2022
Solving Healthcare's Great Resignation

Automate & Engage Patients Digitally

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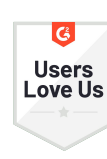
Table Of Contents

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Foreword

The American healthcare industry is full of amazing heroes that helped us all navigate a global pandemic. The pandemic was also a catalyst for the now known "great resignation," which has impacted many industries. However, healthcare was especially impacted with the U.S. Bureau of Labor Statistics reporting that 3% of the American healthcare workforce quitting each month. Together, we will analyze the data and identify key solutions to help your organization navigate these challenging times.

We have intentionally tried to keep the content short and to the point. We welcome any comments or questions. You can reach me anytime via email, matt@mend.com. Please enjoy!

Thank you,

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The Great Resignation in Healthcare

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Defining Healthcare's Great Resignation

It's no secret that healthcare is facing a shortage of workers. In fact, the AHA reported that healthcare lost an estimated 20% of its workforce in the last year alone. This includes 30% of its nurses. What's even more concerning is that 1 in 5 physicians and 2 in 5 nurses intend to leave their current practice within two years according to the AMA. That's a lot of experience and knowledge walking out the door. There are many reasons why healthcare workers are resigning in droves. One reason is the increasing amount of paperwork and red tape that they have to deal with. Another reason is the loss of personal accomplishment. And then there's the simple fact that many healthcare workers are burned out and overworked. Whatever the reasons, it's clear that something needs to be done to address the issues facing the American healthcare system.

Defining Healthcare's Great Resignation

EXIT

20-30% of Workforce

"Healthcare lost an estimated 20% of its workforce, including 30% of its nurses"
- **American Hospital Association**

20% of Physicians / 40% of Nurses

"1 in 5 physicians and 2 in 5 nurses intend to leave their current practice within two years"
- **AMA**

3% Quit each Month

"1.7 million people have quit their healthcare jobs — equivalent to almost 3% per month"
- **U.S. Bureau of Labor Statistics**

Projected Physician Shortages

"The AMA says the US faces a projected shortage of between 37,800 and 124,000 physicians within 12 years."- **AMA**

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Hopeful vs. Negative Feelings of Healthcare Workers

The KFF/Washington Post Frontline Health Care Workers Survey found that 76% feel hopeful, 67% feel optimistic and 63% feel motivated when going to work. 55% feel burned out or anxious (49%), with 21% feeling angry.

The share of frontline health care workers who report feeling these emotions does not vary significantly across places they work (hospital, nursing home, office or clinic, or providing in-home care), but their direct experience with the coronavirus (whether testing positive or having a patient die) affects how they feel.

Younger workers experience higher rates of burnout and anger in the workplace. Older workers have lower rates of these negative emotions. Younger workers are less likely to feel positive about work than their older counterparts according to the study.

Hopeful vs. Negative Feelings of Healthcare Workers

Hospital, nursing home, office or clinic, or providing in-home care

76% Hopeful	67% Optimistic	63% Motivated
55% Burned Out	49% Anxious	21% Angry

VS

Source: KFF and The Washington Post: Frontline Health Care Workers Full Report

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Employer is Falling Short on Hazard Pay

According to the [Frontline Health Care Workers Full Report](#), 60% of health workers said their employer has "about the right amount" or "went above and beyond" when it comes to sick leave. However, 56% of those who are not employers themselves say their employer is not providing additional pay for employees working in high risk jobs.

The data doesn't seem to show much variation depending on the setting, hospital, nursing home, office or clinic, or providing in-home care. **There is a key opportunity that every healthcare leader can seize to show your value and appreciation for our heroes by providing robust hazard pay.**

Employer is Falling Short on Hazard Pay

Most health care workers say their employer is "doing about the right amount" or "going above and beyond" when it comes to providing sick leave to employees who had COVID-19 (66%) or ensuring employees have the ability to get vaccinated (88%).

59%
Hospitals

53%
Office or Clinic

56%
Those who work in patient homes

58%
Nursing home or assisted care facility

Source: KFF and The Washington Post: Frontline Health Care Workers Full Report

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Burnout According to the AMA

The AMA recently released their annual report on burnout among doctors and other healthcare professionals. This report is conducted each year, and in this one it looks at how increased work hours, longer work responsibilities and increasing demand for services have affected burnout. Of the 11,000 physicians and other healthcare professionals who responded, 72% were satisfied with their current job.

With the rise of burnout, anxiety and depression in the workplace, research has shown that people who feel valued by their organization are much less likely to experience this. With just under 50% of people feeling valued at work, it is important for organizations to do what they can to provide a more supportive and inclusive environment.

When employees feel valued, they usually feel more happy, productive and less likely to look for other employment opportunities. Leading companies have many ways to show that they appreciate their employees from money incentives to simple gestures like listening to them and taking action on their feedback. When an employee feels valued the company's culture is strong and the company benefits in return.

72% were satisfied with their current job—a 4% decrease

52% respondents were experiencing a great deal of stress—a 4% increase

58% of burnout seen in respondents six-to-10 years in

46% EHR time outside of normal scheduled work hours is excessive & moderately high

4.3 On average, respondents spend 4.3 hours outside of normal work time

60% individuals who feel valued by their organization have almost 60% lower odds of experiencing burnout, self-reported anxiety or depression, & likelihood to leave

Source: 2022 National Burnout Benchmarking report from the AMA

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How to Make Employees Feel Valued

Making employees feel valued in their work is important for a healthy workplace environment. Employers build trust with employees by relying on their input, feedback, and ideas. Employees are often confident in a company when they know their leadership values them.

