



# Pandemic Recovery

for Health Systems, Hospitals, and Medical Groups

Enhancing Organizational Resilience  
Addressing the Drivers of Burnout  
Activating Clinician Engagement

**Empowering Transformational Change**

 **PAUL DeCHANT MD, MBA**  
— ADVANCING ORGANIZATIONAL WELL-BEING —

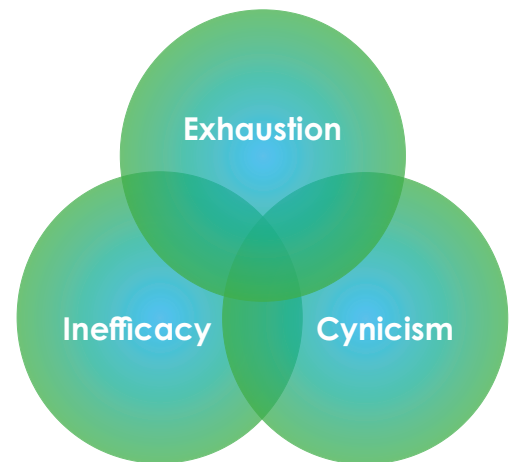
# The Healthcare Leader's Challenge of a Lifetime

The existential crisis wrought by the COVID-19 pandemic has impacted clinicians and healthcare organizations like no other event in recent history.

The extraordinary incidence of disease, death, and disruption is stressing individuals and systems, bringing many to the breaking point. Even before the onset of the pandemic there were many signs of pervasive distress among both clinicians and organizations.

However, the pandemic has sharply worsened the severity and consequences:

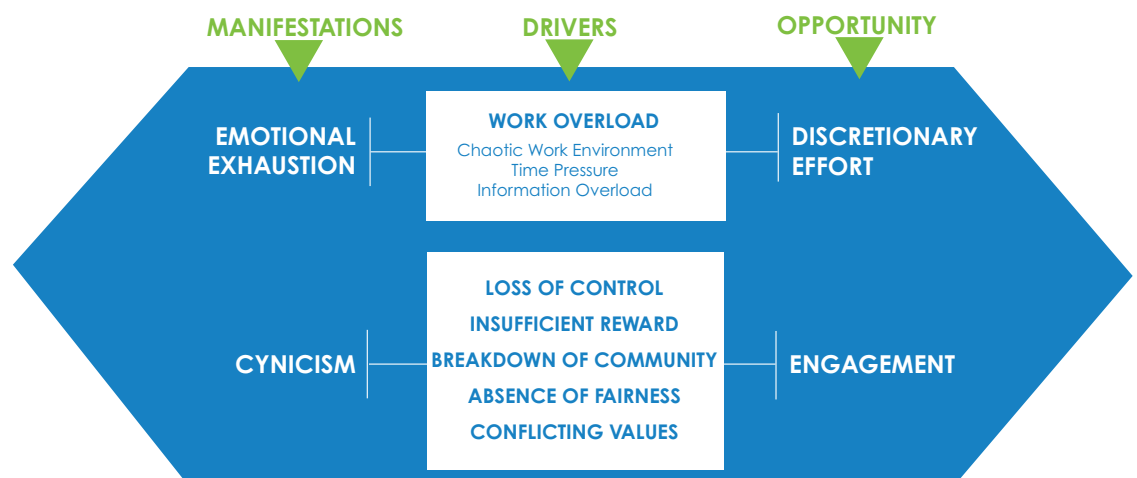
- Clinician burnout rates averaging 50% and climbing.
- Many clinicians ready to leave their current organization, abandon direct patient care, and/or find alternative careers.
- Healthcare leaders feeling previously unexperienced levels of frustration.
- Many provider organizations running at a loss or just getting by on razor-thin margins.
- Important initiatives including patient safety, care quality improvement, access expansion, social determinants of health efforts, and move to value-based payment have been curtailed.



The combined effects of chronic, heightened, clinician distress and pandemic-fueled disruptions will be felt for years to come.

