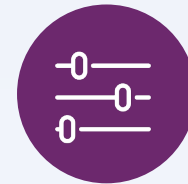
Frequency and Timing

Over-frequent surveys lead to "survey fatigue"; poor timing adds stress.



Lack of Tangible Improvement

No visible improvements lead to disillusionment with the survey process.



Misalignment with Actual Work Environment

Surveys often miss capturing the realities of frontline healthcare roles.

And Wellness Programs Fall Short...

McKinsey Report:

Individual interventions like exercise neglect systemic issues like high demands and lack of support, failing to address burnout's root causes.

Blue Cross Blue Shield:

Self-directed solutions like apps and EAPs miss the core issues in organizational culture and job design.

Deloitte Insights:

Wellness programs often fall short by focusing on individual responsibility rather than workplace conditions contributing to burnout.

Deloitte Insights:

Leaders struggle with the disconnect between wellness programs and employee well-being, as these initiatives often don't address key burnout sources like workloads.

Participation Gaps:

Less than 25% of employees engage with wellness programs, due to high workloads, lack of time, and perceived irrelevance.

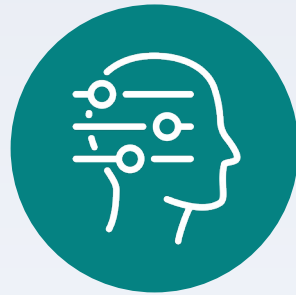
Barriers to Engagement:

Low participation is worsened by privacy concerns, mistrust in program effectiveness, and skepticism about motives.

But they are still unable to answer...



**What is our
level of burnout
compared to
other systems?**



**How much does
burnout differ by
demographics?**
(i.e. age, gender, years
of experience, unit, role)



**What are the root
causes of burnout per
demographic?**



**How are our
interventions
impacting outcome?**



BURNOUT PREVENTION PROGRAM



Surveys



**Data
Analytics**



**Training
(CE/LMS)**



**Wellness
Programs**



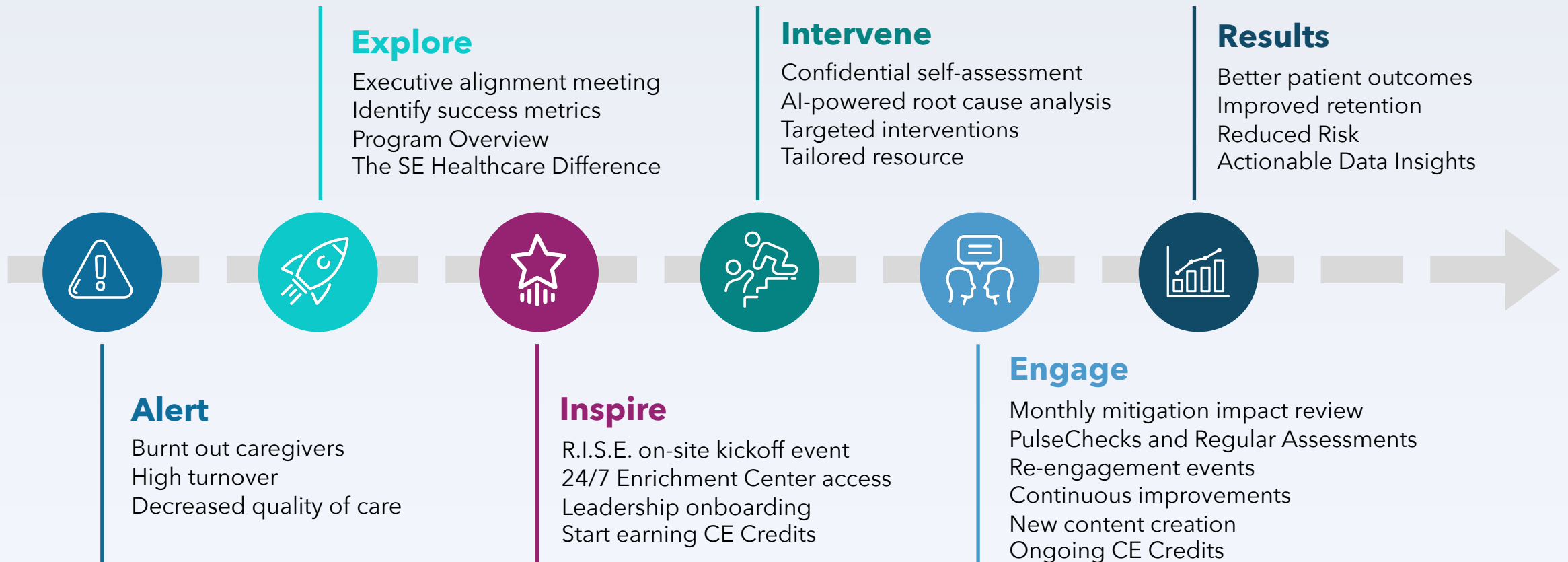
**Engagement
Tools**





Roadmap to Wellness

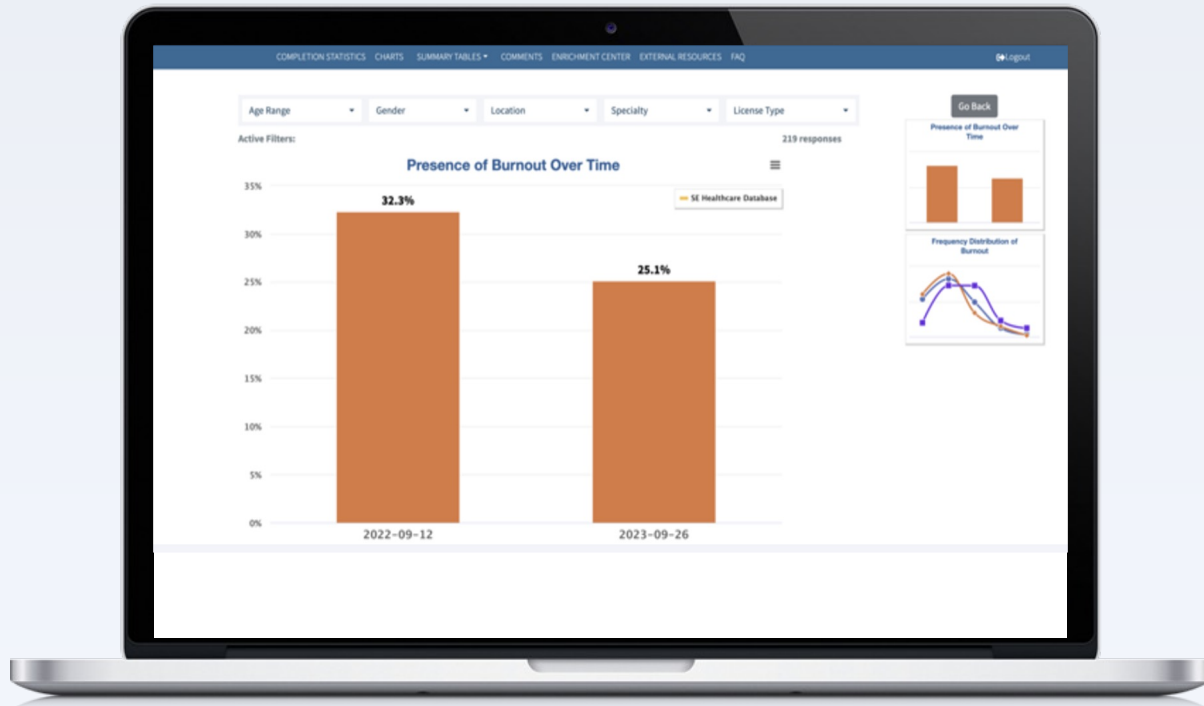
SE Healthcare's comprehensive approach is aimed at addressing nurse burnout, while promoting overall wellness among healthcare professionals.



