

How A

DIGITAL WORK HUB

Can Reduce Employee Burnout in
Your Healthcare Organization



INTRODUCTION

We don't have to tell you that burnout is on the rise among clinicians and other healthcare workers—you're living it every day. There are a lot of contributing factors, not the least of which has been the extended trauma of fighting the pandemic for the last few years. COVID-19 has exposed and magnified every weakness in our global health system, and left hospitals, clinics, and pharmaceutical companies scrambling to keep it all together.

By this point, you've done triage on some of the most glaring issues, but the fact remains that the relationship between clinicians and their employers has changed. Nurses and doctors are resigning in droves, and one factor that more people should be talking about is the sorry state of employee communications and tech enablement.

Your clinical staff is exhausted and frustrated, and they don't feel like they have a voice in the organization. They have seen the advancements to modernize your patient experience in the last two years, and are wondering why their employee experience hasn't received the same attention. A modern digital work hub for communication,



training, collaboration, and content can be the difference between an unhappy, unsupported employee and an effective, satisfied contributor.

Nurses and doctors chose this field because they care about helping people—the more barriers you can remove between them and treating their patients, the happier they will be.

In this paper, we will make the case for how a modern digital work hub for your health system can help you do just that.

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WHAT IS A DIGITAL WORK HUB?

A digital work hub unifies content, communication, training, and operations for your healthcare organization in one single platform.

With a digital work hub, your healthcare professionals will be able to easily communicate and collaborate with their peers, be equipped with a centralized location for important resources, have instant access to necessary training resources while on the floor, and much more.





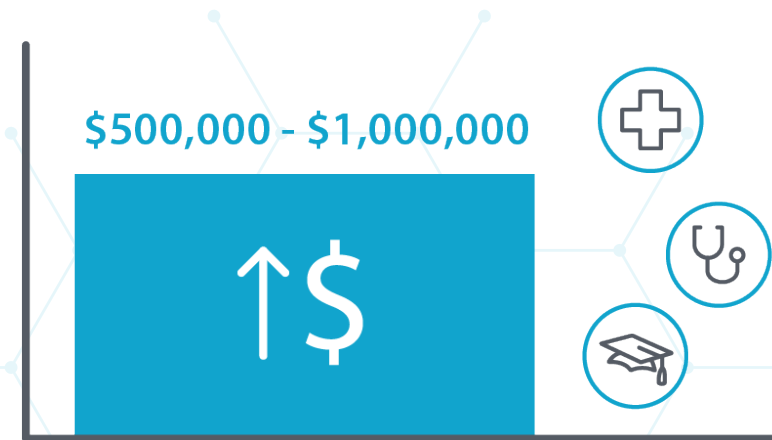
WHY YOU NEED A DIGITAL WORK HUB

BURNOUT CONTINUES TO RISE

Prior to the COVID-19 pandemic, nearly 40% of nurses reported they felt burned out because of long work hours, greater workloads, poor environments, and caring for significantly ill patients. By January 2021, that figure had grown to 70%.¹



- The average cost of turnover for a bedside RN is \$52,100, resulting in a hospital losing \$4.4M - \$6.9M annually.²



- It costs on average \$500,000 - \$1,000,000 to replace a healthcare physician with the invaluable training and experience consequently lost.³

INEFFECTIVE TRAINING CONTRIBUTES TO HIGH TURNOVER RATES

There is a rapid rate of turnover among health systems. Hospitals spend between \$5.2 million to \$8.1 million annually replacing nurses alone.⁴ It is critical to have the proper training procedures in place so your healthcare workers are equipped with the knowledge to do their job effectively. Failing to accomplish this can contribute to burnout, decreased engagement, and ultimately, the departing of your workers.

St. Francis Hospital and Health Centers implemented a training/mentorship program that helped nurses perfect their clinical skills during a full year training course.

