



updox

# It's time to heal healthcare

---

Critical strategies for surviving  
healthcare burnout

# One of the most respected careers also carries the biggest burdens



## 02 INTRODUCTION

Burnout overview

## 06 PAIN POINT #1

Give me more hours in my day

## 07 PAIN POINT #2

Make my staff happier

## 08 PAIN POINT #3

I want more time with my family

## 09 PAIN POINT #4

Make my staff happier

## 10 PAIN POINT #5

I'm tired of playing phone tag

## 11 PAIN POINT #6

I just want to help my patients

## 12 CONCLUSION

We're in this together

## 13 ABOUT UPDOX

Get to know us

While much has been written about burnout in healthcare, it continues to grow to the point that burnout is considered an “occupational phenomenon” by the World Health Organization<sup>1</sup> and a public health crisis<sup>2</sup> of epidemic proportions.

Providers work long hours to care for a growing number of patients, yet compliance requirements are increasing the time they must spend on non-clinical paperwork. Clinical and office staff are being left to handle administrative tasks using complicated, redundant processes that require logging in and out of multiple systems with ineffective technology.

Pharmacists are managing more prescriptions per day while taking on greater clinical and administrative responsibilities, like ensuring medication adherence. Burnout not only affects patient care but leads many providers and staff to leave the industry altogether. At its worst, studies show physicians have a suicide rate<sup>3</sup> that is twice the level of the general population.

# Burnout doesn't discriminate between physicians, pharmacists, nurses and support staff

Burnout is not only affecting patient care but leading many providers and staff to leave the industry altogether. At its worst, studies show physicians have a suicide rate<sup>3</sup> that is twice the level of the general population.

In a recent *Medical Economics* survey of more than 1,200 providers, more than 92% reported experiencing burnout at some point in their career and 68% said they felt burned out right now<sup>4</sup>. Provider burnout, as well as the physical, emotional and psychological burnout experienced by other medical team members and even patients, is a growing snowball crippling an already overwhelmed healthcare industry.

92%

reported feeling burnout at some point in their career

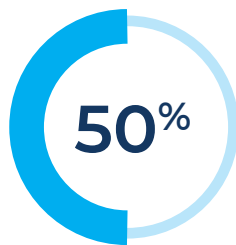
Burnout affects professionals across healthcare, including physicians, pharmacists, nurses and support staff. Ultimately, patients are also impacted by burnout in healthcare due to what's called a "chain of frustration." As burnout stirs dissatisfaction among providers and staff, it can lead to inadequate care that results from providers and staff coping with depression, sleeplessness, frustration, lack of focus and increased demands on their time. Even worse, burned-out physicians are more likely to leave their practices, reducing both patients' access to providers and efficient continuity of care.

## \$4.6 billion

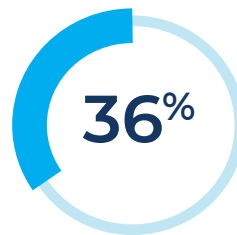
Each year in the U.S., burnout adds an estimated \$4.6 billion in costs related to physician turnover and reduced clinical hours<sup>8</sup>.



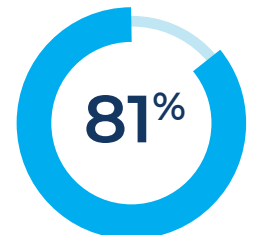
More than half of physicians are showing signs of burnout<sup>5</sup>



Nearly half of nurse care managers feel burned out<sup>6</sup>



More than one-third of front office staff feel burned out<sup>6</sup>



of consumers are unsatisfied with their healthcare experience

# Using technology to alleviate burnout

---



**While technology can't solve burnout, leveraging the right technology can actually improve communications, reduce administrative headaches and establish more efficient, unified processes - all things that can help ease burnout for healthcare providers and staff.**

## 1 Patient = 1-2 hours of work

For every hour that physicians meet with patients, nearly two additional hours are spent on EHRs and desk work. Outside of office hours, physicians spend another one to two hours of personal time each night doing additional computer and clerical work<sup>9</sup>.

Unfortunately, many providers rely on a patchwork of technology solutions to manage overhead and support the administrative side of the business, including a variety of voice mail vendors, email programs and scheduling software. Juggling all this while maintaining focus on patient care is daunting. Healthcare providers and staff need straightforward solutions to reduce administrative workloads and diminish the corrosive presence of burnout.