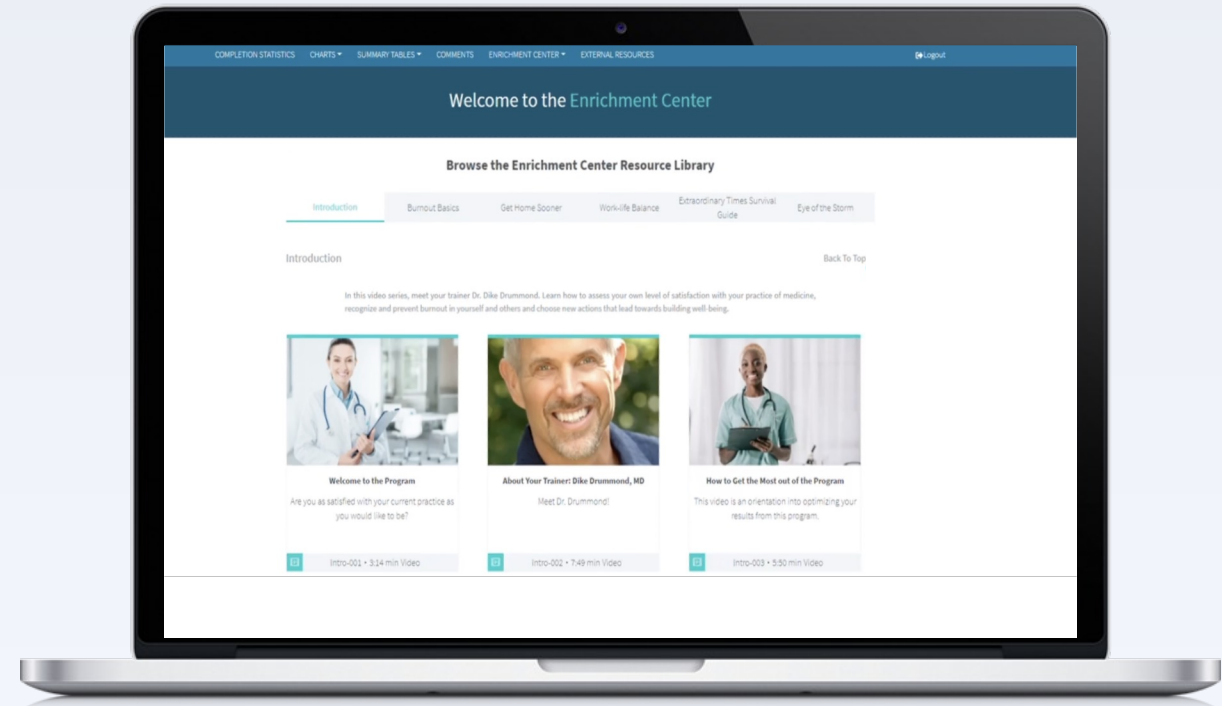
What Do We Do:

A comprehensive program offering individual and organizational tools.

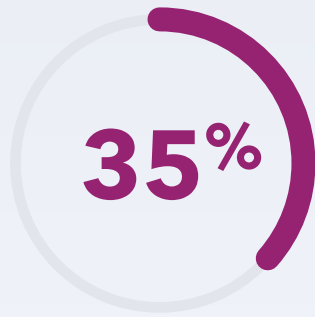
DATA



CONTENT



Results From ANA Participants



**Reduced the
highest level of
burnout by 35%**



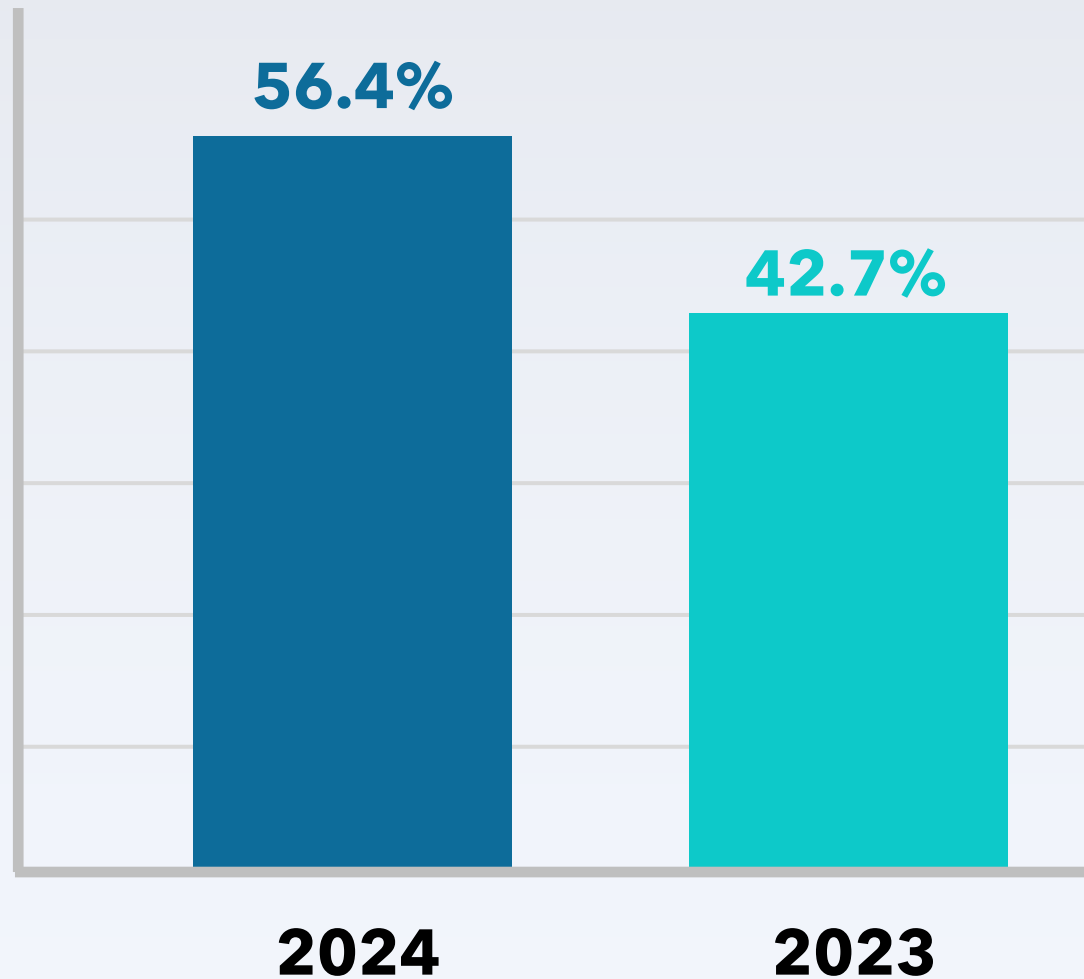
**52% of Nurses
Reduced Burnout
Using the Program**



