



WHAT DOES WORKSPACE HAVE TO DO WITH IT?


Radical Approaches to Work and Educational Space

LEARNING OBJECTIVES

- Understand the relevant workspace influences from outside of healthcare that can improve work and education in this industry
- Discover the correlation between improved workspace and patient satisfaction and care outcomes
- Address current burnout and retention issues with new workplace strategies.
- “Right spacing” strategies based on real world needs for improved education and collaboration.



1. Setting the stage
2. Foundations of change
3. New Approaches



AGENDA

SETTING THE
STAGE

WORKSPACE MATTERS

Despite heightened awareness of the widespread negative impact of physician burnout, the **nationwide Physician Misery Index has increased from 3.78 to 3.94 out of 5 since the January 2015 physician survey.**

Among the results:

- **89% of physicians believe the “business and regulation of healthcare” has changed the practice of medicine for the worse**
- **80% feel at risk for burnout**

-2018 Geneia Physician Misery Index



54%

Physicians rate their morale as somewhat or very negative
-The Advisory Board 2017

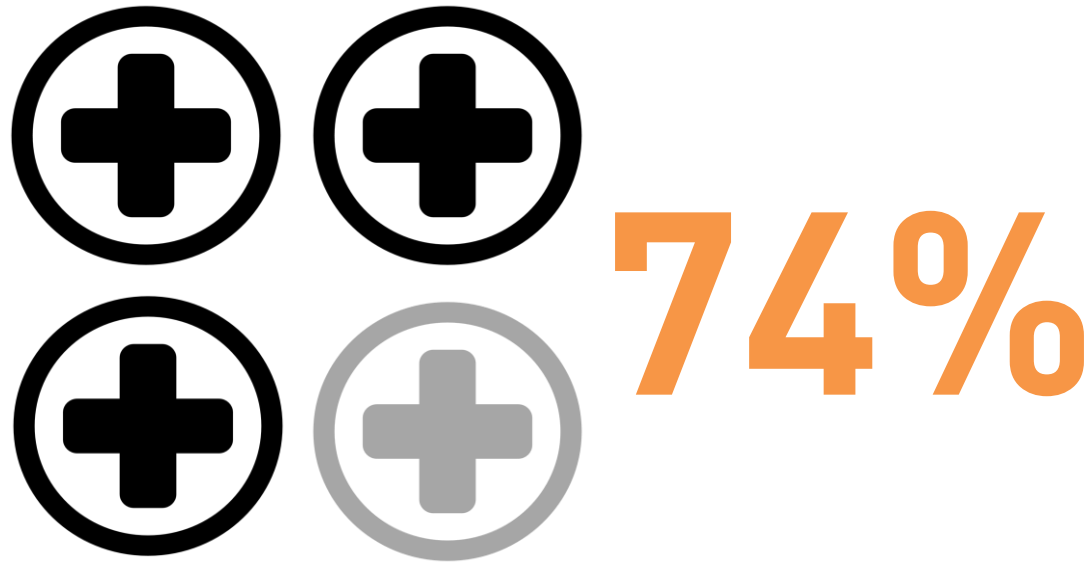


28% ↑

Physician Burnout 2013 - 2016
-The Advisory Board



WORKSPACE MATTERS



Nurses who report concern with effects of **stress and overwork**

American Nursing Association
Health and Safety Study 2011



Nurses who report being **burned out**



Nurses who considered **leaving the profession**

RNNetwork study 2017

PATIENT IMPACT

Real time
feedback loop

Yelp = HCAHPS

Yelp reviews cover additional **twelve domains not reflected in HCAHPS** mostly highlighting patient and caregiver centered experiences and is directly linked to satisfaction scores

25% 

Americans with internet access who read someone else's experience regarding care on the internet.