For some providers, technology is part of the frustration that leads to burnout. In a 2019 Updox Healthcare Technology<sup>9</sup> report, 60 percent of respondents say they rely on four or more different technology solutions to manage daily functions. Lack of integration between these different systems topped even service downtime/interruptions and poor design as the technology challenge most negatively impacting their businesses.

# 60%

rely on four or more different technology solutions to manage daily functions

---

Providers have amassed a collage of different tools that were never designed to work together. The outcome is an industry paying too much for products that are not integrated, ultimately frustrating everyone in the office. Technology that was supposed to improve the lives of doctors, pharmacists, staff and patients has failed.

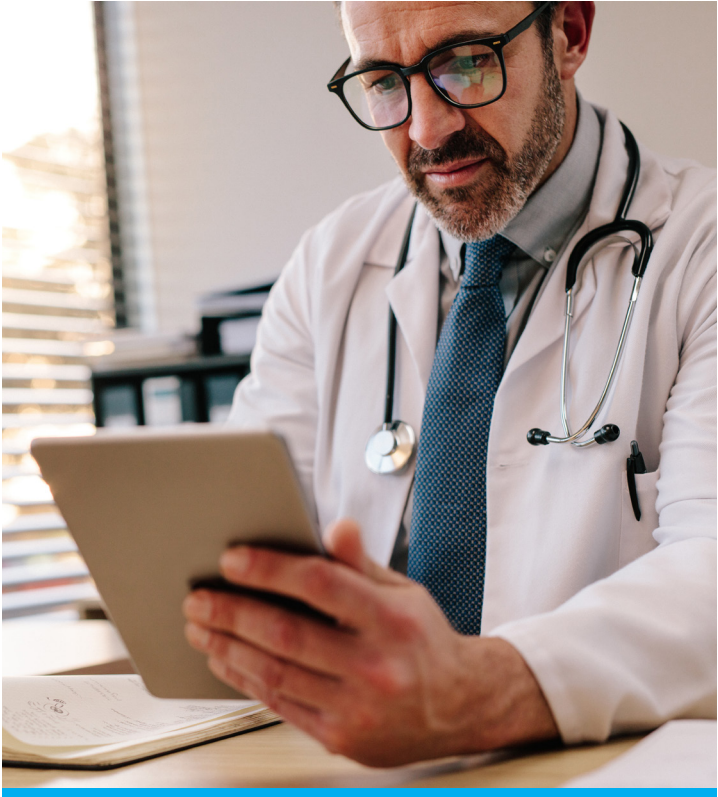
# It's vital that providers select the right technology that offers integrated, tailored solutions to get back control

At a time when burnout is at a Code Red, it's vital that providers select the right technology that offers integrated, tailored solutions to streamline repetitive tasks, eliminate redundancy and give back control so the focus goes to where it matters most—patient care.

In the same Updox survey, healthcare providers who use Updox report significant time savings. Of those surveyed, and using at least one Updox solution for either patient engagement, provider communications or internal productivity, a majority said Updox saved their practice 1-5 hours per week (33%) or 6-10 hours per week (21%). Additionally, nearly one in five said Updox has saved them more than 10 hours per week (17%), with survey respondents ranking document management, workflow processes and office productivity as areas where they've seen the most significant improvements.

**33%**  
said Updox saved them  
1-5 hours per week

Despite frustrations including lack of integration and number of logins, providers continue to recognize the potential and results of how the right technology can positively impact their business. And solutions clearly exist that can save providers time and money.



“ Embracing technology is one of the best business decisions I've made in my 21 years of being a doctor. We've seen tremendous reductions in redundancy and inefficiency and have saved in paper, toner and postage. Thanks to technology, one nurse can do the work of at least 2.5 employees 10 to 15 years ago.

— James Legan, MD, Northwest Physicians



# Give me more hours in my day

Eliminating manual or redundant tasks can streamline workflows and add valuable time back to your day. An electronic document management solution allows staff and providers to easily manage and triage messages.

This helps to reduce the “pajama time” during which many providers find themselves completing administrative tasks after hours from home.

Communications, including faxes, lab reports or referrals, can be reviewed via a mobile device to maintain efficiency even when out of the office or between locations. A video chat solution lets providers connect with patients for quick follow up or with fellow providers for consultations. Live video chat is becoming preferred over traditional phone calls.