The program reduced turnover rate from 31 percent to 10.3 percent in just two years.⁴



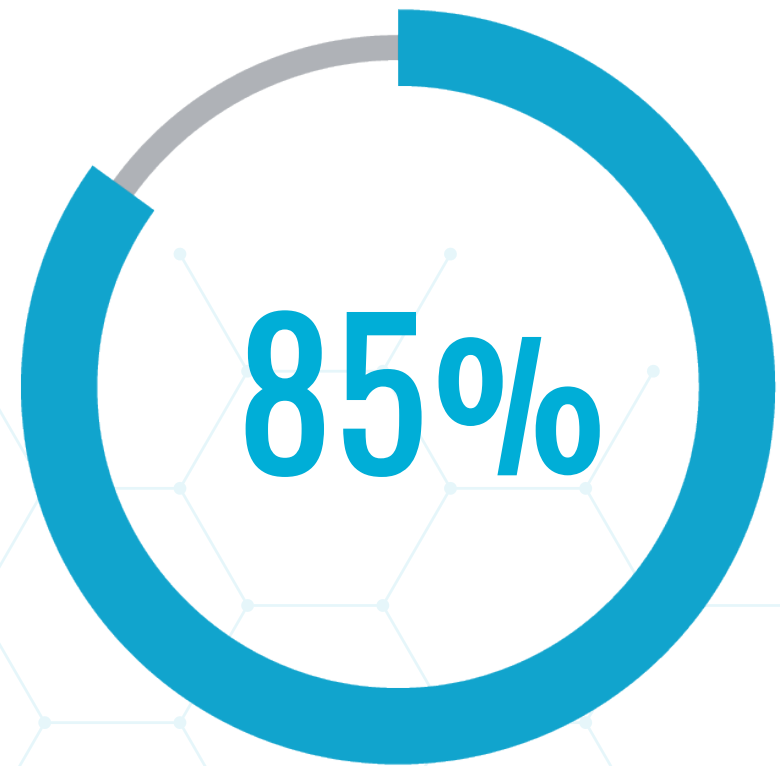
- 80% of serious medical errors are the result of improper training procedures where coworkers miscommunicate during patient transfers.⁵
- 43 percent of newly licensed nurses who work in hospitals leave their jobs within three years. Additionally, 33.5 percent resign after two years and 17.5 percent work for only one year.⁴
- Each percent change in RN turnover will cost/save the average hospital an additional \$379,500.⁶

RISK OF HUMAN ERROR PLAGUES HEALTH SYSTEMS

Most hospitals are using EHR software for patient information, but many still have non-patient-related paperwork buried in an ancient intranet folder, or worse, a filing cabinet somewhere.

On average, a frontline healthcare worker spends 9 hours a week on non-patient-related paperwork (such as administrative documents).⁷ Then, administrative staff waste hours processing and manually moving that data from paper to computer and spreadsheet to spreadsheet. At each step of this process, human error increases the likelihood that crucial data has been compromised.

A mobile digital work hub eliminates the bulk of this wasted time by making digital forms easy for your clinical workers to find and fill out. Data is sent where it needs to go with automated workflows, saving time and drastically reducing the rate of data errors.



85% OF DATA BREACHES IN 2021 WERE ATTRIBUTED TO SOME COMPONENT OF HUMAN ERROR.⁸

UNCLEAR OPERATIONAL INFORMATION

There are a lot of seemingly insignificant details that can be very difficult to figure out for employees who don't have quick access to a collaboration space. For example, say you're a doctor reporting to a different clinic than you normally would. How do you figure out how to get into the building and where to park?

Alternatively, say you are a nurse who's been asked to pitch in on a different floor than usual and need to figure out where they keep different kinds of equipment and how the team usually approaches covering each other's breaks.

In many cases, it's easy to ask someone nearby and figure it out. However, these small interruptions add up over time, and sometimes there's no one around to ask.

