

# PROBLEMS AND SOLUTIONS TO IMPROVE PHYSICIAN ENGAGEMENT

PROBLEMS	SOLUTIONS
Chaos in their work environment	<ul style="list-style-type: none"> <li>• Involve physicians and staff in design of work flow, physical environment, communication processes</li> <li>• Well-designed onboarding process</li> </ul>
Lack of control of their work and work-life balance	<ul style="list-style-type: none"> <li>• Provide input into decision-making</li> <li>• Communicate aggressively</li> <li>• Offer opportunities for social interaction outside of work</li> </ul>
Non-aligned leadership	<ul style="list-style-type: none"> <li>• Provide for meaningful input into strategy planning</li> <li>• Train managers on how to involve staff in decisions</li> <li>• Communicate aggressively</li> </ul>
Electronic health records consuming time, depersonalizing patients	<ul style="list-style-type: none"> <li>• Use scribes to help capture information</li> <li>• Seek staff input for EHR systems and improvements</li> </ul>

The evidence is overwhelming that an engaged workforce—both physicians and staff—produces more efficient, safer, higher quality healthcare organizations. Achieving that engagement requires a multifaceted approach.