



COVID 19 BURNOUT

Using Continuous Quality
Improvements to Support Staff
and Improve Job Satisfaction

20
22

Quality Committee Members

Christina Abate, Darren Craddieth, William
Dawsey, Dena Hughes, Darthanian Nichols,
Rayvon Shipman, Kyra Smith, Oliver Tarver

NATIONAL
RYAN WHITE
CONFERENCE
ON HIV CARE & TREATMENT

Public Health Challenge Being Addressed:

COVID 19 BURNOUT

- **Project focused on identifying and decreasing staff burnout**
- **Problem Statement**
 - According to a CAREWare data provided in the 2021 Quality Improvement Toolkit, 63% of clients were in continuous care (ICC).
 - We did a survey on staff burnout to see if staff were feeling overwhelmed because of COVID 19 and decided that the best way to help clients stay engaged in care was to focus on the staff who are providing their services .
 - We administered a survey on staff burnout called “Burnout Self Test” by Mindtools.
 - This led us to the following problem statement: “Why are 58.3% of Care Staff feeling run down and drained of physical and emotional energy indicating burnout”?
 - We learned that staff are feeling burned out and overwhelmed about many different things mostly related to how the pandemic has impacted their lives.
 - We hypothesized that by decreasing staff burnout it will increase positive client interactions and engagement in care.

PDSA CYCLES

There were four test of change and five cycles to test the changes through out the quality season.

- **Mental Health Services Access**
(cycle completed June 2021)
- **Midday Meditation Series**
(cycles completed July 2021 & August 2021)
- **Daily Self Care Power Hour**
(cycle completed August 2021)
- **Daily Dose**
(cycle completed September 2021)



Methods and Activities

Project Aims

- Find a way to reconnect staff that have been feeling disconnected
- Decrease feelings of burn out because of COVID-19
- Help staff ease into and increase morale as they transition from exclusively working from home to working in office or hybrid.

Goal

- Determine if taking a pause during the work, to have staff interaction reduces burnout and increases staff morale and productivity.

Support

- Make sure staff could access resources for mental health.
- Created educational videos depicting step by step instructions to access employer provided mental health assistance.
- Created a space in the office intranet for easy access to resources and educational videos, for current and future employees.

PDSA 2

In this PDSA we provided four 30 minute or less sessions of Midday Meditation.

Each session introduced -

- a specific form of meditation
- definition and education on the form of meditation
- a guided 10-minute video that allowed participants to experience that form of meditation
- All meditation sessions were scheduled between 11:30 am and 1:00 pm.
- All meditation sessions were completed through Zoom meeting links.
- All pre and post surveys were completed through Zoom Polling.
- Though the PDSA focused on staff, the meeting link was shared with clients to get consumer involvement

PDSA 3

In this PDSA we offered Care staff the opportunity to use one hour of the workday for self-care in any way they decided, using provided guidelines.

All communications and emails were Google docs survey driven. During the week of August 16-20, 2021, one hour each day of CHAG work time was given for participants to dedicate to SELF-CARE.

The Guidelines:

1. During this dedicated hour you may choose any form of self-care activity.
2. Self Care Power Hour should be taken during work time.
3. Complete and return all surveys that were sent via email. There were 6 or 7 surveys in all.
4. This test cycle was for Care staff and quality members to participate.

Results

BASE

BURNOUT SELF CHECK

Not at All	Rarely	Sometime	Often	Very Often
------------	--------	----------	-------	------------

Question		Not at All	Rarely	Sometime	Often	Very Often
1	Do you feel run down and drained of physical or emotional energy?	8.3 %	0	33.3%	33.3%	25%
2	Do you find that you are prone to negative thinking about your job?	33.3 %	8.3%	33.3%	16.7%	0
10	Do you feel that you are in the wrong organization or the wrong profession?	50%	25%	8.3%	8.3%	8.3%

POST

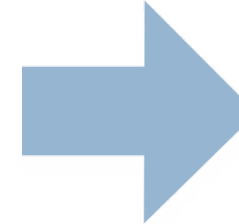
BURNOUT SELF CHECK

Not at All	Rarely	Sometime	Often	Very Often
------------	--------	----------	-------	------------

Question		Not at All	Rarely	Sometime	Often	Very Often
1	Do you feel run down and drained of physical or emotional energy?	0	9.1	81.8%	9.1%	0
2	Do you find that you are prone to negative thinking about your job?	36.4%	18.2%	45.5%	0	0
10	Do you feel that you are in the wrong organization or the wrong profession?	100%	0	0	0	0

BEFORE

- **58.3%** of Care Staff feeling run down and drained of physical and emotional energy indicating burnout?"
- ICC 63% on 12/31/2020



AFTER

- **9.1%** of Care Staff feeling run down and drained of physical and emotional energy indicating burnout?"
 - 49.2% Decrease
 - Average 66.16% May –October 2021

In Continuous Care Result

3%

increase during project period

Lessons Learned

LESSONS LEARNED

- We learned that our staff were feeling burned out and while many things can contribute to feelings of burnout allowing our staff to dedicate time to self-care highly impacted and decreased feelings of burnout.
- While the focus was on burnout our survey showed that there was a significant increase in job satisfaction (see questions 2 and 10).
- We learned that by investing in our employees' mental health through teaching of self-care techniques, staff expressed that they felt very supported by the agency during the past year.
- Because of the additional information provided by our employees through the Burnout self test, we learned that when employees feel cared for and offered opportunities to manage their stress their job satisfaction increased

Contact Information



Christina Abate, LMSW, CAADC
Director of Clinical Services
Community Health Awareness Group
1300 W. Fort St
Detroit, MI 48226
313 963-3434 ext. 120
flukerc@chagdetroit.org