In addition to the quality of their work, employees are often motivated by their appreciation from the organization. You can maximize productivity by acknowledging and appreciating their efforts. When you take the time to get to know employees, let them contribute and show you value them, team and company morale typically increases.

Often the more positive people feel about their work environment, the better their output. When you value employees and demonstrate it, often they are happier at work and stay. This can help lower turnover rates.

A strong reputation as a good place to work can result in attracting higher quality employees, as well as customers who want to support a company with such an ethos.

15 Ways to Make Them Feel Valued:

- Offer good compensation packages
- Provide meaningful work
- Prioritize a work-life balance
- Start an employee recognition program
- Celebrate achievements
- Offer professional development and learning opportunities
- Hire internally
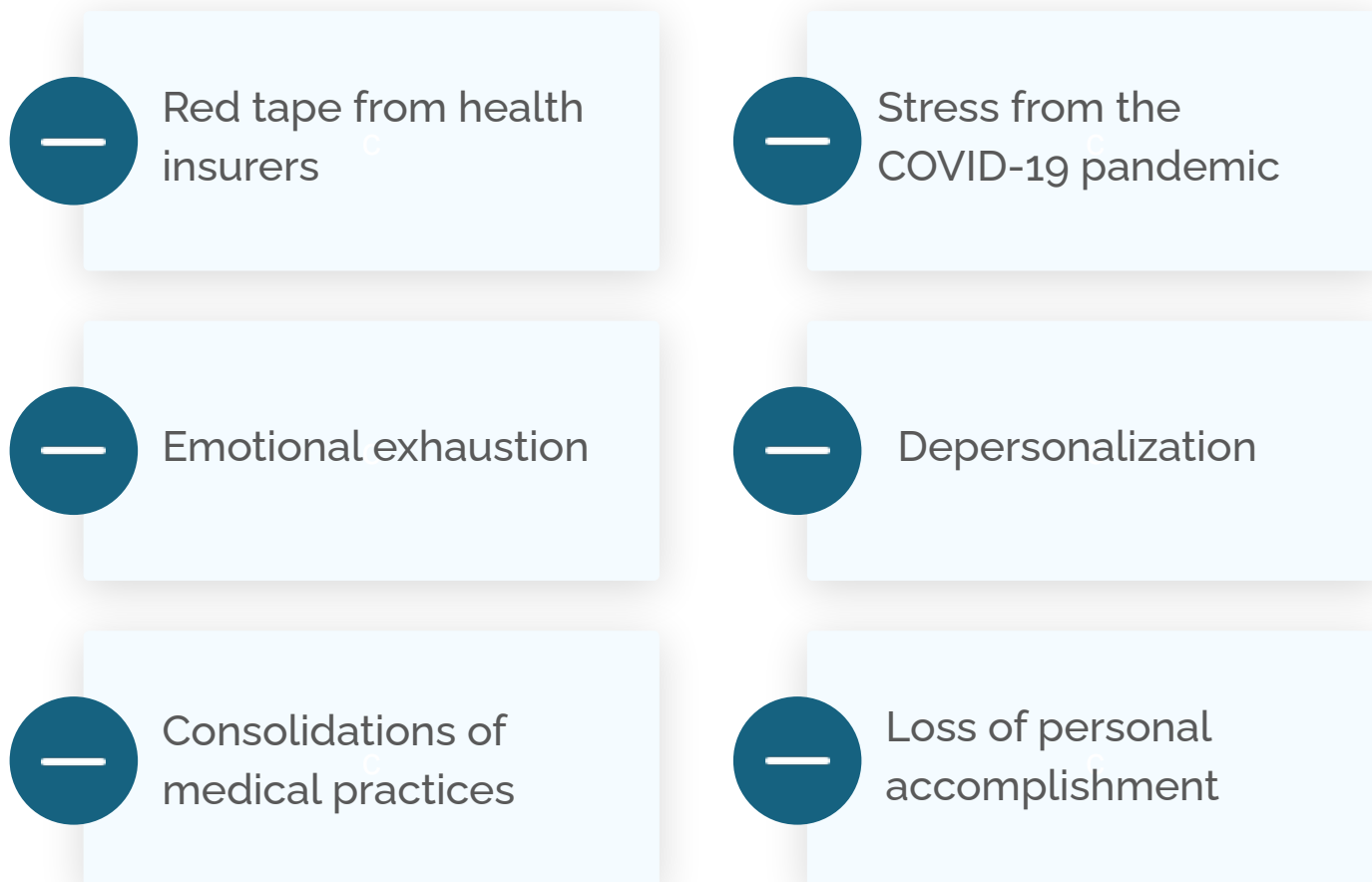- Have performance pay or bonuses

indeed

- Make time for the team
- Host department or company events
- Celebrate milestones, anniversaries and birthdays
- Do pulse surveys
- Ask, acknowledge and act on feedback
- Have a praise portal
- Consider a leader review program

Source: Valuing Employees: 15 Ways To Make Them Feel Valued

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A Physician's Perspective

Dr. Randy Rice, a family medicine specialist from Moose Lake who is the president of the Minnesota Medical Association says he is considering retiring early. The COVID-19 pandemic and a loss of autonomy due to red tape are among the causes for high rates of physician burnout.