**86% Used the
Strategies at Work
or Home**

Actual Customer: Overall Presence of Burnout

24.3% Reduction!



Why Is it Different?



Advanced Data Analytics for Precision:

Uses patented algorithms, AI-driven analysis to pinpoint stressors by role, department, and demographics, enabling highly targeted interventions based on specific team needs.



Integrated CE/CME Credits with Wellness Content:

Nurses earn professional development credits directly through the program's wellness and resilience resources, streamlining learning and advancement within the platform.



Organizational Insights for Leadership:

Custom dashboards provide actionable insights and trend tracking for leaders, allowing them to monitor burnout trends over time and make informed adjustments to support staff well-being.



PulseCheck for Continuous Monitoring:

Real-time burnout monitoring allows for frequent check-ins between major assessments, giving leadership timely data to proactively address issues.



Supports Magnet and PTAP Standards:

Aligns with Magnet and PTAP requirements, fostering nursing excellence through structured support, burnout reduction, and a positive work environment critical for achieving and maintaining these designations.

Leading Technology



AI-Driven Stressor Identification:

Utilizes advanced AI to analyze nurse feedback, pinpointing specific stressors by role, shift, and department for targeted action.



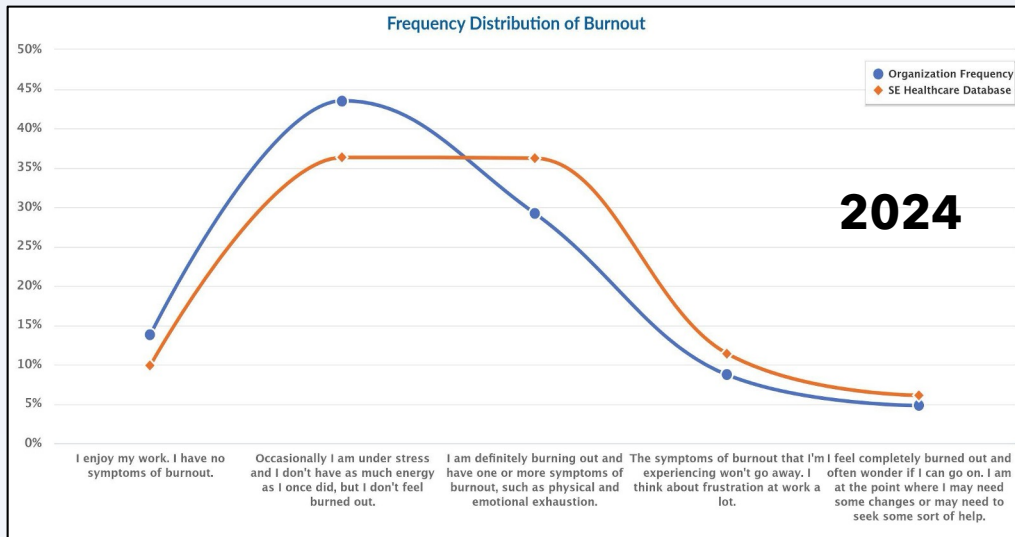
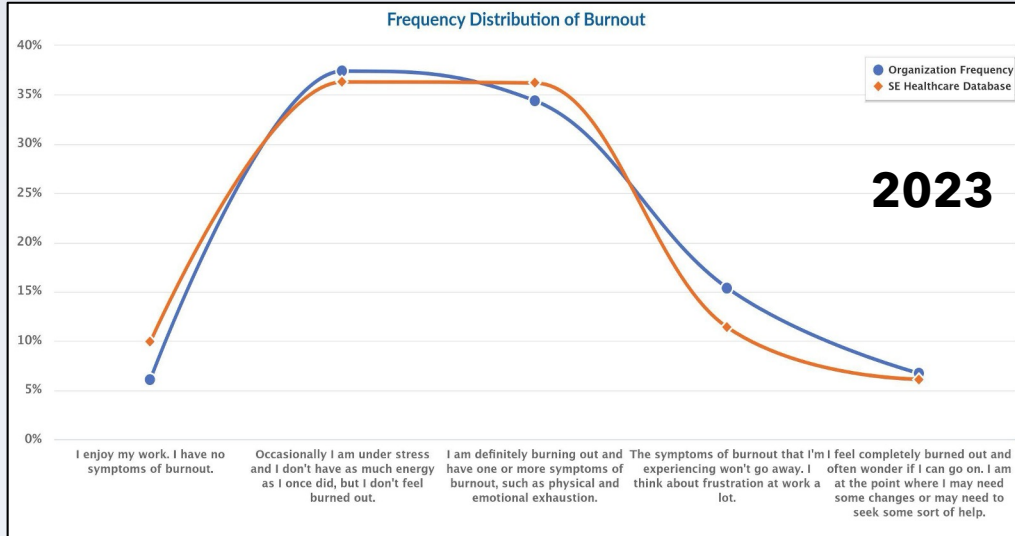
Patented Algorithms for Precision Insights:

Proprietary algorithms process burnout data to generate tailored insights, helping organizations understand burnout trends and hotspots in real-time.



Predictive Analytics for Proactive Support:

Predictive models identify at-risk groups early, allowing leadership to implement preventive measures and reduce burnout before it escalates.



