AVMA® Veterinary Business and Economic Forum

# 3-2-1 Insight-to-Action Guide

## *Insights from the Latest Research: Burnout Study*

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## 3 KEY TAKEAWAYS

### 1. Burnout has significant costs

Burnout leads to dissatisfaction in work, higher turnover, more absences, and higher healthcare costs. Veterinarians are more susceptible to burnout because of the emotional and physical demands on practitioners.

### 2. Burnout needs a holistic approach

Combine organizational interventions with team buy-in and work-place culture. Success requires systematically managing workloads, providing help when needed, and maintaining a work-life balance.

### 3. Turnover and burnout are interlinked

Veterinary clinics face higher turnover among veterinarians than other medical fields. Stress, workloads, and the discrepancy between job demands and skills contribute employees looking for employment elsewhere.

## 2 QUESTIONS TO ASK

- Question for **team discussion** (Share your thoughts with your team)

**What are the top concerns related to work-place wellbeing and key focus areas we could start with? What are your ideas for interventions and improvements and how should we measure their success?**

- Question for **self-reflection** (no need to share your answer or thoughts with your team)

**As a leader, am I providing time and space for difficult conversations around work-place burnout/team culture?**

## 1 ACTION STEP (LEADER)

**Make a commitment as a leader** to follow through on at least one of the suggestions below:

- **Use tools to assess your team's psychological well-being in the workplace to understand a starting point and identify issues to discuss later and develop ideas on interventions.**
- **Evaluate self-awareness regarding the language used when discussing work and roles.**

## 1 ACTION STEP (TEAM)

**Make a commitment together as a team** to implement at least one of the suggestions below. This will be your team behavior change.

- **Social change takes time. Set up a schedule to provide a space to work on team well-being specifically. This could be a monthly or quarterly team-building exercise.**
- **Have team members breakdown tasks they perform, dividing them into what is the most value to the team and which bring the most personal fulfillment to re-imagine their roles.**