Nowadays, medical practices are different from when Rice began practicing. In his opinion piece for the MMA newsletter, Rice witnessed rural doctors experience emotional exhaustion and loss of personal accomplishment. A lot of physicians have lost their drive to work long hours or make other sacrifices. Rice said that a lot of doctors feel like they're punching the clock. Rice had been considering an earlier retirement before the H1N1 pandemic. The global pandemic has only exacerbated the issue.

➖ Red tape from health insurers	➖ Stress from the COVID-19 pandemic
➖ Emotional exhaustion	➖ Depersonalization
➖ Consolidations of medical practices	➖ Loss of personal accomplishment

Source: MINNPOST Minnesota doctors undertake 'great resignation'

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Remote Work & Hybrid Work Models

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Remote Work in Healthcare

Workers are adapting to having more healthy flexibility at work, including working from home. The benefits of remote work include better well being and improved productivity. However, employers may worry that employees will lose some company culture if they don't directly engage with coworkers in the office and managers may be concerned about losing top talent if employees are dissatisfied and quit.

Employees who prefer to work strictly from the office have prioritized personal productivity, access to technology and better opportunities for collaboration. Those who prefer to work remotely value less distractions, improved wellness and flexibility offered by working remotely.

If an employee works from home, they are more likely to want a hybrid arrangement than either working from home full time or on-site. Similarly, if the work can be done remotely, that is still preferable to being on-site full time.

For safety during the pandemic, medical group practices were forced to transition some staff to remote work; this includes call centers, billing and coding, information technology, accounting, and human resources. Employees grew to value remote work and the trend still continues.

Remote Work in Healthcare

Implemented Remote

59%

"59% of medical group practices said they shifted workers to permanent and/ or hybrid work in 2021"
- MGMA Stat poll

Considering Remote

13%

For those who responded "no," 13% are considering shifting workers to permanent remote or hybrid settings later this year."
- MGMA Stat poll

Remote Work Rates in Healthcare

35%

"35% Remote Work Rates in Healthcare"
- Gallup

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Employee Perception of Remote Work

With the recent pandemic, 91% of U.S. workers are open to telecommuting in the future. 54% of employees would ideally like to work from home at least every other day, but 37% want to work from home full time.

One of the top reasons people prefer to work remotely is that they don't have to commute to their workplace and because they can balance work and personal obligations. In addition, people that work remotely tend to be more productive and their wellbeing is likely improved. Nearly a third of remote employees are extremely likely to seek a new job if their company doesn't allow for working remotely.

A high percentage of remote workers know their employers will allow them to work remotely moving forward. And for good reason, too. **Working remotely is a great way to increase employee satisfaction and reduce turnover.**

Employee Perception of Remote Work

91% of workers in the U.S. working at least some of their hours remotely are hoping their ability to work at home persists after the pandemic

54% of employees who work remotely at least some of the time say they would ideally like to split their time between working at home and in the office -- a hybrid arrangement

76% of remote workers say their employer will allow people to work remotely going forward, at least partially

30% employers are at risk of losing talent if they do not allow remote work

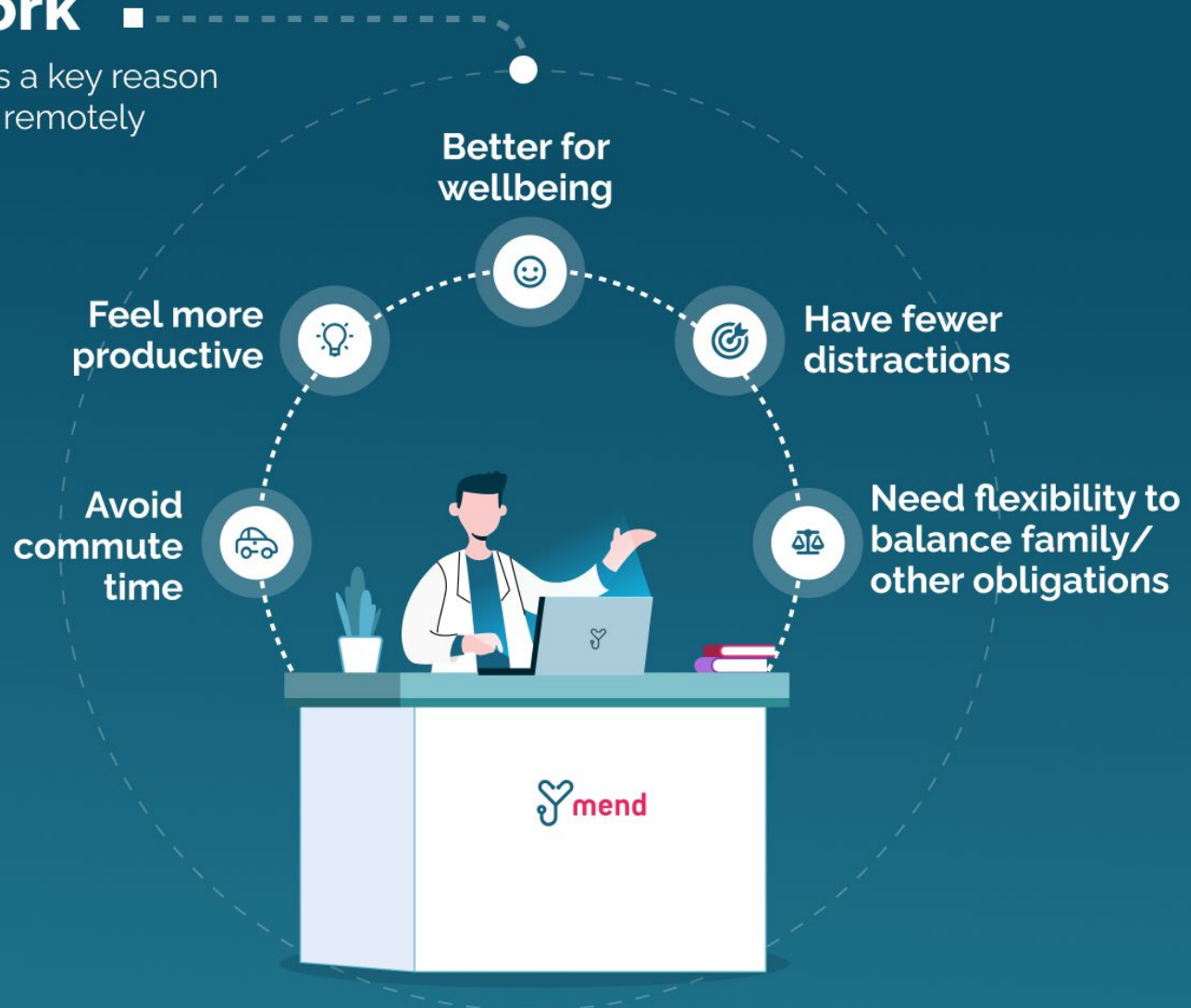**66%** most workers don't foresee remote work harming company culture