Frequency of Burnout

From 2023 to 2024:

Level 3 burnout reduced by 15%
Level 4 burnout reduced by 44%
Level 5 burnout reduced by 28%

Representative Customers



Nurses at the following organizations use our product to combat burnout:



Key Partners



How to Get the Data

The SE Burnout Prevention Assessment:



Efficient & Effective:

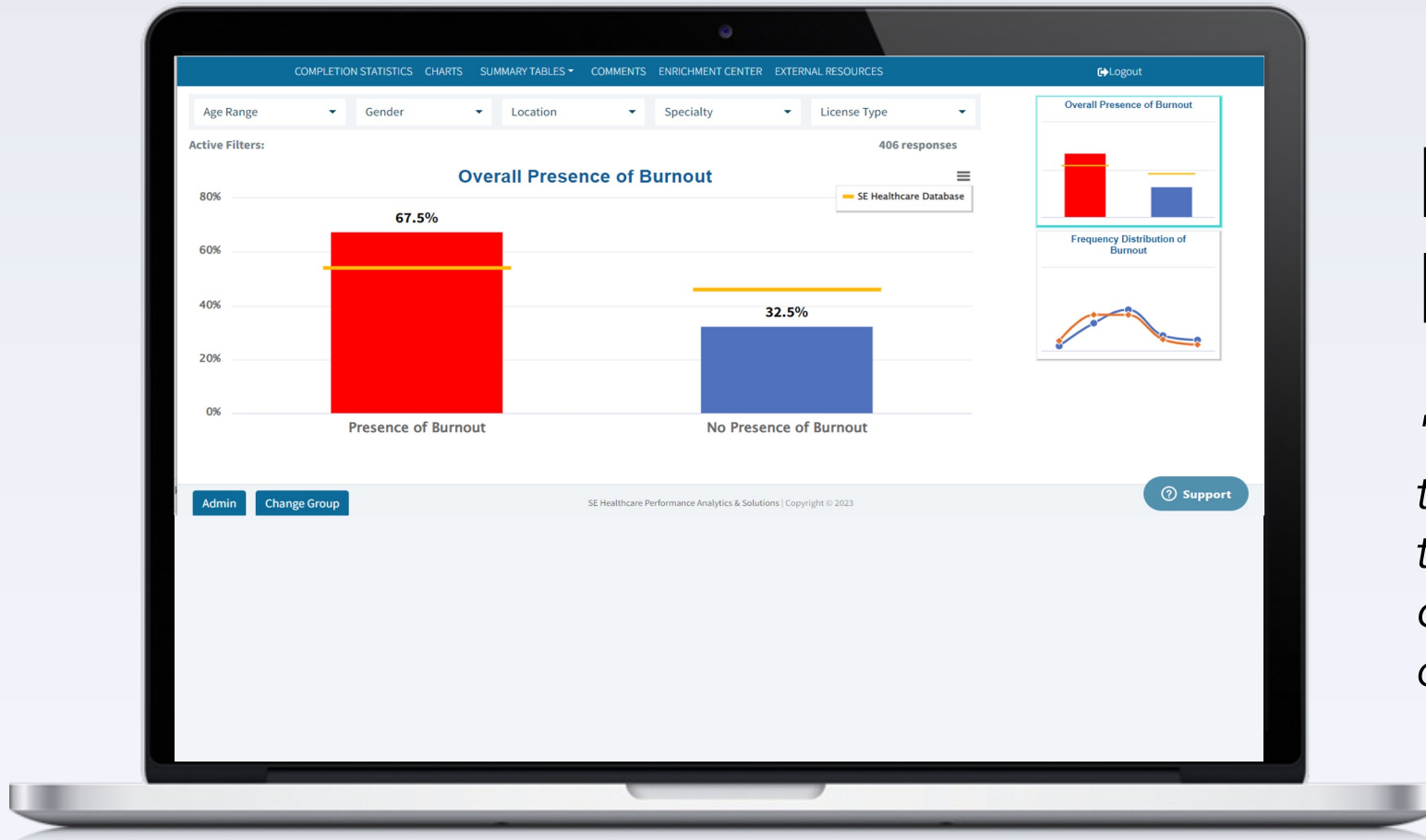
One-question survey matches MBI's accuracy with minimal time required.

High Participation:

Delivers results comparable to MBI, ensuring broad and reliable data.

Time & Cost Savings:

Enables frequent assessments and resource reallocation without quality loss.



Burnout Data Details

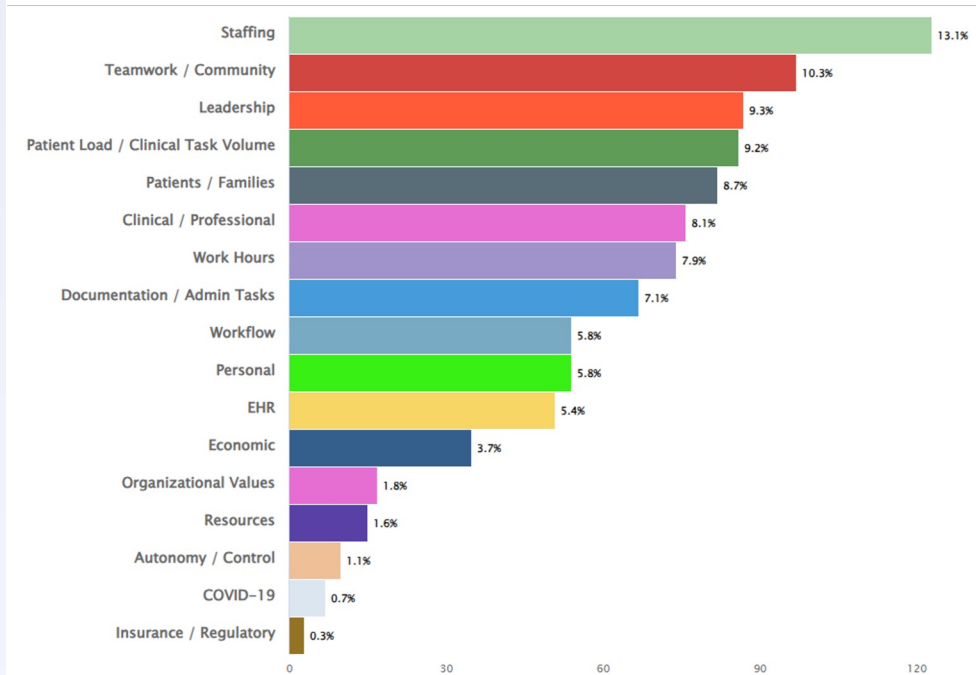
"I rely on SE Healthcare because they provide data and insights that I can't find anywhere else—critical information that truly drives impactful decisions."