*The six drivers of burnout link to the key manifestations of burnout, as well as to the related opportunities to enhance both discretionary effort and engagement, thereby enabling improved individual and organizational performance.*

## THE BURNOUT CONTINUUM



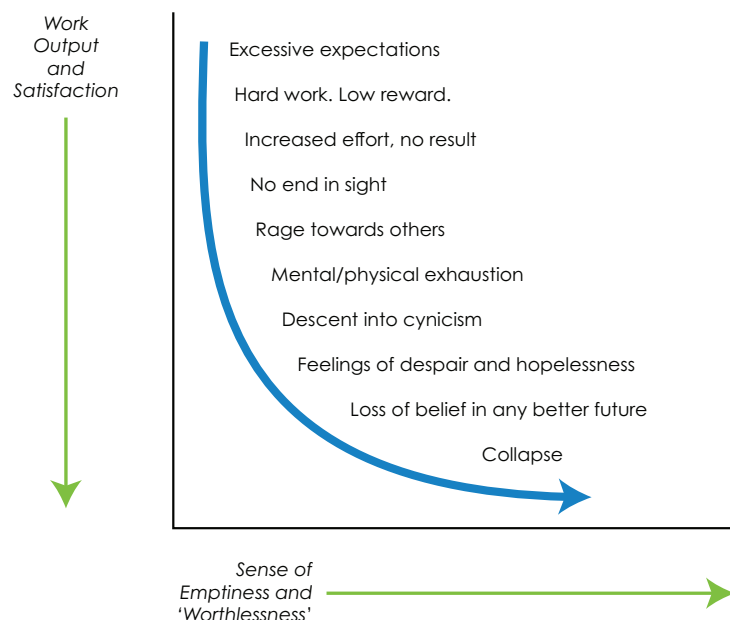
“Burnout is a sign of major dysfunction within an organization and says more about the workplace than it does about the employees.”

Christina Maslach, PhD, and Michael Leiter, PhD

## OUR SOLUTION

By addressing the drivers of burnout, you can improve the well-being of your staff and your organization. As experienced healthcare leaders, we know that no two organizations are the same. Each organization has unique needs and unique capabilities to address specific pandemic recovery challenges. We work with you using our five-step approach that is designed to address your unique needs. These steps include:

- **Diagnosing your specific challenges** - analyzing your data, including review of patient, clinician, and support staff survey results, KPIs, leadership assessments, and an EHR utilization assessment.
- **Developing your transformation plan** - based on insights gained from the diagnostic assessment, we bring together C-level and clinician leaders to identify opportunities, design interventions, and commit to action in the key domains that drive professional fulfillment:



- **Enhancing Resilience** - Clinician well-being support including individual support and team activities.
- **Improving Efficiency** - Redesigning workflows to maximize clinician connection to patients, off-loading data entry and administrative tasks, optimizing the EHR, reducing errors, minimizing waste, and enhancing the effectiveness of care teams.
- **Moving to a Culture of Wellbeing** - Executive support for management system changes to empower and engage front-line clinicians in operational and clinical improvements, while aligning everyone to support enterprise-wide success.

**The problem with burnout is the workplace, not the worker.**

**We work with leaders to eliminate the drivers of burnout in the clinical workplace.**



### **Paul DeChant, MD, MBA**

- Author, speaker, consultant, and recognized expert on clinician burnout
- Thirty years of healthcare leadership experience with 14 years in CEO and president roles
- CEO of Sutter Gould Medical Foundation from 2009 - 2014 where the organization achieved the highest ranking of 170 California medical groups while moving physician satisfaction to the 87th percentile
- Initiated Sutter Health's Practice Improvement Network and Geisinger's Epic Optimization Committee
- Twenty-five years experience of clinical practice as a family physician



### **Bruce Cummings, MPH, LFACHE**

- President and CEO of L+M Healthcare/ Lawrence + Memorial and Westerly hospitals (retired)
- Forty years of experience as a healthcare executive with 27 years as a CEO
- Former Chair of the Connecticut and Maine Hospital Associations' Boards of Directors
- Masters degree in Health Services Administration from Yale School of Public Health
- Recipient of the T. Stewart Hamilton Distinguished Service and ACHE Regent's Senior Careerist achievement awards

***Based on your transformation plan, specific challenges,  
and internal capabilities, we can fill in any gaps  
with focused support tailored to your needs and aspirations,  
to help you successfully reimagine  
and rebuild your organization.***



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