

# Healing the Healers: A Comprehensive and Multifactorial Approach to the Reduction of In-basket Burden

Kristin Jacob, MD, Rima Shah, MD, Erin Inman, PharmD, Erin McNeely, MD, Erica Stevens, DO, Brooke Russell  
Corewell Health, Grand Rapids, MI



## Introduction

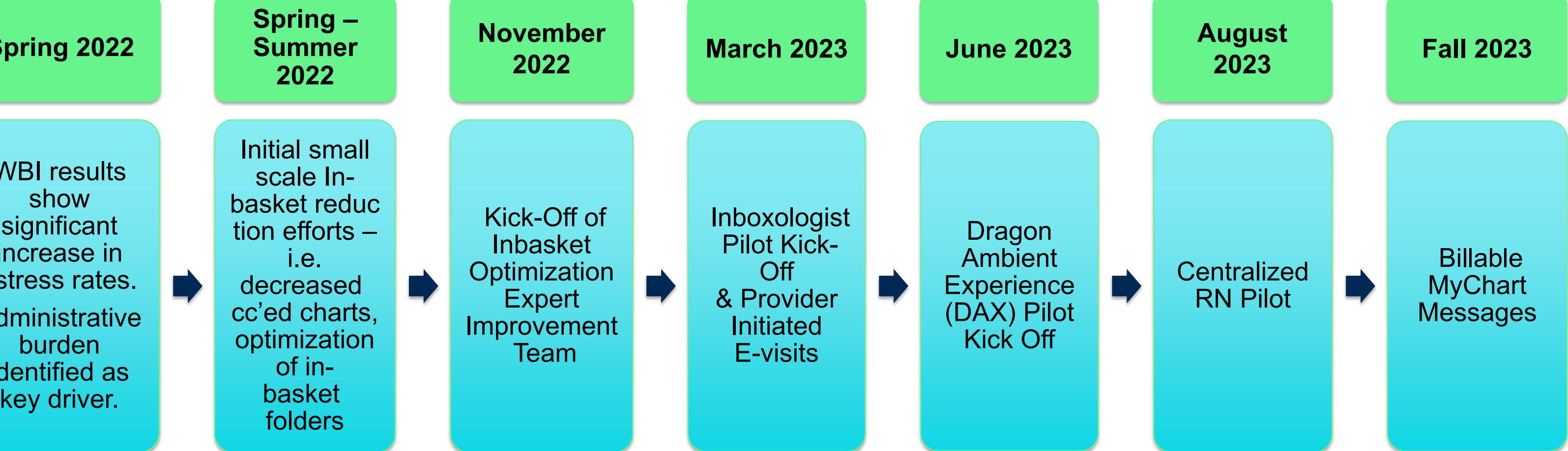
Administrative burden is a driver of burnout for clinicians. In 2022 at Corewell Health West, the Well-Being Index (WBI) showed high rates of distress in physicians as the rates rose to 52% (compared to 43% in 2021 and 35% in 2021). The index also showed high distress rates for Advanced Practice Providers as the rates rose to 35% (compared to 25% in 2021 and 22% in 2020). **Throughout the same time frame, the number of in-basket messages across Corewell Health increased by 260%.**

Administrative burden on clinicians is recognized as a risk to the organization and there is leadership commitment to reduce the burden of in-basket messaging. Previously there had been small scale changes to address this problem, but little improvement was made. There is now dedicated funding and infrastructure to implement innovative pilots and large-scale initiatives to drive greater impact on in-basket reduction in a comprehensive way.