Down to the anonymized individual level

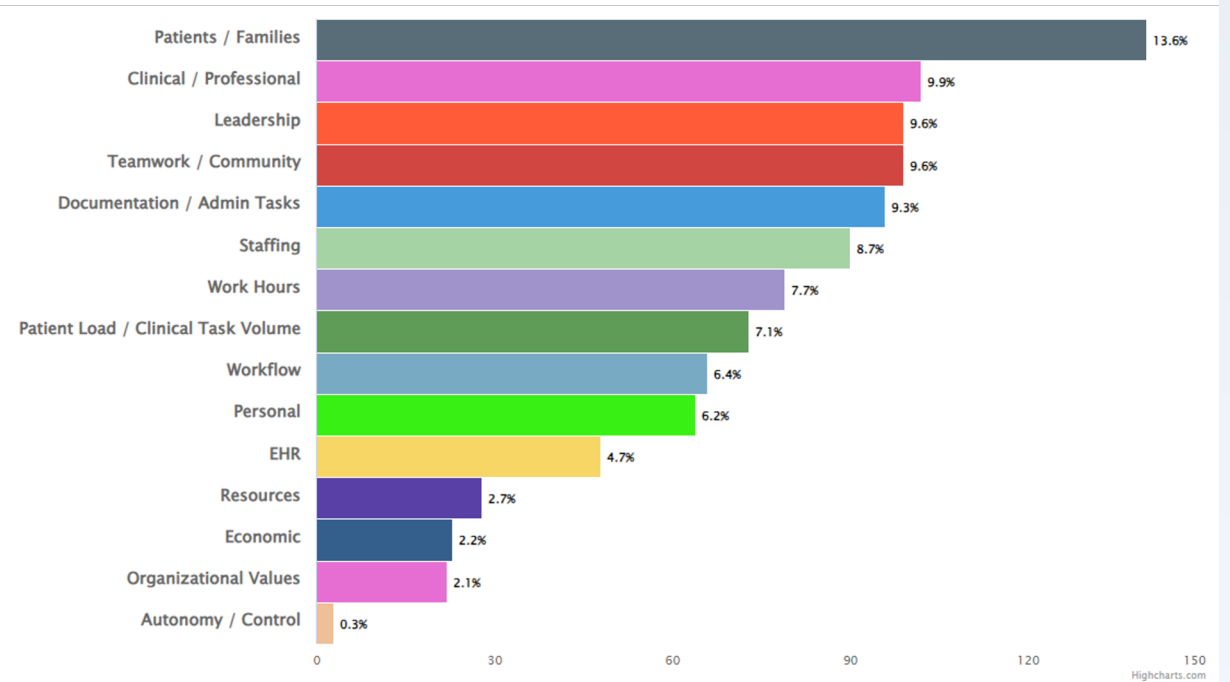



Stressors Organization-Wide

2023





2024





Pulse  Check


How are you feeling today?