# 52%

of providers see **improved satisfaction** after implementing live video

[ INTOUCH HEALTH ]

Telehealth allows for quick remote check-ins, lowers costs from unnecessary office visits, and provides options for patients who are homebound, in rural areas or unable to travel into the office.

“Other services can be clunky but the way that Updox helps us organize documents and personalize them makes us so efficient. I’d estimate that, between my time and costs for paper, toner, phone lines and more, I’m saving at least \$30,000 a year with Updox.”



## CASE IN POINT

**TOM RYAN, MD**

Pediatric Medicine of Cartersville

### Pain Points

Prior to implementing Updox, Tom Ryan, MD, of Pediatric Medicine of Cartersville, a solo pediatrics practice located near Atlanta, spent at least an hour every evening managing documents, reviewing results or signing off on items. With the help of the Updox collaboration platform, Dr. Ryan can do it all easily and efficiently during his workday.

### Alleviating Burnout



Review results, faxes or messages immediately, even from a cell phone



Drag and drop items right to the patient chart



Sign forms and send faxes electronically



Use texting to confirm appointments, answer questions, respond to requests



# Save my money – the cost of doing business is too much

Just like other industries, administrative costs are on the rise. From salaries to equipment to rent to supplies, the business of doing business costs more. Whether you are a business owner or a partner, keeping one eye on the finances is a part of doing business and it's adding stress when those costs aren't always under your control.

Providers who constantly watch their financial bottom line often feel pressured to work more hours or see more patients to turn a bigger profit. Savvy providers need to seek options that not only allow them to operate more efficiently but to do so in ways that lower overhead costs:

1. An electronic document solution allows offices to eliminate their costs for paper, toner and shredding. In fact, for **every 5,000 fax pages sent or received, a practice spends an average of \$155 in supplies.**
2. **Text messaging lets staff and providers easily and efficiently send information** to patients or fellow providers. Providers can use traditional text or HIPAA-compliant secure text messaging that can be filed into the patient chart. Not only does it offer a more efficient process, it **gets staff off the phone from leaving countless voice mails** (and then having to return other voice mails) and focus their time on higher-value tasks.
3. **On average, medical practices and pharmacies use more than 1,200 pieces a paper per provider each month** to gather information—with that paper copy needing shredded afterwards. Forms are completed and then need to be scanned or transcribed to get to the patient chart. Allow patients to fill out electronic forms prior to visits and eliminate duplicative work to cut costs. Electronic forms can even be completed by cell phone or tablet.

Updox manages all our communications with faxes, results, lab reports, schedules and more. We're using it every 5 to 10 minutes and it's saving us at least two to three hours a day. I would estimate we're saving around \$10,000 a year but Updox is truly invaluable for our practice.



## CASE IN POINT

RENEA CLARK, OFFICE MANAGER

BlueSky Health

### Pain Points

As a nurse practitioner-run, family medicine office, BlueSky Health knows patients expect to be seen the same day. And that's possible thanks to the integration between Updox and their Practice Fusion EHR. For BlueSky Health, trimming costs doesn't have to mean sacrificing quality of care. It actually means improving it – and their financial bottom line at the same time.

### Alleviating Burnout



Streamlined office workflows support increased staff productivity



Cuts costs for paper, toner, phone lines, shredding service and hardware



Improved patient satisfaction to drive additional revenue



# Make my staff happier

Physicians work long hours to care for a growing number of patients yet compliance requirements are expanding the time they must spend on non-clinical paperwork.

Meanwhile, staff, including nursing, administrative, pharmacy and office employees, are often left to juggle tasks with inefficient and inoperable systems that zap productivity through complicated, redundant processes that require logging in and out of multiple systems.

# 50%

of nurse care managers reported feeling burned out.

A 2017 Journal of General Internal Medicine<sup>6</sup> study reports 36% of front office staff reported feeling burned out. That staff frustration permeates throughout the office, eventually making its way to patients too. While providers may not be able to control all sources of burnout, they can start by addressing many of these administrative pains by making communications easier, improving workflows, reducing administrative headaches and providing a more efficient, unified way to work.

Seamless technology solutions that make jobs easier, and staff happier, go a long way in alleviating burnout. It is important to get to the heart of this issue, because staff turnover and early retirement from the healthcare field is compounding the challenges that are contributing to burnout in the first place.

“The dollar savings is great but that is outnumbered by workplace improvements Updox gives us. At 3 p.m., we’re not looking at six hours of scanning. That’s gone. Staff are less stressed and just genuinely happier with their workday.”