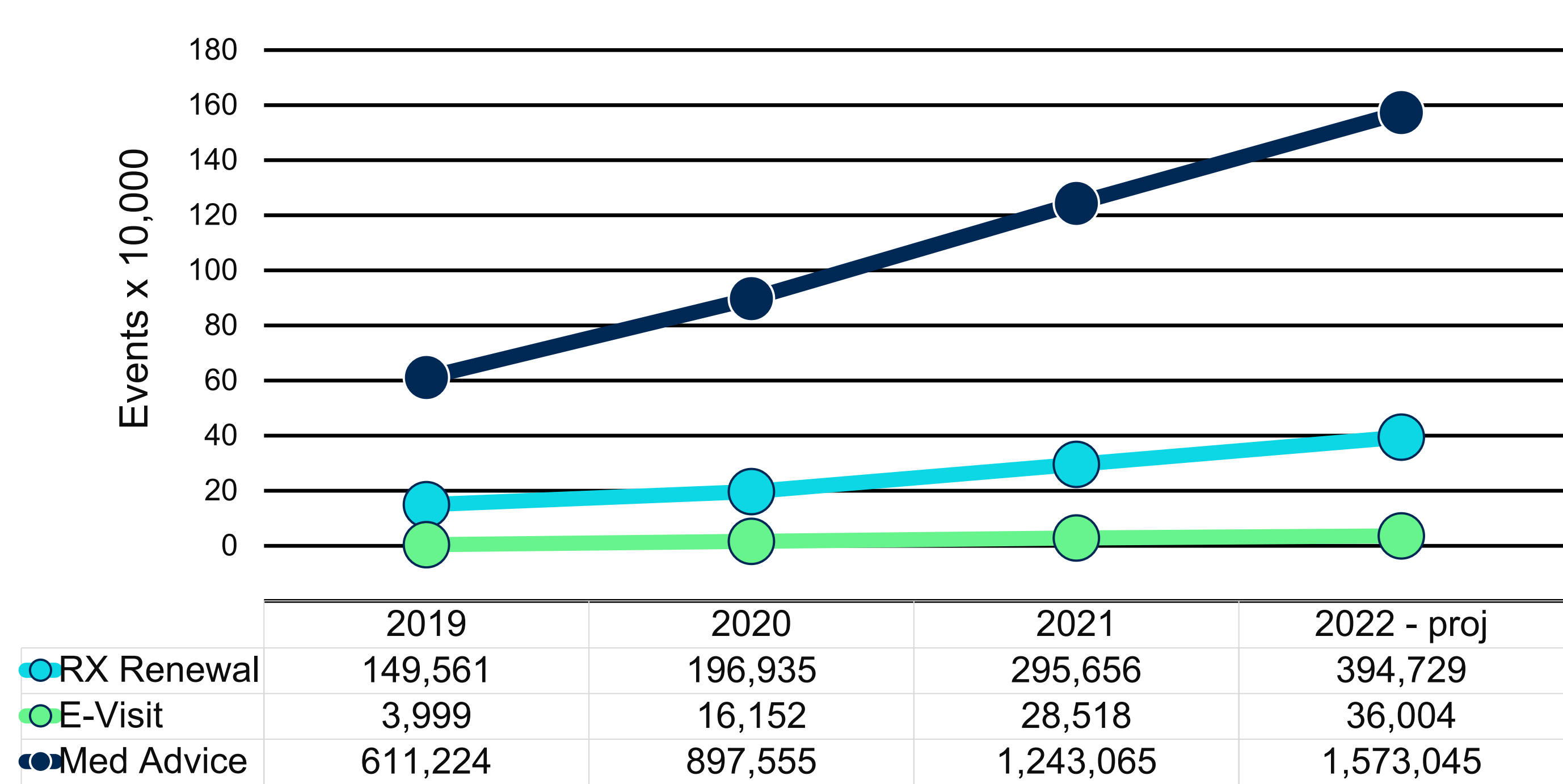
## Learning Objectives

- 1. Understand the importance in investing time and resources in optimizing the clinical in-basket
- 2. Identify key tactics to reduce in-basket burden based on physician and advanced practice provider feedback
- 3. Study the outcomes of pilot interventions on efficiency of practice and clinician well-being

## Methods



## MyChart Messaging Data



## Inboxologist Pilot

- **What:** 1 inboxologist hired to address in-basket messages including: MyChart messages, second level triage calls, patient calls, eVisits, refills, labs & imaging, cc'd items.
- **Audience:** 2 Primary care practices ( 5 physicians, 7 APPs)
- **KPIs:** Provider experience, Inbasket message volume, Work outside of work (WOW)

## Inboxologist Testimonials

*“This has been amazing! I was spending so much time on my in-basket before, during and after work. This has been substantially decreased. This has been a great program thus far!”*