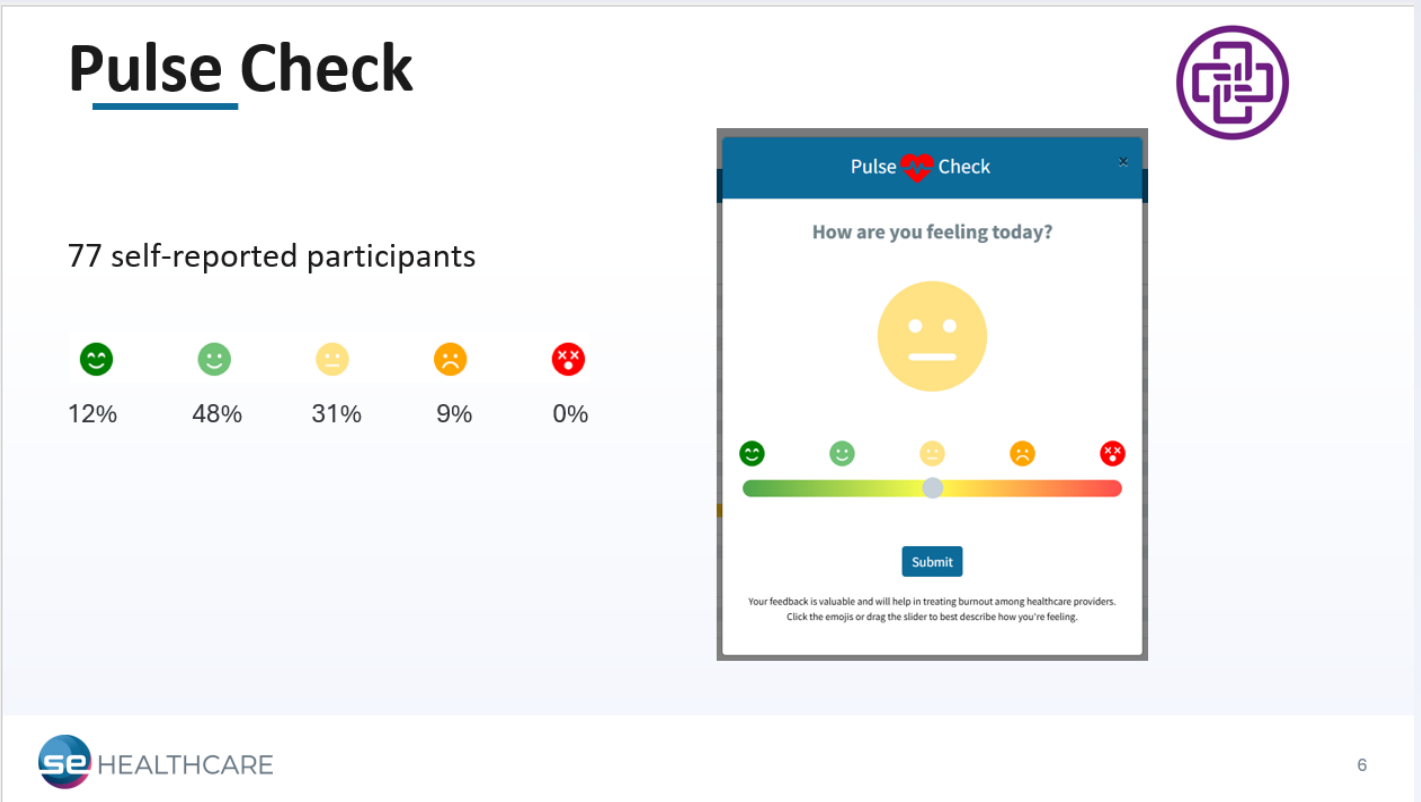




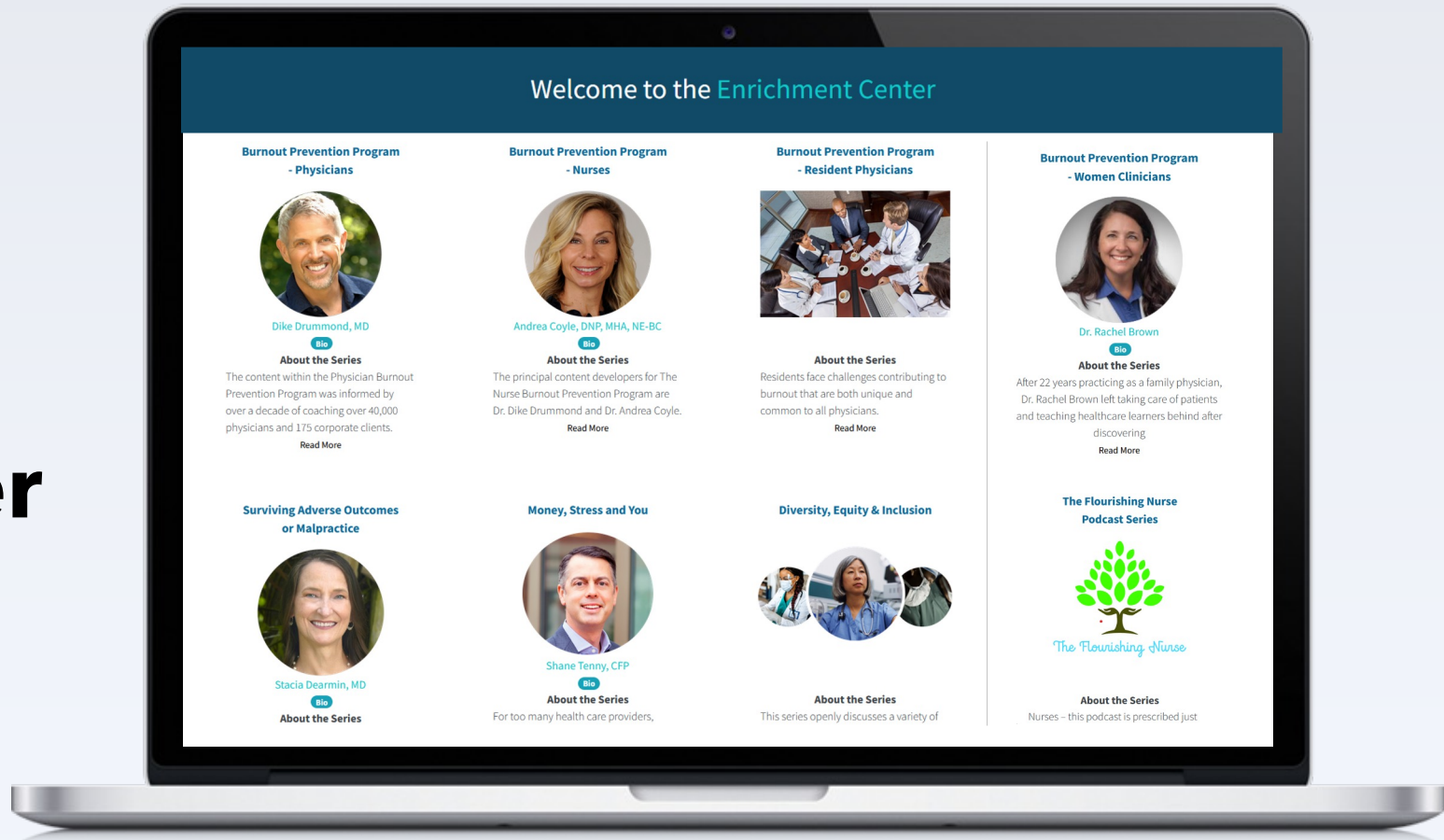


Submit

Your feedback is valuable and will help in treating burnout among healthcare providers.
Click the emojis or drag the slider to best describe how you're feeling.



Custom-Tailored Content in the Enrichment Center



Tailored Content from Assessment Response

YOUR BIGGEST STRESSOR » 4:37:42 41 Credits

43 Videos | 19,692 views



6:33

08/21/2019 | 1,141 views

1 CE

Additional Causes of Burnout

[Burnout Prevention Program - Physicians »](#) Burnout Basics (23/29)

Any stress can contribute to your risk of burnout. Here are some of the most common stressors to watch out for.

By: [Dike Drummond, MD](#)



7:48

08/21/2019 | 1,243 views

1 CE

Universal Causes of Burnout Part 2

[Burnout Prevention Program - Physicians »](#) Burnout Basics (22/29)

You must understand and mitigate for each of the Universal Causes of Burnout.

By: [Dike Drummond, MD](#)



5:51

08/21/2019 | 1,413 views

1 CE


Universal Causes of Burnout Part 1

[Burnout Prevention Program - Physicians »](#) Burnout Basics (21/29)

You must understand and mitigate for each of the Universal Causes of Burnout.


By: [Dike Drummond, MD](#)

Introduction




Welcome to the Program
Are you satisfied with your current practice as you would like to be?

Intro-001 • 5:54 min Video




About Your Trainer: Dr. D. Drummond, MD
Meet Dr. Drummond!

Intro-002 • 7:48 min Video




How to Get the Most out of the Program
This video is an orientation into completing your return from this program.

Intro-003 • 5:30 min Video



Step Out of Your Whitewind
No program can be solved from the same level of consciousness that created it.


BB-004 • 3:48 min Video



Thank You and 2 Tips for Rejuvenation
COVID-19 thank you and tips


Intro-005 • 3:55 min Video

Burnout Basics




Introduction to Burnout Basics
Complete your medical education

BB-009 • 1:02 min Video




What is Burnout?
Recognize the symptoms of burnout in yourself and others.

BB-002 • 6:45 min Video




Stress vs Burnout
Notice the tipping point between simple stress and burnout.

BB-002 • 6:18 min Video




Why is Burnout So Important for Doctors
This is why burnout is the #1 threat to doctors, patients, and their families, every single day.

BB-003 • 6:13 min Video




Burnout Pathophysiology
Redeem education and the patient comes first put us all at much higher risk for burnout in our careers.

BB-004 • 6:56 min Video




Your Three Energy Accounts
Your practice will drain your energy levels, learn how to refill them now.

BB-005 • 7:08 min Video




Universal Causes of Burnout Part 1
You must understand and mitigate for each of the Universal Causes of Burnout.