Patient
Satisfaction

16% ↓



Medical
Errors

11% ↑

-The Advisory Board study of impacts of physician burnout

**HOW ARE YOU
SEEING
CAREGIVER WELL
BEING AFFECT
PATIENT CARE
OUTCOMES?**

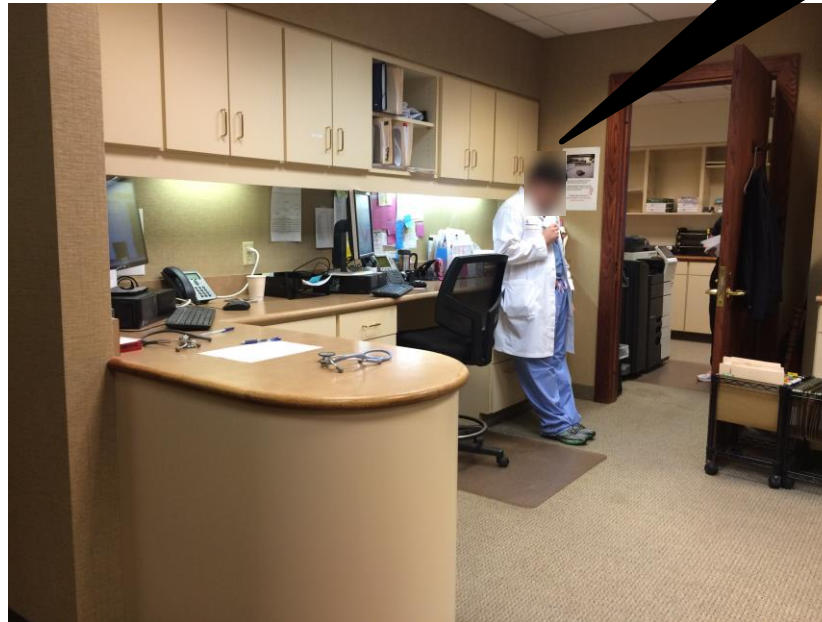


WORKSPACE IMPACTS

No space for collaboration



Not Enough Seats



Isolated and fragmented



Training



No respite

Break and
Lockers and
conference and...



UNPACKING WELL BEING

Place a value on
security, safety,
food, water, rest

Self-
fulfillment
Needs

Psychological Needs

Basic Needs



PUT WELL BEING TO WORK

WELL BEING

Self actualization

Esteem

Belonging

WELLNESS

Safety

Psychological

Self-
fulfillment
Needs

Psychological Needs

Basic Needs



FOUNDATIONS OF CHANGE

WHAT DOES RESILIENCE LOOK LIKE?



POINT OF CARE SAFETY



UNCOMPROMISED CARE



CONNECTED TO COWORKERS



TIME TO RECOVER



WHAT IF GOOGLE DID CLINICAL WORKSPACE?



