

HOW HEALTHY IS YOUR PRIVATE PRACTICE?

Fostering a dynamic work environment to improve employee satisfaction & minimize turnover





Today's healthcare providers are facing extraordinary levels of burnout. Staffing shortages, increased patient volumes, and long work hours, along with a number of other factors, are creating unsustainable levels of work-related stress for physicians, nurses and the admin staff responsible for keeping private practices running.

Such high levels of burnout are driving employee satisfaction scores into the ground, leading to high turnover rates, poor patient experiences, and massive revenue losses.

Just how bad is it? The Physicians Foundation, a nonprofit organization focused on supporting physicians and strengthening the patient-physician relationship, revealed that six in ten physicians reported [feelings of burnout](#)¹ for the third consecutive year (up from four in ten in 2018). A similar study surveying a nationwide group of physicians and nurses revealed 63% of respondents were experiencing a moderate or [great deal of burnout](#)² at work.

The burnout factor is taking its toll on the healthcare industry, with many physicians walking away from their roles because of all the stress. Among the 493 medical group leaders surveyed by the [Medical Group Management Association](#)³ (MGMA), nearly 30% had a physician leave their organization or retire early because of burnout.

The reality is that the success of your practice relies on your ability to create a healthy work environment that prioritizes the well-being of your staff. As the Physicians Foundation's 2023 Survey of America's current and future physicians makes clear, "The future of medicine is dependent on change to offer the right resources and eliminate barriers impacting physicians' well-being and autonomy to deliver high-quality and cost-efficient care."

The High Cost of Turnover on Your Private Practice

All of this burnout not only impacts employee satisfaction, it is severely detrimental to your private practice's financial stability.

Studies show that the [average cost of turnover](#)⁴ for a single registered nurse (RN) is \$52,350, with recruitment efforts taking anywhere from two to four months to hire an experienced RN.

Physician turnover is incredibly expensive—nearly five years ago, the VP of Professional Satisfaction for the American Medical Association (AMA) told [Medical Economics](#)⁵ that the cost to replace a physician at the time was anywhere from \$500,000 to \$1 million.

On average, recruiting a family medicine doctor takes 4.3 months. A specialist role could take as long as five to 10 months to fill—that translates to nearly a year of lost revenue for specialty practices that employ various specialized roles, including oncologists, cardiologists, orthopedic surgeons, and more.

The Price of Burnout on Patient Care

Not only does your practice's financial stability hinge on the well-being of your healthcare providers, patient outcomes can also be negatively affected by employee burnout.

While some physicians and nurses may seek new roles to mitigate work-related stress, the ones who stay often end up less productive and unmotivated. Or worse, according to the AMA's VP of Professional Satisfaction, "They may respond by providing less safe care. We know that care is safer when physicians are satisfied with their work, and that safety hazards add costs to the organization."

As every healthcare provider knows, it is nearly impossible to keep your patients happy and healthy when your staff feels overburdened all of the time.

Ineffective Healthcare Technology Platforms Lead to Burnout

Staffing shortages and increased patient volumes have a massive impact on burnout rates among healthcare providers. Another major factor: ineffective healthcare technology platforms.

In fact, while understaffing was cited as the top reason [healthcare providers experienced burnout](#)⁶ according to a HealthDay-Harris report, the amount of daily paperwork physicians and nurses had to complete was the second leading contributor to work-related stress.

Without the right medical office software in place to automate tedious tasks, streamline workflow processes, and minimize the amount of time spent manually completing paperwork, your employees are likely feeling the strain of uncompromising workloads.

Because so much of a private practice's daily operations rely on healthcare technology platforms, it is crucial that your EHR, practice management, and patient engagement solutions provide a collaborative work experience with intuitive dashboards and user-friendly interfaces.

Ineffective Tech = Lack of Productivity = Overburdened and Stressed-out Staff

Unfortunately, the healthcare technology space is cluttered with inadequate solutions that fail to support critical documentation workflows and lack interoperability. Healthcare providers spend hours of their workday manually updating patient charts while their admin teams tirelessly manage inefficient processes across the practice, resolving claims issues, correcting billing errors, and fixing scheduling snafus.

MGMA reported that one-third (33%) of medical group leaders said they had not reached their [expected productivity levels](#)⁷, with several citing technology issues disrupting their daily operations and holding back productivity.

Add the burden of an understaffed medical office to a lackluster healthcare technology stack and you create a disastrous scenario compounded by too much work and not enough employees to maintain a healthy, productive work environment.

It's a vicious cycle: Lack of staffing leads to massive workloads which lead to high levels of work-related stress, that in turn, lead to high turnover rates—bringing us right back to the primary contributor of burnout: staffing shortages.



The Fast Path to Employee Satisfaction

If your practice is experiencing low employee satisfaction scores and high turnover rates, it's time to reconsider your healthcare technology stack.

An effective, intuitive all-in-one platform that ties together your EHR, practice management, and patient engagement capabilities can drastically change how your practice operates on a day-to-day basis—it is, without question, the fastest path to more streamlined workflow processes, giving you the tools you need to usher in a more productive, healthier work environment.