Source: Gallup, Remote Work Persisting and Trending Permanent

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Reasons Employees Desire Remote/Hybrid Work

The ability to avoid a commute is one of the top reasons employees desire remote or hybrid work. Think about all the time you spend sitting in traffic or on public transportation every week. It quickly adds up! Employees feel they can put that time to better use by being productive at home. In addition, working from home is better for your wellbeing. You can take breaks when you need them, and there are fewer distractions from colleagues. Finally, many people need the flexibility to balance family or other obligations. Remote work gives them the ability to do that.

Reasons Employees Desire Remote/ Hybrid Work

Time preservation is a key reason for wanting to work remotely

Better for wellbeing

Feel more productive

Have fewer distractions

Avoid commute time

Need flexibility to balance family/ other obligations

Source: Gallup, Remote Work Persisting and Trending Permanent

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Podcast:
Get'n Down with Digital Health

109: Dr. Matthew Sakumoto Talks Virtual-First Primary Care & Value Based Care Telemedicine Models

In this episode we discuss the frontlines of offering a virtual-first primary care program with Dr. Matthew Sakumoto. Dr. Matthew Sakumoto is an Internal Medicine-trained primary care physician with board certification in Clinical Informatics. Passionate about improving healthcare delivery with interests in telehealth, population health management, and improving patient access and outcomes.

What's most interesting is that Dr. Sakumoto works 4 days virtually and then sees patients in-office on Fridays. Virtual-first primary care could dominate the future of healthcare, making this episode a must watch.

- Virtual-first primary care
- Virtual care empathy
- Value based care w/telemedicine
- Virtual examination techniques
- and more