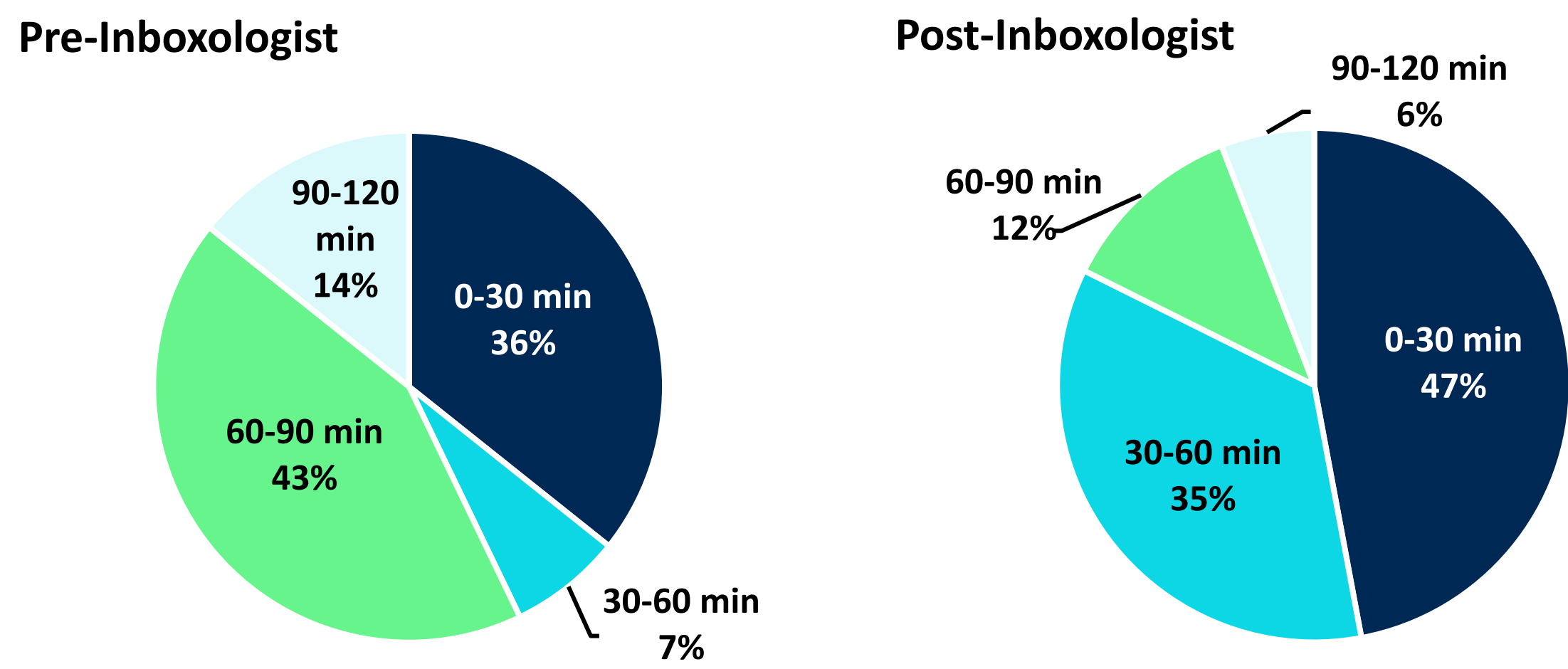
*“This pilot has been a fantastic change for my day-to-day workflow. I have more time to spend with patients, finish my charting the same day and spend more time with higher level in-basket tasks.”*

*“Very excited about this and I am optimistic it will minimize burnout potential.”*

### Provider in-basket messages and time per day decreased following In-boxologist Pilot

- Messages decreased from 9 messages to 1.4 messages per day
- Time decreased from 3.3 minutes to 0.8 minutes per day

How much time [in minutes] do you feel you spend on inbasket outside of clinic hours, per day? (do not include chart prep time)



How would you rate your work-life balance in regard to in-basket management?



## Additional In-Basket Reduction Initiatives

- Clinical Pool Workflow Optimization
- Provider Initiated E-Visits
- Billable MyChart Messages
- My Chart Improvements
- Centralized RN Support

## Dragon Ambient eXperience (DAX) Pilot

- **What:** Contracted with Nuance’s DAX program to offer support for provider documentation using artificial intelligence technology.
- **Audience:** 55 Primary Care physicians/APPs in phase 1
- **KPIs:** Provider and patient experience, work outside of work, time in notes, patient access

## DAX Testimonials

*“I love it. The notes are good and it captures all that I say. I am a big proponent of this!! I have been amazed.”*