To build a world-class healthcare technology stack that vastly improves job satisfaction for both the clinical staff and admin teams, it's imperative your healthcare technology is centered on four specific components.

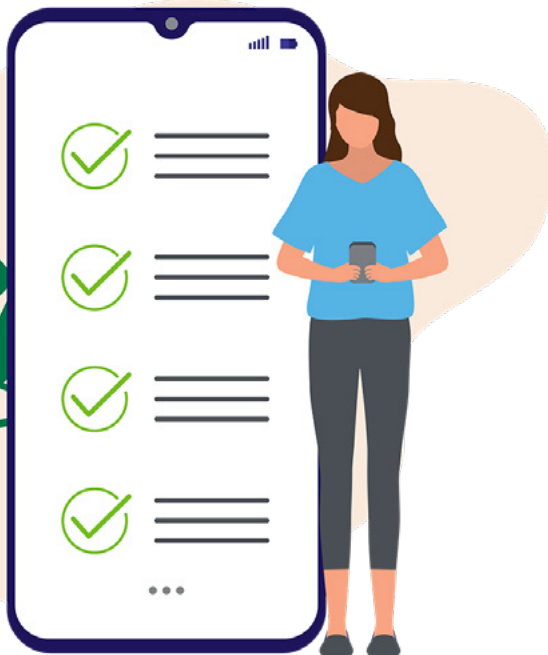
The 4 Components of a World-class Healthcare Technology Stack

1.

A highly integrative and easy-to-use EHR platform that enables interoperability across various networks, including hospital systems, payor frameworks, and networks belonging to other healthcare providers.

2.

A sturdy practice management solution that serves as the foundation of your private practice, ensuring seamless claims and billing processes, easy-to-manage office schedules, and smooth workflows throughout your medical office.



3.

Comprehensive patient engagement solutions that build trust with patients, improve the patient experience, and enable frictionless telehealth services, giving your practice the tools it needs to keep patients in the loop and engaged in their treatment programs and healthcare plans.

4.

An all-in-one innovative platform that brings together your most critical technology needs, delivering truly effective and interoperable EHR, practice management, and patient engagement capabilities.

By having the right technology in place, your staff can gain back hours of their day to focus on the work that matters most to them.

The result: A highly productive staff that loves what they do.



True Employee Satisfaction Relies on more than Innovative Technology

We recently surveyed AdvancedMD customers about job satisfaction and discovered that more than half of the respondents reported high levels of job satisfaction, with most attributing their happiness at work to the flexibility and autonomy of their role and their impact on patient care.

This is what an integrative, collaborative all-in-one EHR, practice management, and patient engagement platform can deliver: high levels of flexibility and autonomy for the healthcare providers and administrative staff that rely on it.

By giving your staff safe, secure, and integrative solutions, employees can better manage their daily workloads with access to apps that allow them to perform work either in the office or at home.

But it takes more than a world-class healthcare technology stack to create a truly healthy work environment. Prioritizing your employees' career aspirations and well-being can have a tremendous impact on employee satisfaction and help you mitigate high turnover rates.





5 Steps You Can Take Now to Improve Employee Satisfaction

- 1.** Provide ongoing training programs and invest in continuing education, professional certifications, and advanced training opportunities to support career growth and development.
- 2.** Establish employee recognition programs that acknowledge and reward staff for their accomplishments.
- 3.** Implement work-life balance programs and well-being initiatives that help boost employee morale and improve overall mental health by offering access to behavioral health counselors, nutritional programs, gym memberships and other resources that help fight burnout and reduce work-related stress.
- 4.** Create HR programs that include annual employee review processes and regular feedback on work outputs to keep employees engaged and ensure they have the resources they need to succeed.
- 5.** Show that you care about your employees as much as you care about your patients: Never underestimate the power of checking in on your staff and letting them know how much you appreciate all that they do for the practice.

How AdvancedMD Fosters Healthy Work Environments...And Happy Staff

AdvancedMD customers report such high levels of job satisfaction because our platform has been designed to streamline workflow processes across the practice, delivering unrivaled efficiencies for the medical offices that use our software. Our all-in-one EHR, practice management, and patient engagement solution offers highly integrative and interoperable features that improve every aspect of running a private practice, from claim submission processes and billing workflows to telehealth services and patient engagement tools.

“We love AdvancedMD,” says [one of our many happy customers](#) whose Chicago-based practice includes six separate medical centers. “It enables interoperability, allowing us to go from the practice management side to the clinical management side to revenue cycle management details.”

Because AdvancedMD enables unparalleled levels of productivity, employee satisfaction scores are through the roof. Our customers have reported gaining back as many as four or five hours per day after implementing our solutions—greatly reducing the amount of time they spend managing paperwork, resolving billing issues, and troubleshooting claim errors. And the data proves it: according to our recent customer survey: 56% of respondents reported high levels of job satisfaction—20% claimed their work environment was so amazing they were never going to leave.

If you're ready to build the healthiest private practice possible and create a dynamic work environment that prioritizes employee well-being and job satisfaction, it's time to put AdvancedMD to work!



Schedule a demo now to see how our
all-in-one EHR, practice management, and
patient engagement platform improves employee
satisfaction scores and minimizes turnover!

GET LIVE DEMO

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