Physician IT liaison support model to address physician burnout
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1. Background
Quality measures reporting, clerical tasks, changing technology, and lack of time has increased the physician’s workload impacting patient interactions and contributing to burnout paired with a suboptimal perception of our outsourced helpdesk and IT support.

2. Objective
Describe a sustainable model to better support our providers at the time of an encounter so that they can get back to the business of providing care to their patients.

3. Methods
We hired and trained 5 clinicians to serve as a physician IT liaison to:
• Manage a dedicated physician support line (5-DRDR)
• Support onboarding and new provider follow-up
• Perform proactive rounding
• Deliver efficiency and personalization sessions
• New project implementation
• Upgrade training and support

4. Results
• Eliminated call wait times (X= 6”)
• Faster resolution of most EHR issues
• Creation/resolution of SR or incidents
• One line for all technology solutions
• Expedited password reset
• Assessment of issues’ trends to proactively reduce call volume

- 11 inpatient hospital locations and 35 outpatient offices rounding per month
- 11 individualized provider efficiency sessions per month
- 8 post on-boarding follow sessions per month
- 2 medical staff orientation sessions with at-the-elbow support per month
- 1 upgrade and multiple new project implementation support and training

5. Conclusions
Insourcing a physician IT support line reduced the amount of time physicians spent on calls, increased satisfaction and their perception of our IT department. Proactive rounding allowed us to receive feedback for optimization and provide efficiency and personalization tips to better support IT needs of end users.

New provider onboarding and follow up support decreases the stress associated with new technology when delivering care. The 5 FTE investment was below the resources required to cover calls handled by the helpdesk, additional Epic trainers’ funding, and significant analyst time used for support purposes across the different technology areas.