



OBJECTIVE

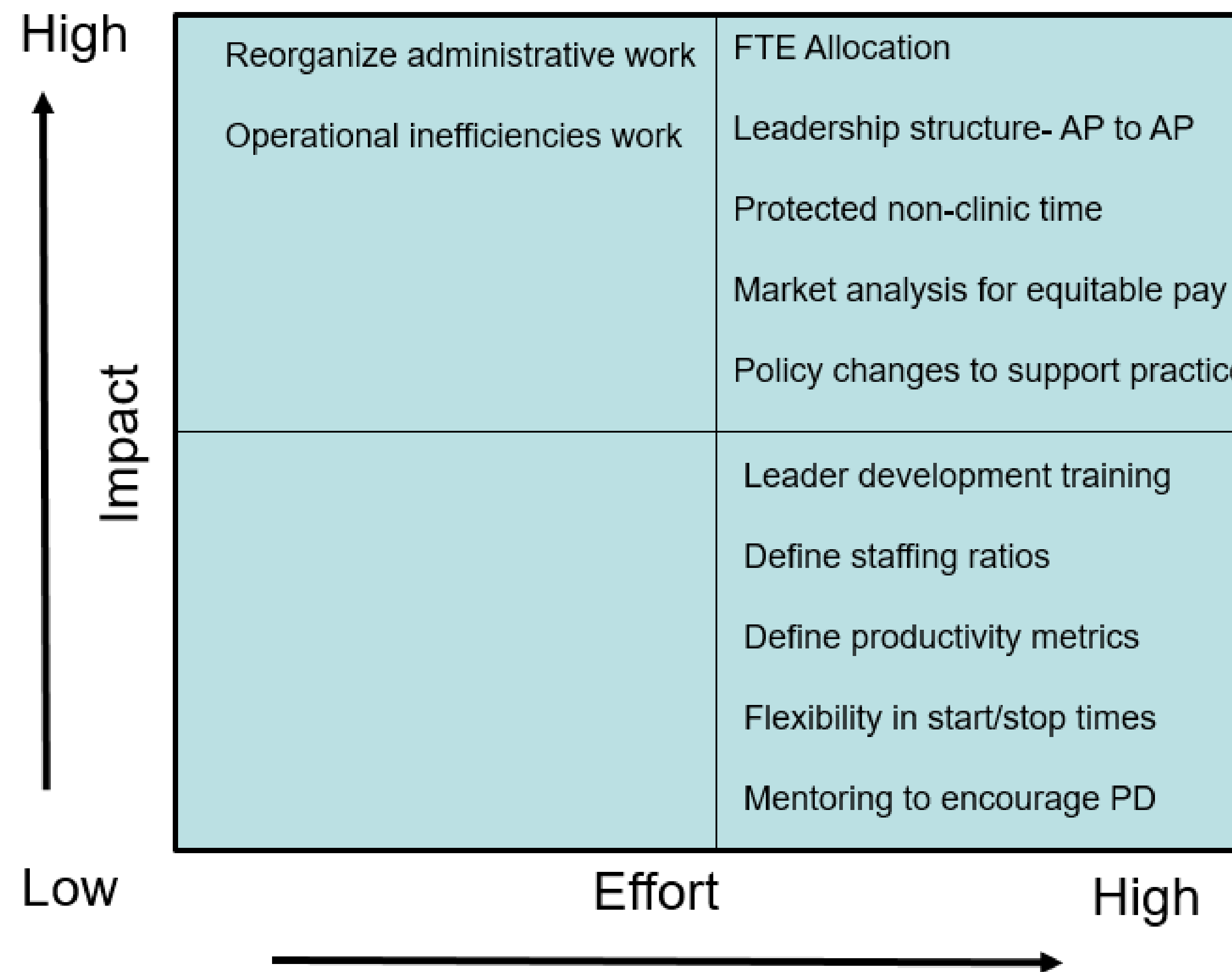
- As AP leaders, we tend to be skilled at managing AP utilization, scope and quality of practice.
- Satisfaction and burnout are difficult landscapes to address and make effective changes within.
- The objective of our leadership team was to make a substantial impact on engagement and burnout.
- Our cancer center addressed engagement and burnout with recognizable success.

INTERVENTION

- AP Leadership utilized multiple years of Press Ganey data, the NCCN APP Best Practice Committee Satisfaction Survey, Annual Performance Review (APR) feedback and regular staff meeting comments to identify areas to focus our efforts to reduce burnout.
- This data was used strategically to implement changes around key items identified by our patient facing team between 2019-2022.
- With strategic advocacy and project work, our institution was able to have a top score on the NCCN best practice committee satisfaction survey completed in 2021.

ACTIONS

Prioritization Matrix



SUMMARY

- APs are skilled professionals who are prone to burnout and disengagement in line with physician and nursing colleagues.
- Careful attention, direct action planning and leadership support can have a significant impact on AP satisfaction, especially if utilizing the voice of the AP to direct the efforts.
- Advocate for AP leadership structures to: increase revenue, quality, reduce cost and improve relationships.
- Leaders should prioritize the needs of their teams through their voice, not the leaders.
- Give APs flexibility where it is possible.
- Mentor and encourage professional development.

REFERENCES

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West, CP, et al. (2018) Physician Burnout: contributors, consequences and solutions. <https://doi.org/10.1111/joim.12752>

Cleveland Clinic Global Leadership and Learning Institute: Prioritization Matrix. <https://ccf.jiveon.com/community/learner-connect>