## CASE IN POINT

MARCY HATCH, CMPE,  
PRACTICE ADMINISTRATOR

University General Surgeons

### Pain Points

University General Surgeons in Knoxville, Tenn., is a busy two-location general surgery, acute, trauma and critical care specialty practice, affiliated with the region’s only Level 1 Trauma Center. Due to the chaotic and unexpected nature of not always knowing what care they’ll be providing that day, the team of nine surgeons, 10 extender staff (including nurse practitioners and physician assistants) and 17 staff members needs streamlined workflows and easily-managed communications systems to thrive. The practice has two locations and use Updox for their communications and patient engagement solutions.

### Alleviating Burnout



Streamlined work process to eliminate rework



Eliminated evening and weekend scanning



Stopped manual tasks to allow for more patient-facing care



## CASE IN POINT

JANA BENNETT

The Medicine Shoppe Pharmacy



### Pain Points

The Medicine Shoppe Pharmacy in Sherman, Texas, fills more than 350 prescriptions a day with two pharmacists, six technicians and two clerks. When owner Jana Bennett wanted to implement Updox within the pharmacy, she knew change would be hard but was confident Updox would seamlessly integrate into her business without forcing staff to adapt in any way.

### Alleviating Burnout



Easy, simple training to get started quickly



Decrease administrative duties to allow staff to focus on patient care



Access to fax status so everyone is informed

The best thing about Updox is that it's so intuitive. That's unusual for pharmacy software. Anyone can see a fax or document from their computer. We didn't have that before and you can't put a price onto getting rid of that frustration.

### PAIN POINT #4



## I want more time with my family

Relying on a variety of technology solutions to streamline overhead and support the administrative side of the business—voice mail vendors, email programs and scheduling software—can hurt more than it helps. But having a single, seamless system prevents the sort of headaches that all organizations would like to avoid.

Updox lets me serve my patients better and run my business quickly and efficiently. It helps with work-life balance and gives me a better quality of life.



## CASE IN POINT

WILLIAM CROMWELL, MD

Lipoprotein and Metabolic Disorders Institute

### Pain Points

As an independent provider, he sought a way to streamline his processes at work but didn't anticipate the way it might impact him personally. Independent providers like Dr. Cromwell rely on a variety of technology solutions to streamline their overhead and support the administrative side of their businesses. He estimates that Updox saves him about 20 hours a week for his part-time practice. Thanks to the time savings, he is more available to his family.

### Alleviating Burnout



Review results, messages, documents from any mobile device



Stop printing papers just to sign them and then scan them back in



# I'm tired of playing phone tag

Phone calls and voicemails have long been viewed as a painful but necessary component of patient care. But, they are a costly manual process where offices and pharmacies rarely directly connect with the patient or prescriber. Instead they have to resort to leaving a voicemail and the seemingly endless game of phone tag begins. So, what if phone calls aren't really necessary?

By using a secure HIPAA-compliant text solution, a practice can easily send one text message to the patient that links them to a verification page where they enter their birth date or PIN. In under one minute, a patient reads that their lab result is normal.

**7x** | At the typical practice, a **message is touched seven times** over the course of several days before it is resolved.

**3x** | It usually **takes three phone calls** just to **connect with a patient** to tell them their lab result is normal.

Patients are happier to receive their results more quickly, and staff can focus on higher-value tasks instead of leaving voicemails and waiting on phone calls.

# 23%

of patients forget to show up for their appointments, costing the average practice about \$104,000 a year<sup>10</sup>

With customizable appointment reminders, you can ensure patients keep their appointments and have the information they need before their visit. Automated appointment reminders notify patients on their preferred channel (text, voice mail or email), allowing providers to fill cancelled slots to maintain revenue—all without picking up the phone—to eliminate wasted time and inefficient communications.



## CASE IN POINT

STEVE COOMES, RPH

AUBREY HEALTH MART PHARMACY

### Pain Points

Aubrey Health Mart Pharmacy, a community pharmacy in Aubrey, Texas, has seen significant savings thanks to the reduction of phone calls, along with costs for paper, toner and shredding services. Staff are able to text patients when their prescriptions are ready, notify them about co-payment amounts or issue a group message regarding flu vaccine availability and other notices.