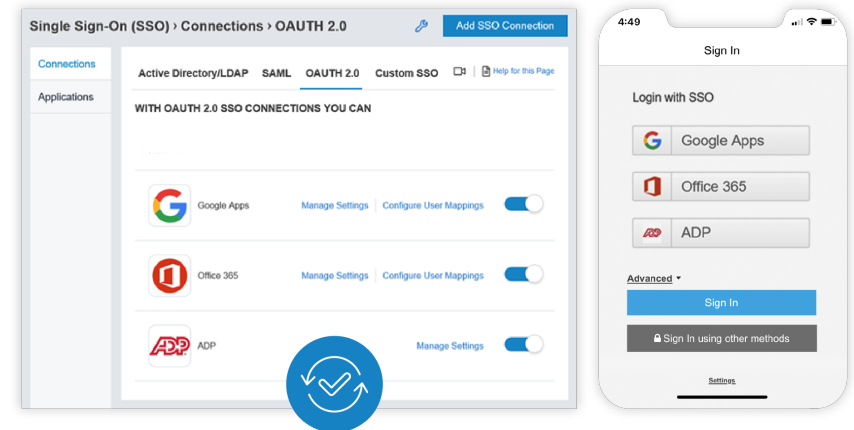


With a proper collaboration space, it takes ten seconds to ask operational questions to the segment of the team that has answers, and get detailed responses from the exact right person. Furthermore, these questions and answers become a searchable repository that grows over time. When the same topic comes up again for a new person, answers are just a click away.

THE NEED FOR SINGLE SIGN-ON (SSO)

For clinicians, accessing the right information in an instant can oftentimes be a medical necessity. It is crucial to have some form of SSO incorporated so clinicians and other medical professionals can quickly access applications without having to retype their passwords. Failure to have some form of SSO can result in a significant amount of wasted time among your workforce.

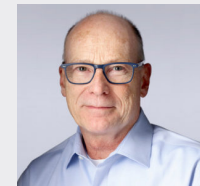
By implementing SSO, there is an estimated savings of \$2,675 per clinician, which yields a total annual savings of more than \$2.6 million.⁹ Part of your health system's digital transformation should be centered around incorporating an SSO solution into your workers' mobile devices. Time wasted logging into applications can hinder patient care, as well as impose a large financial cost to your organization.



“We were able to integrate all 200 of our existing internal company applications directly into MangoApps.”

TEAMHealth®

*Dr. Miles Snowden,
Chief Medical Officer at TeamHealth*



ARE YOUR WORKERS EVEN CONSUMING CONTENT?

It's generally safe to assume that no one is reading your internal communications newsletter.

This is doubly true for clinical staff, who are overworked and worried about patient care above all else. On average, frontline medical staff typically complete up to 72.3 tasks per hour.¹⁰ In a 12 hour shift spent mostly on your feet, the last thing you want to do with a precious chance to sit down is read an email from corporate.

If you're going to send anything to your clinical staff, it better be short, easy to digest, extremely relevant to every person it's being sent to, and delivered in a manner that is convenient for them to access.

It can be challenging to figure out what is relevant and convenient, which is why you need to be able to measure engagement and see who



has viewed content put out. Once you have a baseline for these numbers, you can experiment with content delivery and segmentation until you figure out what works.

Without analytics, you're sending emails into a black box and guessing at how they might be received.



HOW A DIGITAL WORK HUB CAN HELP YOUR HEALTHCARE ORGANIZATION

CREATE A TAILORED EMPLOYEE EXPERIENCE

It is imperative that your clinical staff play an active role in shaping the employee experience of their department. In healthcare organizations, no two departments are alike. For example, your Radiology department is most likely organizing and consuming information in a different way than the Pediatrics Department. Not only this, but each department prioritizes different aspects of a digital work hub.

Empowering people throughout the organization to play a role in the content you put on your digital work hub enables you to scale, in a way that's worth the up-front time investment and learning curve. In doing so, you can improve employee engagement, reduce the risk of burnout, and capitalize on a more productive workforce.

“Our strategy was that we got members from each department to own their page. I own the home page and put news on there, but they own all their department’s sub-pages. We told them exactly what we’re doing and why, and then let them each take ownership. I think that’s why we were so successful.”



*Melissa Hoyos,
Director of Internal
Communications at symplr*



IMPROVE AGILITY IN THE FACE OF COVID-19

It has become increasingly necessary for healthcare organizations to be agile in their communication efforts, and keep employees informed during the COVID-19 outbreak. The pandemic has exposed the inefficiencies in outdated healthcare systems and led to a large industry shift in the adoption of modern technologies. When equipped with modern communication technology, healthcare organizations can send out an important message/announcement and instantly reach specific segments of their workforce.

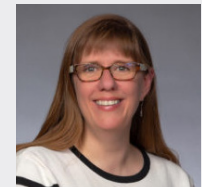
A 500-bed hospital loses more than \$4 million annually as a result of communication inefficiencies.¹¹

A digital work hub can help your healthcare system completely revamp your internal communication processes. With a mobile-first approach, frontline clinical staff can stay engaged and informed while dealing with patients on the floor.