BB-006 • 5:51 min Video




Universal Causes of Burnout Part 2
You must understand and mitigate for each of the Universal Causes of Burnout.

BB-007 • 7:48 min Video




Additional Causes of Burnout
Anytime we contribute to your risk of burnout, here are some of the most common stressors to watch out for.

BB-008 • 4:13 min Video




Burnout is Not a Problem
Give up the futile search for a solution to burnout. Focus instead on the three to five steps of an effective new-onset strategy.

BB-009 • 7:48 min Video




Canary in a Coal Mine
The best statement to burnout is twin strategies, one for the canary and one for the coal mine, opening a new-onset strategy.

BB-010 • 6:04 min Video




Building Your Ideal Practice
These three steps are the key to a long, fulfilling career and the lifelong prevention of burnout.

BB-011 • 7:15 min Video




Burnout's Highest and Best Use
Burnout is a source of wisdom and purpose when put to its highest and best use.

BB-012 • 6:23 min Video



How to Reach Out to a Colleague in Distress
If you are concerned, your outreach could save their life.

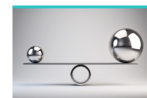
BB-013 • 4:09 min Video



When Venting is Dangerous
When venting is not healthy and what to do about it.


BB-014 • 3:38 min Video

Work-life Balance




Introduction to Work-Life Balance
Welcome to the work-life balance tools. Done right!

WLB-001 • 1:23 min Video




The Schedule Hack Part 1
The 20 minute, once a week structure to guarantee work-life balance.

WLB-001 • 4:30 min Video




The Schedule Hack Part 2
The 20 minute, once a week structure to guarantee work-life balance.

WLB-002 • 4:19 min Video




The Boundary Ritual
Stop sitting at home and thinking about work. Use the boundary ritual to come all the way home.

WLB-003 • 7:11 min Video




Sanctuary Energy Management
Maintain your energy and sanity even when you are on call or have charts to do at home.

WLB-004 • 4:48 min Video




Building a Better Day Off
Simple tools to dramatically increase the rest, relaxation and satisfaction of your days off.

WLB-005 • 5:54 min Video




Two-week Vacation Secrets
Secrets to looking (and taking) a two-week vacation every year.

WLB-007 • 8:05 min Video



Dark Night Secrets
Dark night twice a month is one of the keys to keeping your relationship as a prime source of support.


WLB-008 • 4:05 min Video



Saying No with Elegance and Grace
How to comfortably say no, so you don't get over-extended.


WLB-009 • 5:28 min Video

Get Home Sooner




Introduction to Get Home Sooner
Getting home sooner is always better!

GHS-001 • 0:51 min Video




Building Your EMS Strategy
EMS is the #1 stressor for most doctors. Build a better strategy to get home sooner.

GHS-002 • 7:45 min Video




How to Run a Quality Team Huddle
Team huddle - do it, or get home later than you have to.

GHS-003 • 4:15 min Video




How to Run a Quality Monthly Staff Meeting
Never be too busy for a monthly staff meeting.

GHS-003 • 4:32 min Video




Batch Processing
Stop the constant random and incorporate interruptions in your practice day.

GHS-004 • 4:30 min Video




Broken Record Automation
Stop being like a broken record in your practice week.

GHS-005 • 5:12 min Video



Treat Yourself Like a Dog
Treat everyone like a dog and watch how you get home sooner and have a higher quality of life at home and home.


GHS-006 • 5:58 min Video



Universal Upset Patient Protocol
How to deal with upset patients quickly, effectively and empathetically.


GHS-007 • 6:08 min Video

Eye of the Storm




How to Use These Audios
Relax and center yourself.

ES-000 • 1:37 min Audio




Introduction to Sitting Meditation
A form of "formal" meditation that is seated and breath-focused.

ES-001 • 6:25 min Audio




Three Minute Sitting Meditation
Three minute seated meditation.

ES-002 • 4:37 min Audio




Five Minute Sitting Meditation
Five minute seated meditation.

ES-003 • 6:25 min Audio




Ten Minute Sitting Meditation
Ten minute seated meditation.

ES-004 • 10:01 min Audio




Introduction to Walking Meditation
Walking meditation basics.

ES-005 • 5:47 min Audio




Three Minute Walking Meditation
Three minute walking meditation.

ES-006 • 6:06 min Audio




Five Minute Walking Meditation
Five minute walking meditation.

ES-007 • 6:52 min Audio




Ten Minute Walking Meditation
Ten minute walking meditation.

ES-008 • 12:11 min Audio




Chair Yoga
Yoga with office furniture.

ES-009 • 11:29 min Audio




Introduction to Guided Imagery
Guided imagery basics.

ES-009 • 3:08 min Audio




Body Scan Guided Imagery
Tool to reach full body relaxation.

ES-011 • 12:53 min Audio




The Lake Guided Imagery
Connect with your lake essence.

ES-012 • 7:37 min Audio




The Mountain Guided Imagery
Connect with your mountain essence.

ES-013 • 7:36 min Audio




The Beach Guided Imagery
Connect with your beach essence.

ES-014 • 8:18 min Audio




The Garden Guided Imagery
Connect with your garden essence.

