



## Practice Success Story

### Avoiding Staff Burnout While Maintaining High Productivity

#### The Issue:

I was hearing that staff members felt overworked and were getting burned out. This can cause a poor patient experience or lead staff to seek other employment, the last things we wanted.

#### What We Did Next:

At Chico Eye, we perform in depth financial and productivity reviews on a quarterly basis. We compare to industry benchmarks from ASOAnalytics and BSM Consulting. During the first quarter each year, we evaluate the previous year and identify areas to improve for the current year.

Using ASOAnalytics we focused on a few staff surveys and results: staff productivity and staff compensation.

We noticed in our ASOAnalytics survey results that our office visits and revenue per FTE staff member was higher than the median while our FTE clinical staff member per FTE doctor was lower than average. This might initially seem positive, but those two extremes supported what I was hearing from staff getting burned out. The compensation review gave us confidence that we were paying fair wages, so we stayed focused on creating a better work environment.

We used industry standard work-up times for technicians and our appointment-type mix and incorporated Marco's equation to determine the number of technicians needed. We found that we had cut ourselves too thin.

#### The Result:

The data supported changing our staffing structure slightly. After strategizing alternative workflows and staffing levels, we hired another work up technician to relieve the stress on the clinical staff. The new tech is a floater who enables staff to take breaks and helps with productivity overall. Additionally, we reinforced to less productive staff, that everyone needs to be working within their time requirements.

With these efforts to maintain our efficiencies and with the additional staff member, we were able to keep our unburdened staff ratio within the expected normal range. Benchmarking with ASOAnalytics is a win-win for our practice.

#### **Jana Gilbert**

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