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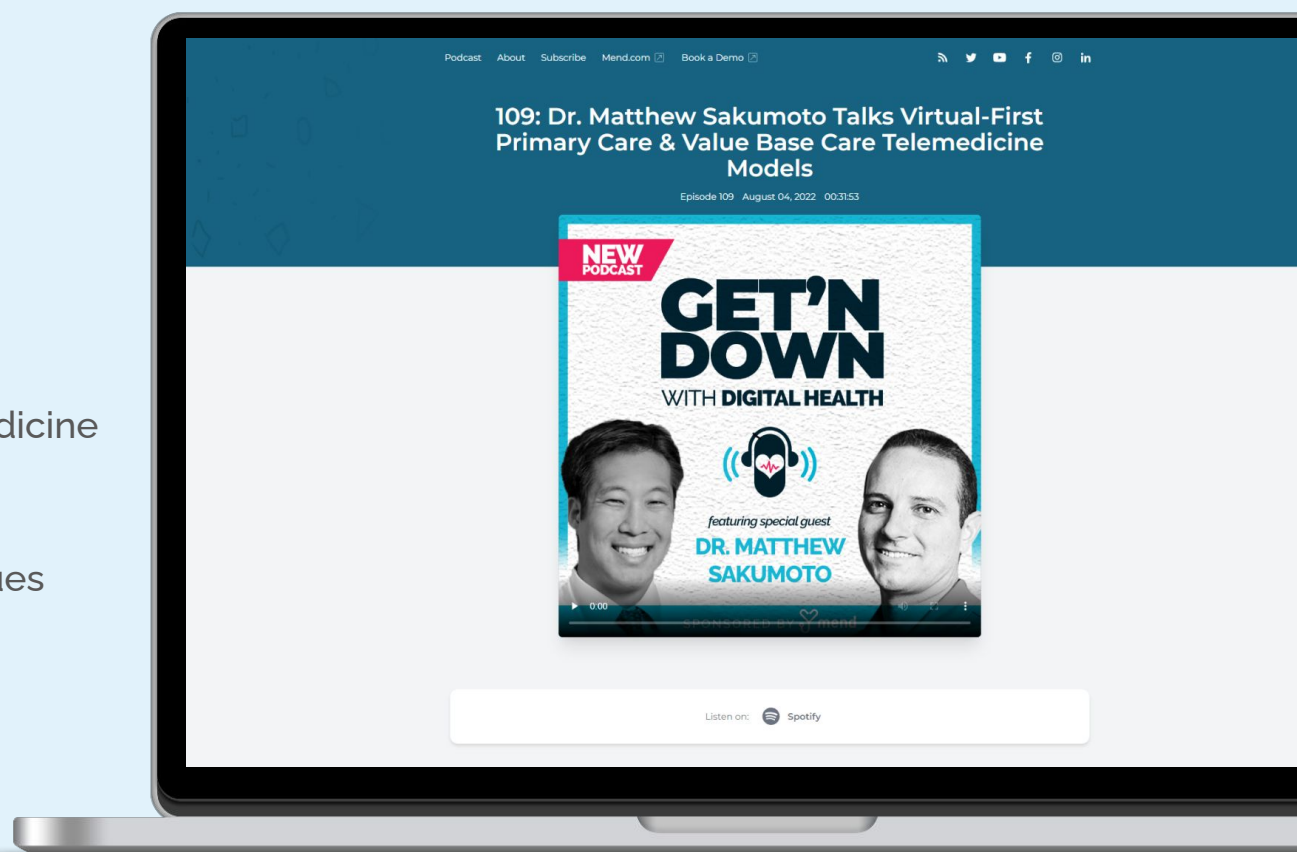
How Can Automated Patient Engagement Help?
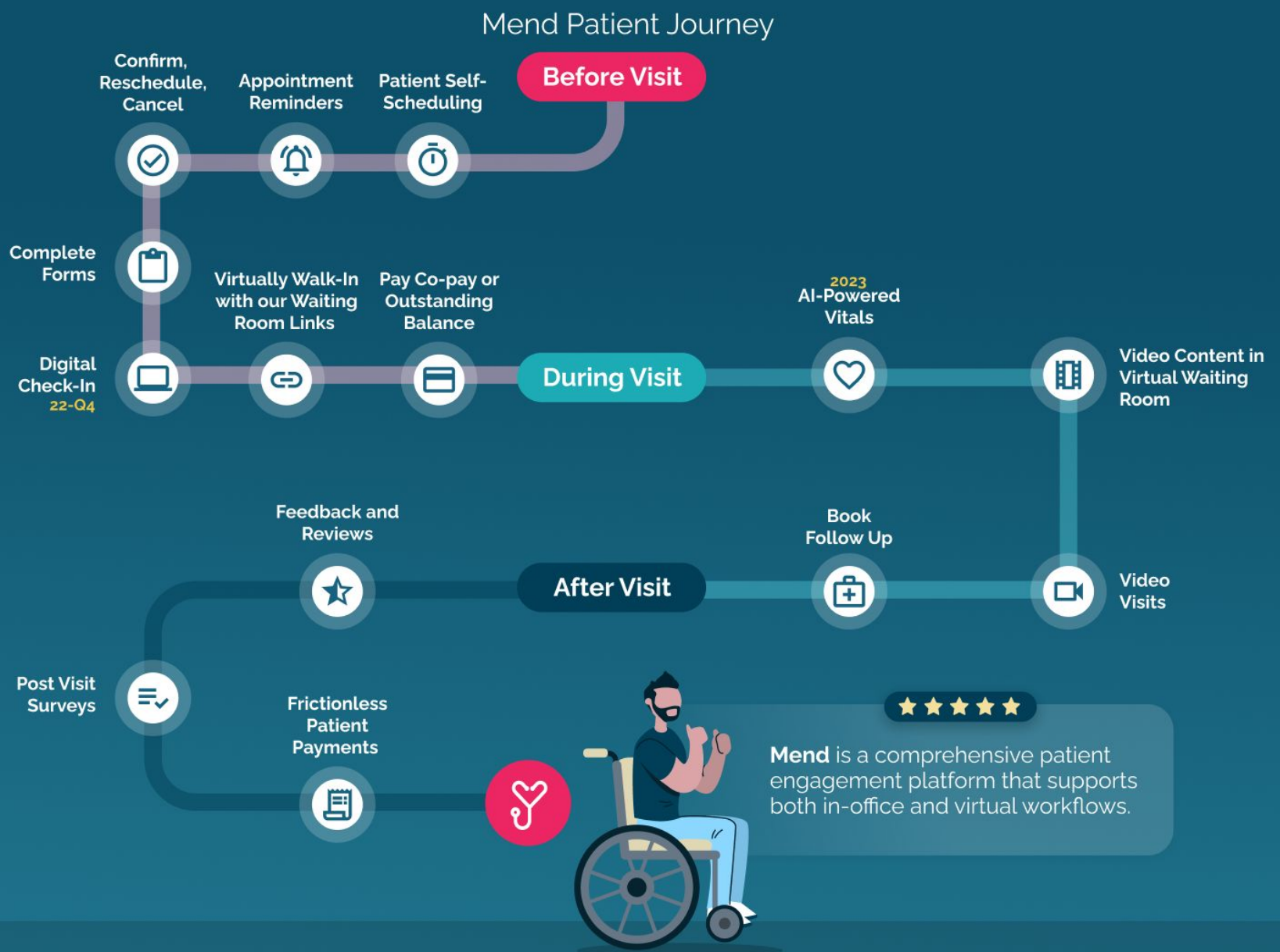
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Automate Your Patient Engagement

If your organization is scheduling appointments manually, making phone call reminders, handing out paper forms, or collecting payments manually then there is room for improvement to reduce the need for manual labor.

