

ADVANCING HEALTHCARE THROUGH PROFESSIONAL ENGAGEMENT



“Engagement in healthcare is a partnership of collaboration where clinicians, administrators, and patients all play a pivotal role, harmonizing their efforts to orchestrate improved care and enhanced outcomes”



For over 10 years, we've been partnering with ambitious cardiovascular centers who want to maximize clinical, financial, and operational performance across their CV service line.

Our mission is to provide health systems with leading solutions that enable robust performance improvement projects and optimize the value of care delivered.

Amber Pawlikowski
RN, MSN, CPHQ 

Vice President, Performance
Improvement

Many of the nation's top cardiovascular (CV) programs are focused on increasing professional engagement among their team members. Hospitals around the country are currently facing high levels of burnout, dissatisfaction, and difficulty hiring and retaining healthcare professionals. Innovative leaders are working to combat these trends and boost the involvement, commitment, and satisfaction that healthcare professionals have within their institution, while simultaneously reducing costs and improving outcomes. Recent developments in performance improvement (PI) solutions—which leverage a combination of artificial intelligence and the expertise of PI specialists—are helping ambitious programs increase professional engagement without placing a burden on already constrained resources.

THE CHALLENGES OF ENGAGEMENT

By 2025, the United States could see a deficit of up to 450,000 registered nurses available for direct patient care.¹ The demand for cardiologists will soon exceed availability by a significant margin.² A recent survey suggested that more than half of healthcare leaders are worried about poor communication delaying care and inadequate technology negatively effecting team member collaboration.³ Despite new attention to the psychological wellbeing of clinicians, burnout levels are still at an all-time high.⁴ Hospitals that want to succeed in today's competitive market must earn the enthusiasm, hard-work, and willing engagement of all employees.

THE CHALLENGES OF ENGAGEMENT

Studies suggest that hospitals with higher levels of clinician satisfaction and engagement face fewer malpractice suits,⁵ deal with lower levels of preventable medical errors,⁶ have fewer cases of hospital-acquired infections,⁷ and experience less clinician burnout.⁸ Despite the evident advantages of high engagement, many hospitals struggle to create this kind of durable cultural change. One difficulty is that engagement is notoriously difficult to quantify, and therefore many hospitals do not know where they stand on this important measure. To make matters worse, many hospitals lack access to established strategies for achieving tangible improvements in engagement.

NEW STRATEGIES FOR PROMOTING ENGAGEMENT

W. Edwards Deming—one of the great pioneers of quality improvement science—argued that the most successful organizations use intrinsic motivations to earn the loyalty and hard work of their employees.⁹ Intrinsic motivations go beyond standard incentives such as salary and professional advancement, encouraging employee's sense of pride in their work. Healthcare systems that support intrinsic motivations have significantly lower levels of dissatisfaction and higher levels of institutional engagement.¹⁰

Leading CV centers are using new strategies—including robust platforms supporting performance insights—to support intrinsic motivations. These programs started by building a centralized source of information about the current state of care, capable of merging and contextualizing traditionally siloed datasets, including financial and quality data, thus providing a window into performance and a basis for implementing evidence-based improvement projects.

LEVERAGING EXPERIENCED PARTNERS

Many prominent cardiovascular centers are using experienced partners to help them create an analytics and PI framework capable of fostering professional engagement. Biome Analytics is well-positioned to fill this role. Biome's technology gives healthcare teams easy access to accurate data, showcasing the tangible impact of PI projects. This enables clinicians to observe the difference they make for patients, thereby promoting a crucial intrinsic motivation—the inherent drive to enhance the well-being of their patient populations. Additionally, Biome empowers leaders by providing tools to implement evidence-backed interventions, improving working conditions, boosting morale, and reducing clinical errors. Finally, by relieving key hospital employees of the routine responsibilities of collating and analyzing abstracted data and researching interventions, Biome allows these team members to operate at the top of their licenses, engaging in the work they find most meaningful.

LEVERAGING EXPERIENCED PARTNERS

CV centers must grapple with numerous challenges in today's healthcare marketplace. Biome Analytics has over a decade of experience in helping hospitals address preventable medical errors, improve clinical outcomes, reduce the cost of care, and cultivate professional engagement. Equipped with Biome's toolset, ambitious CV programs can create a culture where all employees are thoroughly engaged in the vital task of delivering excellent care to all their patients.

ABOUT BIOME

For over a decade, clients have relied on Biome's proprietary machine learning, human-enabled technology, and community-driven knowledge network to activate their data assets, engage physicians, and accelerate performance improvement. The UCSF Digital Health awards recently recognized Biome as a "Top 10 Best Patient Cost Savings" solution.

CONNECT WITH US: 

Bijan Parandeh | Director of Sales

(e) Bijan@Biome.io

(c) 469-439-1259

biome

1. Assessing the lingering impact of COVID-19 on the nursing workforce | McKinsey. Accessed July 3, 2023. <https://www.mckinsey.com/industries/healthcare/our-insights/assessing-the-lingering-impact-of-covid-19-on-the-nursing-workforce>
2. Dall T. The Complexities of Physician Supply and Demand: Projections From 2019 to 2034. AAMC. Published online June 2021. <https://www.aamc.org/media/54681/download>
3. State of Clinical Communication and Workflows. TigerConnect. Accessed July 3, 2023. <https://tigerconnect.com/state-of-clinical-communication-and-workflows/>
4. Rotenstein LS, Brown R, Sinsky C, Linzer M. The Association of Work Overload with Burnout and Intent to Leave the Job Across the Healthcare Workforce During COVID-19. *J GEN INTERN MED*. 2023;38(8):1920-1927. doi:10.1007/s11606-023-08153-z
5. Diraviam SP, Sullivan PG, Sestito JA, Nepps ME, Clapp JT, Fleisher LA. Physician Engagement in Malpractice Risk Reduction: A UPHS Case Study. *Jt Comm J Qual Patient Saf*. 2018;44(10):605-612. doi:10.1016/j.jcjq.2018.03.009
6. Brooks Carthon JM, Davis L, Dierkes A, et al. Association of Nurse Engagement and Nurse Staffing on Patient Safety. *J Nurs Care Qual*. 2019;34(1):40-46. doi:10.1097/NCQ.0000000000000334
7. Janes G, Mills T, Budworth L, Johnson J, Lawton R. The Association Between Health Care Staff Engagement and Patient Safety Outcomes: A Systematic Review and Meta-Analysis. *J Patient Saf*. 2021;17(3):207-216. doi:10.1097/PTS.0000000000000807
8. Loerbroks A, Glaser J, Vu-Eickmann P, Angerer P. Physician burnout, work engagement and the quality of patient care. *Occupational Medicine*. 2017;67(5):356-362. doi:10.1093/occmed/kqx051
9. Deming E. General Motors speech. Presented at: 1992; Detroit, Michigan. <https://deming.org/all-that-people-need-to-know-is-why-their-work-is-important/>
10. Rawolle M, Wallis MS v., Badham R, Kehr HM. No fit, no fun: The effect of motive incongruence on job burnout and the mediating role of intrinsic motivation. *Personality and Individual Differences*. 2016;89:65-68. doi:10.1016/j.paid.2015.09.030