UNCOMPROMISED CARE



CONNECTION TO COWORKERS



TIME TO RECOVER

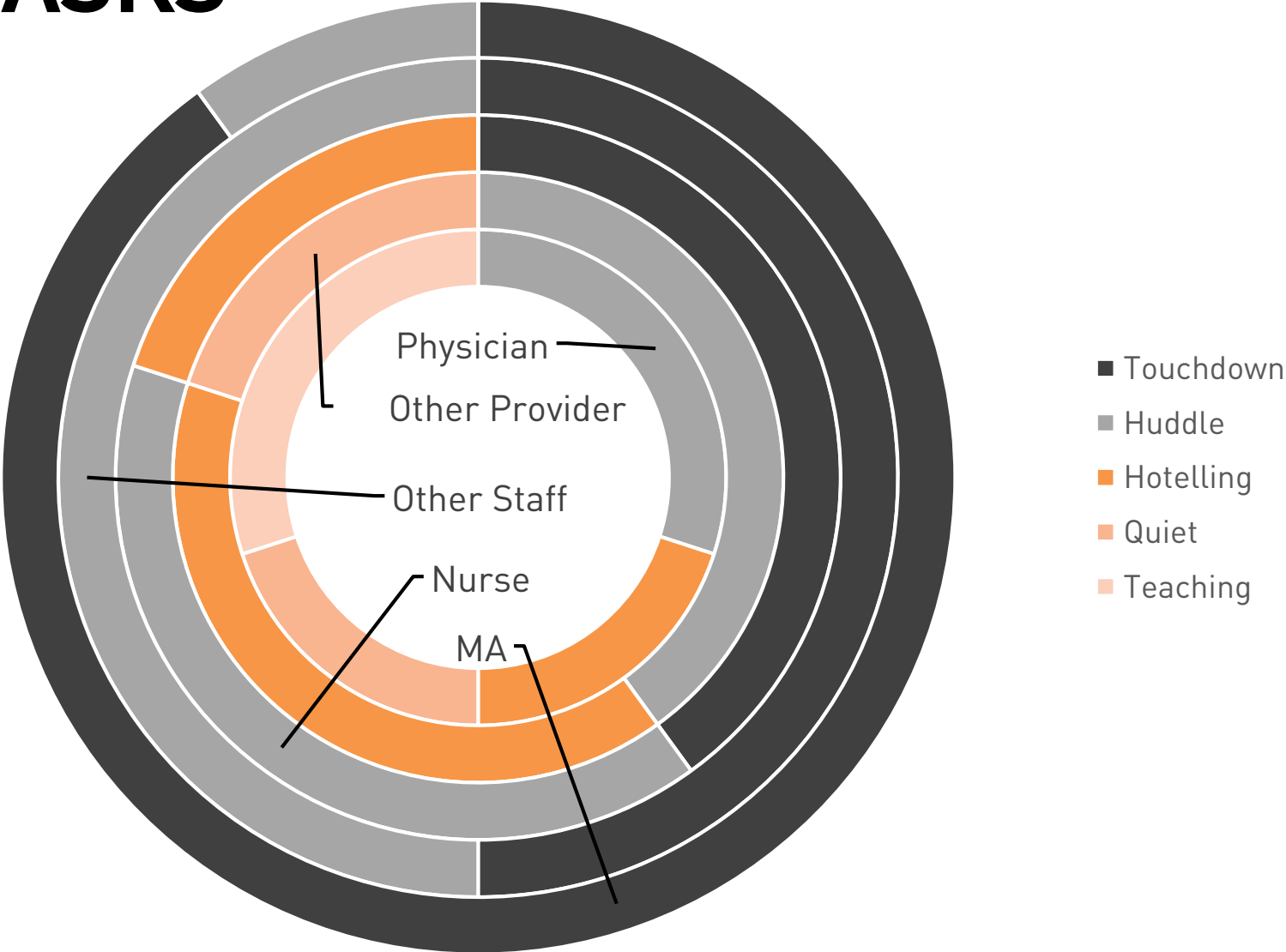


WHAT'S STOPPPING US?