The healthcare organizations of the future will automate patient outreach and empower patients to complete the needed tasks before, during, or after an appointment.

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Automating Patient Payment Processes Reduces Staff Burden

Processes for collecting payments before or after an encounter can be automated, frictionless, and result in higher patient satisfaction rates. Or you can send paper statements, wait for weeks to get paid, and lose patients overtime to competitors who offer more convenience to patients.
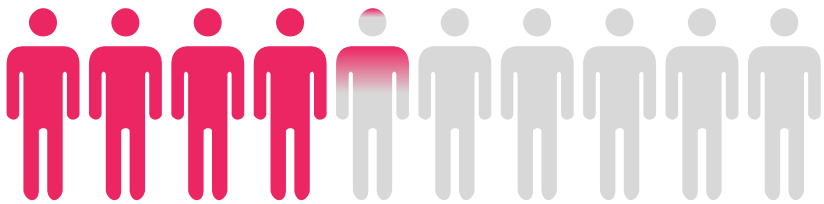
44%
Payment forms on **Mend** are completed within 24 hours

Mend Report, The Key Performance Indicators of Successful Telehealth & Patient Engagement Programs in 2022

72% of payment forms on **Mend** completed overall

Mend Report, The Key Performance Indicators of Successful Telehealth & Patient Engagement Programs in 2022

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Telehealth Helps Solve Burnout & Staffing Issues

Telehealth can help to solve both burnout and staffing issues for healthcare providers. With telehealth, less support staff is needed to conduct visits, as the provider can do most of the work themselves. This also allows providers to be recruited from anywhere, as they no longer need to be in the same location as the patient. Additionally, telehealth can reduce provider burnout by allowing them to work remotely or in a hybrid model, where they split their time between office and remote visits. Finally, telehealth visits can be faster than traditional in-person visits, allowing providers time to complete administrative tasks.

Less support staff needed to conduct Telehealth visits
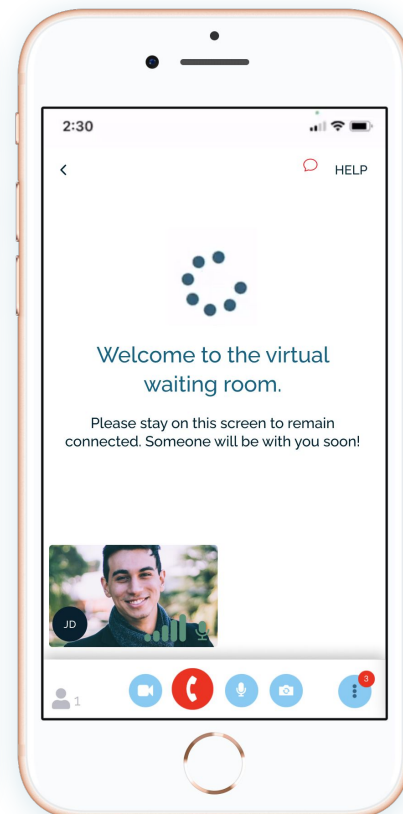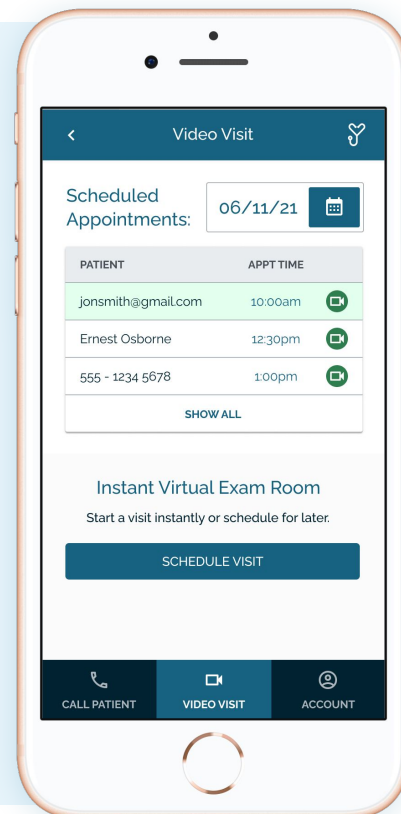
Recruit providers from anywhere

Reduce burnout by allowing providers to be remote or hybrid

Visits can be faster, allowing for administrative tasks

Single screen/multi-screen workflows allow documentation to be done during the visit

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Patient Self-Scheduling Reduces Staff Burden & No-Shows

Patient self-scheduling is a great way to reduce staff burden. Instead of having staff members manually book appointments over the phone or in massive call centers, patients can simply schedule their own appointments online. This frees up staff time and allows them to focus on other tasks. Patients can schedule their own appointments, and make changes to their appointments if needed. In addition, patient self-scheduling can help reduce no-shows, since patients are more likely to keep an appointment that they've scheduled themselves.
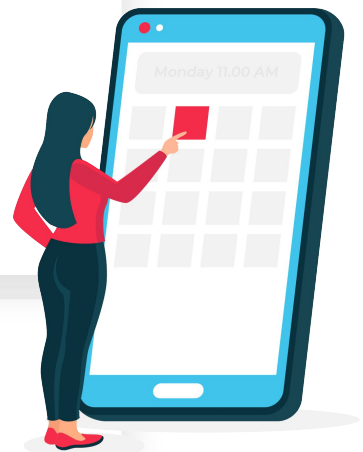
Hybrid Care Patient Self-Scheduling