### Alleviating Burnout



Stop playing phone tag—reach patients immediately



Attach forms, photos or documents to texts to update information



Send texts to get immediate responses or clarifications about requests

**“Texting has been a game changer for us. Voicemail was frustrating as we would leave messages with questions or requesting information and patients would call back and say ‘I missed a call from you’ but hadn’t listened to the message. We’d have to figure out who had called them or what information we needed to get. With text, we can send the information they need to receive or the question we have. It’s a faster, more secure, more efficient process.”**



# I just want to help my patients

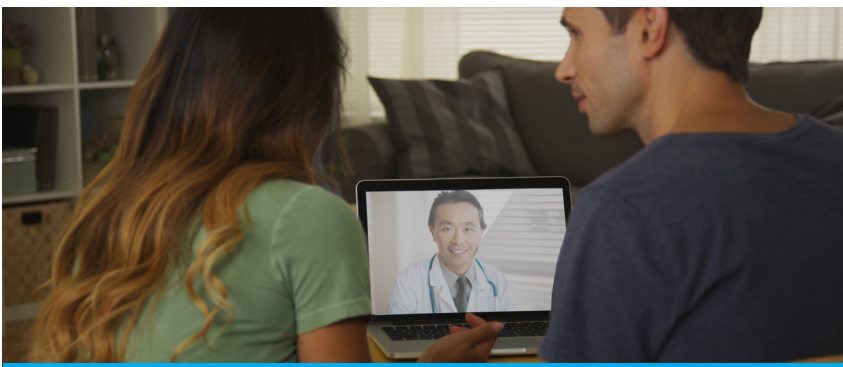
No one goes into healthcare for the paperwork. You entered the field to improve care and help patients become healthier. Anything that detracts from patient care should be kept to a minimum and new technology solutions offer opportunities to maximize time and create a better patient experience.

Video chat and telehealth services have proven to be an effective way to get more time with patients, by allowing providers to engage them where they are—on their mobile phones. Telehealth allows for quick remote check-ins, lowers costs from unnecessary office visits and provides options for patients who are homebound or in rural areas.

## 50 dials

Eliminate 50 dials and two hours of phone calls to patients every day, eliminating backlog and creating time to offer personalized patient care.

Pharmacy providers can extend their reach to underserved patients, conduct virtual follow-ups on prescriptions and monitor medication adherence programs. **After implementing live video, 52% of providers see improved satisfaction<sup>1</sup>.**



Having happy patients goes a long way toward supporting happier staff and providers. Put aside the mundane administrative duties to get back to rewarding part of healthcare.



### CASE IN POINT

LISA SCOTT, OFFICE MANAGER

Charles E. Meusburger, MD, LLC

#### Pain Points

Aiming to be more cost- and resource-efficient, Charles E. Meusburger, MD, LLC, a solo practice with one psychiatrist supported by three staff members, partnered with Updox to improve operations through document management and patient engagement solutions. The practice uses Updox to free up staff time and step away from faxing and phone calls to focus more on patient-facing actions.

#### Alleviating Burnout



Protect PHI with HIPAA-compliant communications



Spend less time on paperwork and more time with patients



Appointment reminders reduce no-shows and keep patients informed

**“The ability to streamline our processes and engage patients quickly and effectively, using the tools they prefer, is essential to anyone running a business, but it’s especially vital in healthcare where less time on administrative processes means more time spent with patients”**

# We're in this together

Partners across the industry are uniting to change this narrative for providers and start healing healthcare. In addition to the solutions provided by Updox, several of the largest healthcare industry advocates are taking action to address burnout.

The American Medical Association website provides insight on caring for a doctor's well-being and preventing burnout, with blogs, testimonials, articles and additional resources for physicians.

Pharmacists can assess well-being with the Pharmacist Well-Being Index, a partnership of The American Pharmacist Association and the Mayo Clinic.