NEW
APPROACHES

UNDERSTANDING TASKS

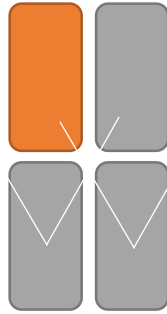


BUILDING AGILITY TO SUPPORT TASKS



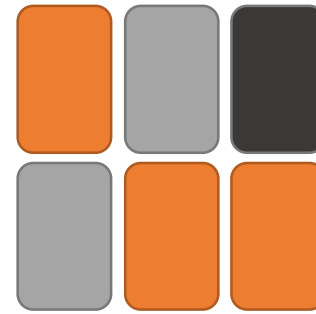
QUIET WORKSPACE

- Options:
cubicle,
booth,
isolated
location



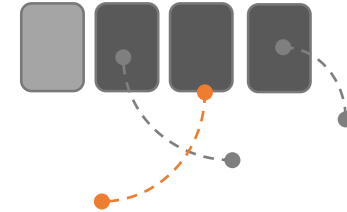
TEACHING WORKSPACE

- Options:
clustered
workstations,
table and
chairs, Team
centers



HOTELLING WORKSPACE

- Options:
clustered
workstations,
workstations
place along a
wall

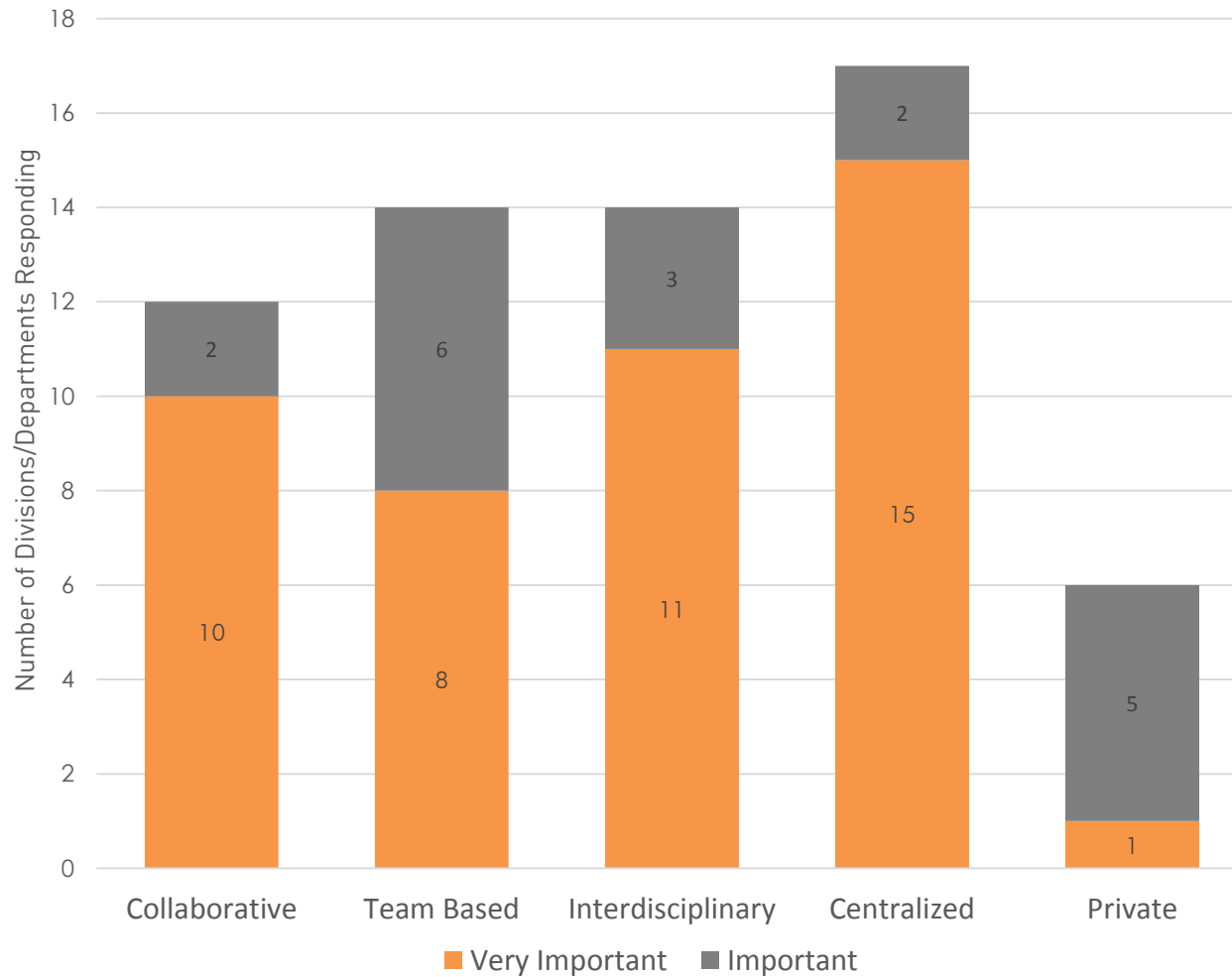


TOUCHDOWN WORKSPACE

- Options:
Open desk,
standing
height
surface.