“With MangoApps, we had a place to put all the critical COVID-related information our employees needed. As a huge plus, it was available outside of our server environment, over the internet, on a cellphone.”

 K·COE ISOM

Debra Helwig, Senior Internal Communications Manager



FOSTER CONTINUOUS EDUCATION

Enable Continuous Education With A Mobile LMS

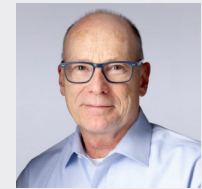
When clinical workers don't have strong training programs and instant access to reference materials, they are often forced to improvise on the spot to do what they think is best for their patients, then go refer back to the policy later to see if they did what they were supposed to. This can pose a threat to your patients' well-being, as well as represent a financial cost to your organization.

Put yourself in the shoes of a doctor. All day, you're rushing from room to room, trying to see as many patients as possible. It's important to you to keep up with new protocols, procedures, equipment, and certifications, but it's not a moment-to-moment concern the way patient

"Continuing medical education is a critical process for physicians. You can't stay licensed if you don't complete continuing medical education. We do that now through the MangoApps mobile platform."

TEAMHealth

*Dr. Miles Snowden,
Chief Medical Officer at TeamHealth*



care is. Continuous education is an afterthought, and it can be hard to find the time.

When you have a mobile-friendly LMS, courses are broken into bite-sized pieces and reference materials are always in your pocket. When you can't remember something from a previous course with perfect detail, it's a quick search away.

SELECTING A WORK HUB FOR HEALTHCARE

Selecting a digital work hub starts with evaluating a set of solutions that can remedy all the challenges provided in this white paper. By selecting a digital work hub that best fits your healthcare organization, you can begin to unify content, communication, training, and operations into one single platform. In doing this, you will be able to improve your operational efficiency, reduce burnout, and foster more effective communication among your healthcare professionals.

When evaluating a work hub platform for your hospital or health network, take the following steps:

- 1 Start with a vision and buy-in from leadership
- 2 Ask the right questions during demos
- 3 Relinquish control & get input from your healthcare professionals
- 4 Get executives to promote the launch at every opportunity
- 5 Start small, grow and iterate



*Melissa Hoyos,
Director of Internal
Communications at symplr*



"I really wanted power to customize the homepage. I had a vision and I knew what would work. Make sure that you go in with a vision of what you want to do, but be flexible on small things."



Case Study

Read More

WHAT A DIGITAL WORK HUB MAY LOOK LIKE FOR YOU



CASE STUDY: TEAMHEALTH

Success With A Mobile Internal Comms Platform

TeamHealth is the leading physician practice in the United States, providing over 20,000 clinicians to medical institutions.

Prior to MangoApps, TeamHealth was struggling to effectively communicate with their dispersed workforce.

After implementing a mobile internal comms platform, TeamHealth realized benefits across the board, including:

- Improved collaboration and engagement among clinicians across the country
- Instant access to important policies, resources, and health information
- The ability to distribute updates, alerts, and important announcements to the entirety or segments of their workforce

“With MangoApps, we can provide clinical resources for our clinicians to use at the bedside to make health care delivery easier, better, safer, and more effective.”

TEAMHealth.

*Dr. Kevin Klauer,
Chief Medical Officer at TeamHealth*



TEAMHealth.

Case Study



[Read More](#)

MANGOAPPS

MangoApps is a unified work hub provider that specializes in deployments for healthcare organizations.

With frontline clinical workers hard to reach and always on the move, it can be impossible to keep them connected with their peers and equipped with the resources and information needed to do their jobs effectively. We see this as an area of opportunity for health systems.

By creating a platform that serves the needs of desk workers and frontline healthcare professionals alike, you can enable clarity and focus while opening up avenues of conversation for the entire workforce.

The end result is an engaged, productive workforce, and more importantly, people who are happy at work and feel a sense of inclusion—people less likely to burn out. We see this change play out every day with our healthcare customers.

[More About MangoApps](#)



More Reading Materials:

- [How a modern intranet unifies TeamHealth's distributed clinical workforce](#)
- [Stories from dozens of our healthcare customers](#)
- [How & why to engage with your frontline workers](#)

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