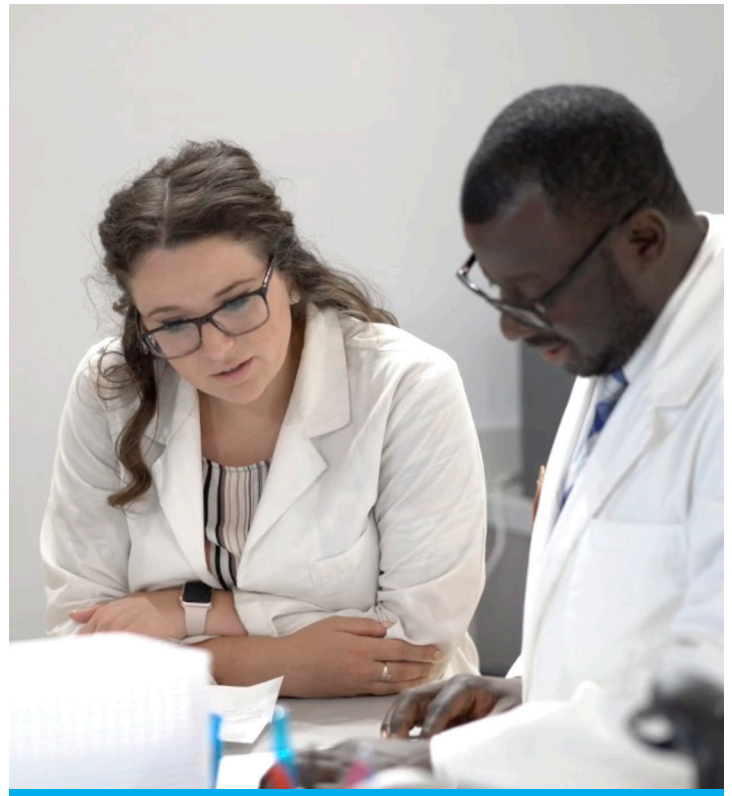
## 42M

hours will be given back to providers and suppliers to spend more time with their patients

The Centers for Medicare and Medicaid Services has a Patients over Paperwork initiative to review and streamline regulations to reduce unnecessary regulatory burdens, increase efficiencies and improve the beneficiary experience. The effort is expected to save the healthcare system at least \$6.6 billion through 2021, while giving back 42 million hours to providers and suppliers to spend with their patients

## Conclusion

**With collaboration across healthcare, there is a treatment plan in place to ease burnout and offer resources, support, technology and meaningful change to those who struggle. As partners for those who provide care, our focus at Updox is removing barriers, alleviating burdens and providing impactful solutions for those with too little time and too many responsibilities.**



With technology solutions that make the business of healthcare run more efficiently, we eliminate manual steps to put hours and dollars back into providers' hands so they can improve their work-life balance, enhance staff satisfaction and increase time spent with patients. By making workflows more efficient—through elimination of redundant tasks, costly manual processes and time-consuming efforts that don't engage patients—providers are able to focus more efforts on their patients and make their care more effective.

Burnout is not a necessary byproduct of working in the passion-driven healthcare industry. By taking advantage of the technology and resources working to alleviate the pains of practicing medicine, providers and staff are able to put their focus back on what really matters—treating patients.

Learn how Updox can help alleviate burnout with the resources at:  
<https://info.updox.com/physician-burnout>

# About Updox

---



**Committed to simplifying the business of healthcare, Updox is a single collaboration platform for out-of-hospital healthcare providers.**

Named for the past five years to the Inc. 5000 list of America's fastest-growing private companies, Updox is integrated with more than 100 EHRs and pharmacy management systems and serves more than 350,000 users and 125 million patients.

Updox's patient engagement solutions make it easier to interact with patients however they want to be reached. **Visit [updox.com](https://www.updox.com) to schedule a demo** and see how you can be more efficient, effective, successful and happy.

## ENDNOTES

1. [https://www.who.int/mental\\_health/evidence/burn-out/en/](https://www.who.int/mental_health/evidence/burn-out/en/)
2. <http://www.massmed.org/News-and-Publications/MMS-News-Releases/Physician-Burnout-Report-2018/>
3. <https://www.webmd.com/mental-health/news/20180508/doctors-suicide-rate-highest-of-any-profession#1>
4. <https://www.medicaleconomics.com/news/2019-physician-burnout-survey-results-show-growing-crisis-medicine>
5. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6367114/>
6. <https://www.medscape.com/features/slideshow/lifestyle/2017/overview#page=1>
7. <https://www.prophet.com/patientexperience/the-current-state-of-the-patient-experience.html>
8. <https://annals.org/aim/article-abstract/2734784/estimating-attributable-cost-physician-burnout-united-states>
9. <https://info.updox.com/healthcare-tech-integration-report>
10. <https://www.qminder.com/no-shows-affect-hospitals/>
11. <https://intouchhealth.com/how-to-increase-physician-adoption-of-virtual-care/>