SPACE CHARACTERISTICS



COLLABORATIVE: Informal interaction with others to discuss issues or solve problems

TEAM BASED: work in a group where we each have a designated role

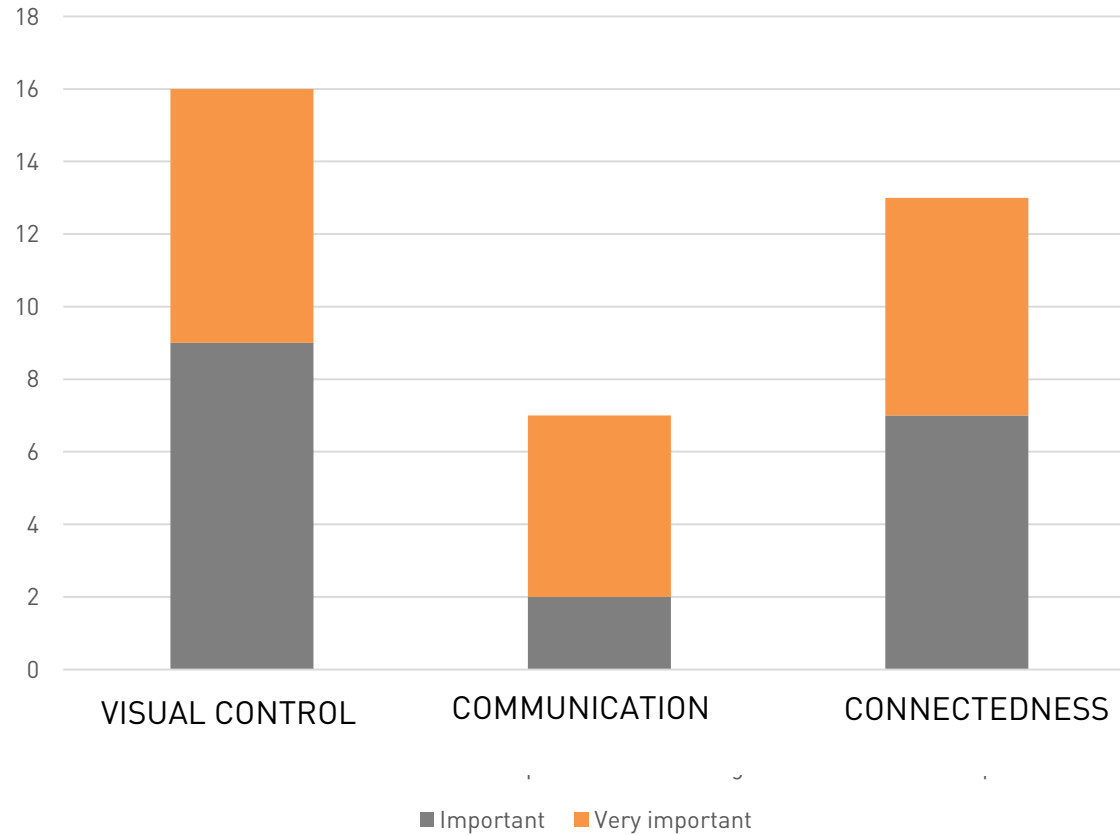
INTERDISCIPLINARY: work with staff from outside the department

CENTRALIZED: close access to patients, support spaces, and other staff

PRIVATE: focused work I do on my own



SAFETY AND CONTROL



VISUAL CONTROL: Situational awareness of clinic/treatment areas

COMMUNICATION: Ability to communicate with other care providers

CONNECTEDNESS: Physical separation of workspace from main flow of presentation



How do we use this
to get the
satisfaction and
retention rates up?



BUILDING IN RESILIENCE



THANK YOU



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