ES-015 • 7:11 min Audio



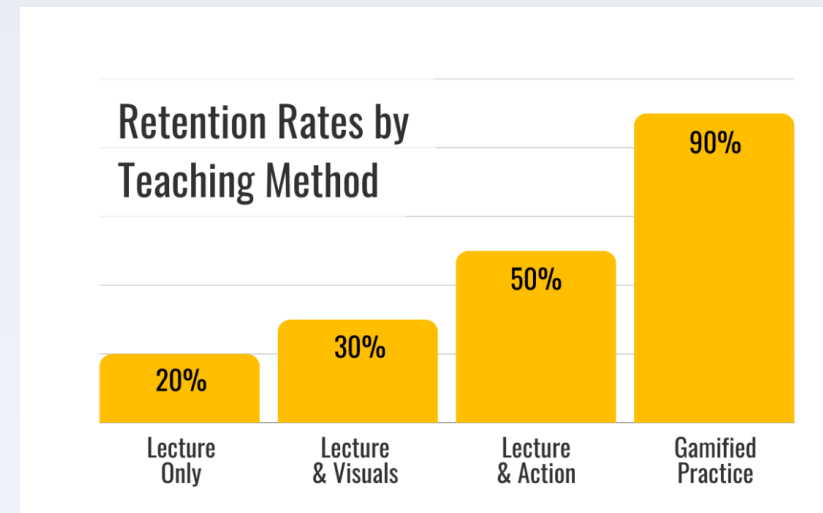
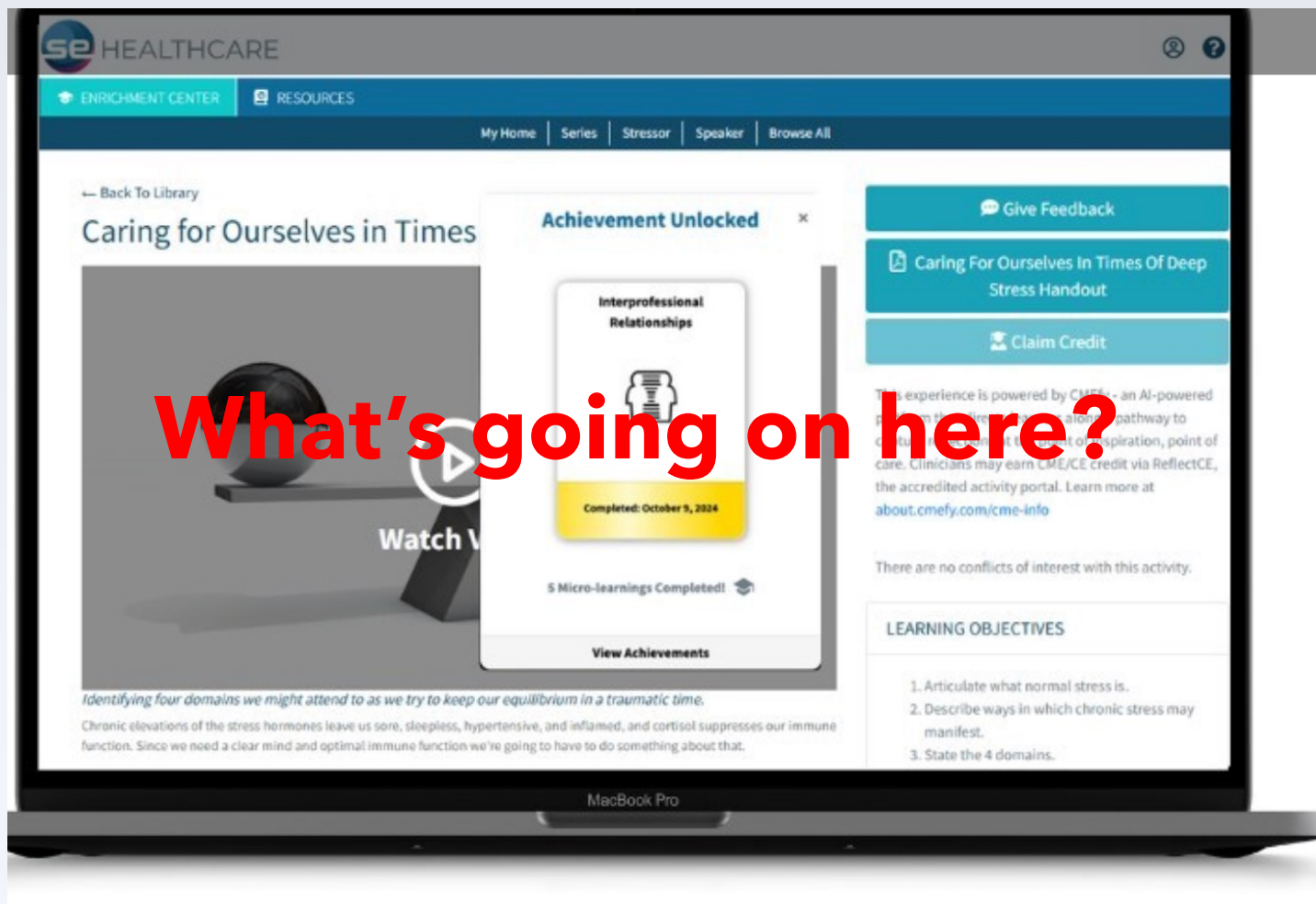
Magic Bubble Guided Imagery
Connect with your bubble essence.

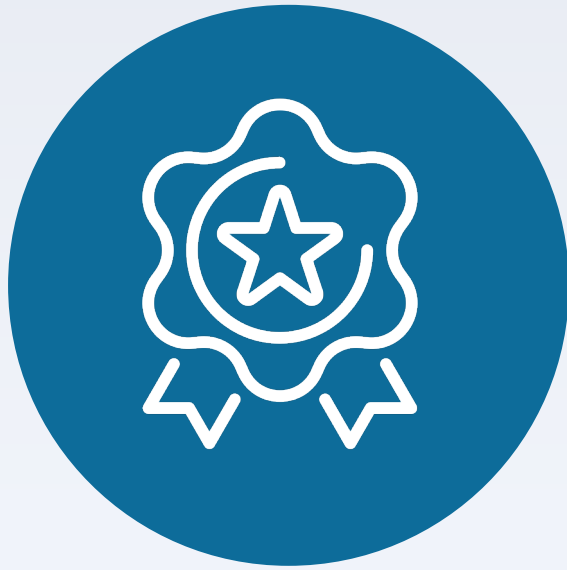
ES-016 • 7:10 min Audio



Your Personal Place Guided Imagery
Relax, let go, and connect with the healing energy of your personal place.

ES-017 • 9:09 min Audio





SE Healthcare's Burnout Prevention Enrichment Center offers continuing education (CE) credits for providers and contact hours for nurses.

SE Healthcare Solutions for Burnout's Impact on Patient Outcomes Based on Findings from JAMA Network Open Study



Improving

Improving Safety Culture and Reducing Errors:

- Real-time monitoring with PulseCheck detects burnout early to prevent medication errors and adverse events.
- AI-driven analytics identify systemic safety issues like poor staffing and workload imbalance.



Preventing

Preventing Missed or Undone Care:

- Customized training modules help nurses manage stress and avoid critical care gaps.
- Evaluates nurse-patient ratios to optimize staffing and reduce care left undone.



Enhancing

Enhancing Patient Satisfaction:

- Gamification motivates nurse engagement, improving job satisfaction and patient feedback.
- Builds a supportive culture that mitigates depersonalization and improves nurse-patient interactions.



Lowering

Lowering Infections and Preventing Accidents:

- Big-picture solutions tackle burnout causes, reducing patient infections and falls.
- Easy-to-use dashboards help leaders track problems and make changes to improve safety.



Addressing

Addressing Emotional Exhaustion and Depersonalization:

- Micro-learning reduces stress and improves resilience, targeting key burnout dimensions.
- Promotes teamwork, professional development, and recognition to enhance workplace morale.

We Deliver

What's going on here?

The SE Burnout program saved me from leaving my job as well as improving my personal life.



Thank You!

Question? Comments?