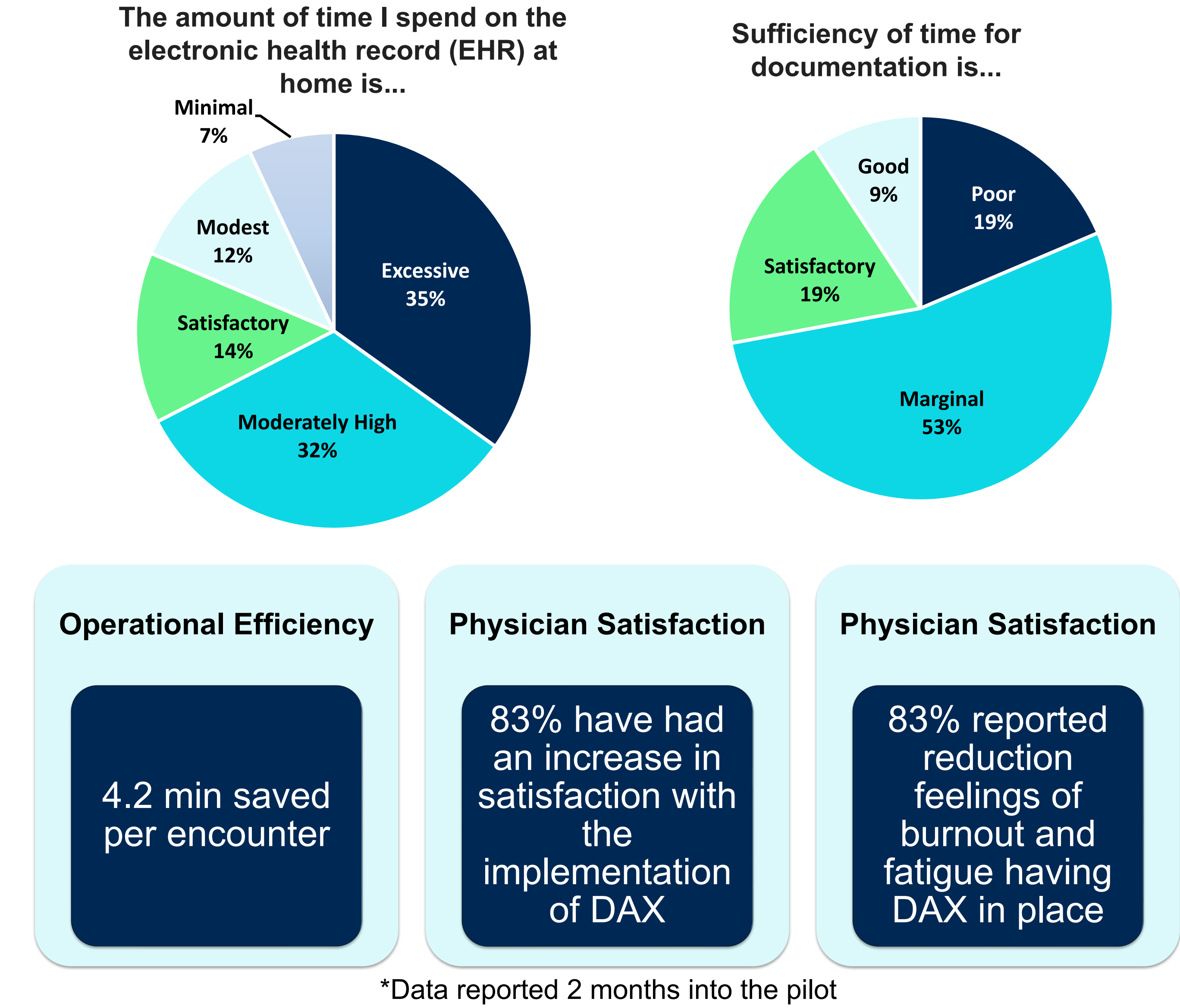
*“I think it’s a good tool and will be substantially better than any previous dictation system I’ve used. The notes look good and the A/P is well organized.”*

*“It’s been a while since I have been so excited for and hopeful about something in medicine.”*

*“The provider seemed to be much more focused on me during the visit.” – Patient*

*“My visit felt more like a personable conversation.” – Patient*

### Pre-DAX Survey Data



## Conclusions

Leadership commitment, dedicated resources, and multiple approaches are necessary for reducing the administrative burden on physicians and APPs. Preliminary data from Corewell Health West suggests that operationalizing the role of an Inboxologist and implementing technology to reduce charting time can positively impact efficiency of practice, work/life balance, and well-being.