34% Mend self-scheduled appointment rate for 2021

→   ≥ 100 self-scheduled appointments (in-person or virtual) per month
→   16% were cancellations and reschedules
→   12.9% of appointments are patient scheduled across all of **Mend**
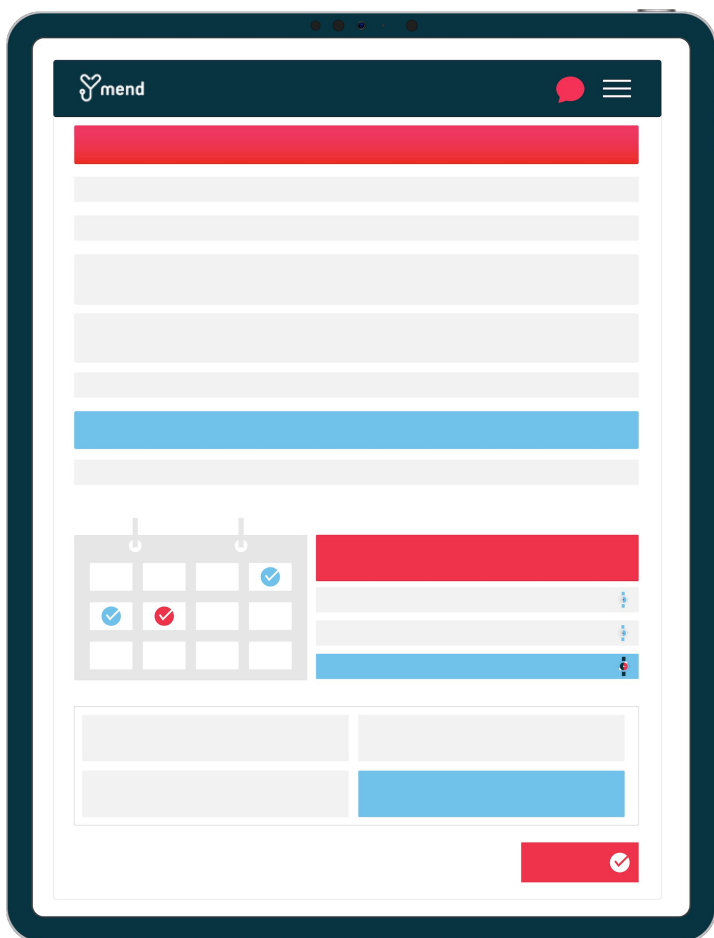
40-50% Reduction in no-show rates for Patient Self-Scheduled Appointments

Source: Mend Report: The Key Performance Indicators of
Successful Telehealth & Patient Engagement Programs in 2022

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Automate Patient Forms Digitally

There are many benefits to automating patient forms digitally. One of the main benefits is that it reduces paper. This helps to save time and resources. Additionally, it can help to reduce staff transcription time into the EHR. This helps staff to be more efficient and accurate. Additionally, digital forms can help to get patients engaged in their care before they arrive. This can help to reduce no-shows. Finally, digital forms can serve as the new appointment confirmation. If a patient is engaging in their care before they arrive, they are more likely to attend.

86% of **Mend** forms were completed in 2021

86%

Patient completes forms at their own convenience in advance of the visit. Integration automatically moves forms and data into the chart.
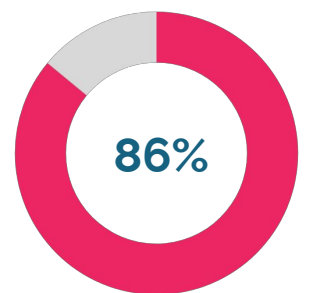
Mend customers consistently report that if a patient completes their forms, they are far more likely to attend their appointment

Source: Mend Report: The Key Performance Indicators of Successful Telehealth & Patient Engagement Programs in 2022

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Automated Reminders & Appointment Changes

Automated appointment reminders via text, email, and voice works seamlessly to reduce no-shows and staff manual labor

- Automate SMS, Email, & Voice Appointment Reminders
- Send Paperwork Automatically
- Automate Reschedules & Cancellations
- Bidirectional Integration
- Your Branding
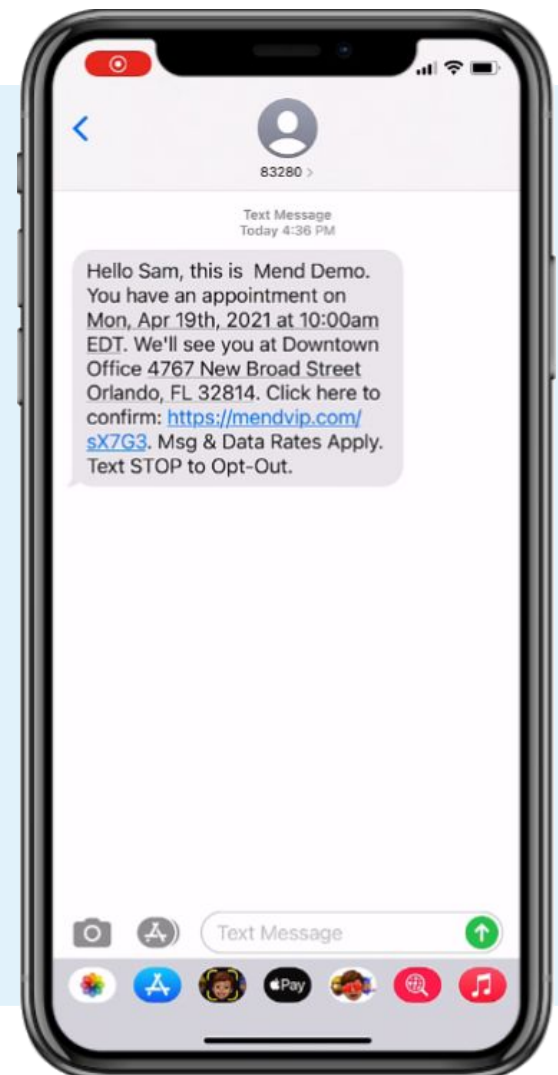
Automated reminders are important to reduce the number of no-shows and to save staff members from having to do manual labor over the phone. Automated reminders can be in the form of SMS, email, or voice messages sent on a set sequence leading up to the scheduled appointment time. Appointment paperwork can also be sent automatically. Automating reschedules and cancellations from appointment reminders can help reduce no-shows from patient conflicts as well as scheduling labor that handles changes over the phone. Bidirectional integration ensures full automation to eliminate manual labor and empower patients to make changes, if needed.

