

Problem Statement

- The **Quadruple Aim** framework, developed in 2014, expands upon the Institute for Healthcare Improvement's *Triple Aim*
 - Enhancing the patient experience
 - Reducing costs
 - Improving healthcare outcomes
 - **Improving the clinician experience**
- Recognizing the crucial connection between staff wellbeing and patient care, research has demonstrated that healthcare worker burnout contributes
 - Increased medical errors
 - Reduced patient care quality,
 - Healthcare staff shortages
- Physician assistants (PAs), who are critical members of the healthcare team, especially in Emergency Departments (EDs) and urgent care settings, are increasingly affected by these challenges.
- American Academy of Physician Assistants (AAPA)
 - 41% of PAs are experiencing burnout,
 - 56% of PA students
 - 79% of PAs remain optimistic about their profession
 - 36% express pessimism about the future of healthcare.

Objectives

- To develop an evidence-based, data-driven initiative across the Emergency Medicine Service Line at Northwell Health
- A targeted study was conducted to gather specific insights with our primary objective being to understand the core challenges before moving to solutions.

Methods / Instruments of Improvement

- A survey was developed using questions from the **Institute for Professional Worklife's Mini Z Inclusive**, with additional questions about staff occupation, worksite, and tenure with the organization.
- The survey was distributed via **RedCap** to all staff members, including physicians, ACPs, nursing staff, nursing assistants, radiology techs, telemetry techs, unit clerks, and administrative assistants across 18 sites within the health system, as well as our urgent care partner, GoHealth.

Timeframe

- The survey was open for a two-week period in April 2024

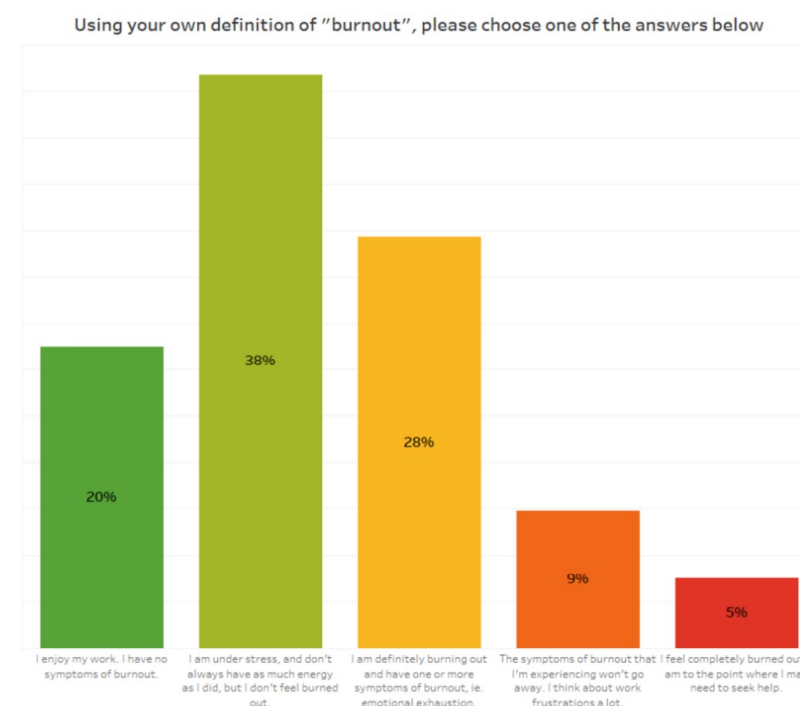
Measures of Success

- Each question was closely analyzed to uncover common themes across specific sites, various occupations, and different lengths of tenure within the organization.
- There were a total of 648 responses from a wide range of staff, including physicians, advanced care providers (ACPs), nursing staff, and administrative personnel.

Outcomes

- Over 75% of respondents expressed satisfaction with their jobs,
- More than 60% reported that their professional values aligned with those of their leaders
- Over 50% of staff, including PAs, reported significant stress levels
- Among physicians and PAs, 40% stated that their control over their workload was either marginal or poor
- 80% of respondents reported experiencing some form of burnout, many expressing need to seek assistance.

Results



Conclusions

- The data from Northwell Health, combined with national statistics from the AAPA, highlights the urgent need for targeted interventions that address workload management, stress reduction, and overall wellbeing for PAs and other healthcare workers.

Next Steps

- Northwell Health has already initiated several programs, including a Peer-to-Peer Mentoring Program and service line recognition efforts, aimed at reducing stress and promoting staff wellness.
- Future steps will focus on continuous data collection, monitoring, and implementing further evidence-based solutions to ensure that PAs and other healthcare workers receive the support they need to thrive both professionally and personally.