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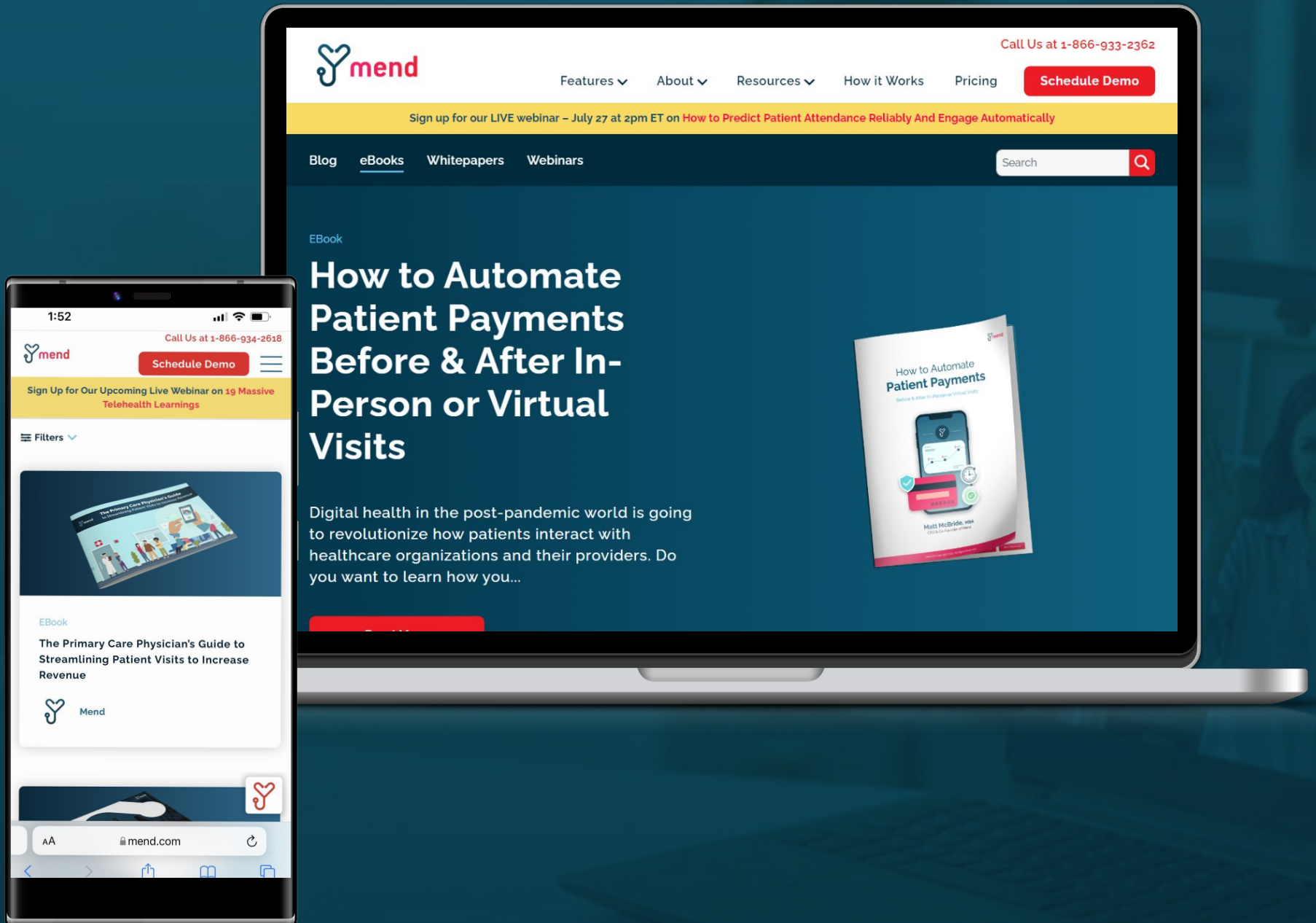
Mend.com has many other resources available that you may enjoy including other eBooks, blogs, white papers, webinars, podcasts, and more.

To Visit Our Resource Center, **Click Here**

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Thank you

We're extremely grateful that you took the time to download and review our ebook. We hope you found the information valuable and that you share it with others. If you have any questions or comments, please don't hesitate to reach out to me anytime. We would love to help you help more patients.

Thanks,

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