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## Challenges that affect care team well-being


### #1 Alarm fatigue

The sheer volume of alarms in the typical hospital room can lead to alarm fatigue



#### Ranked in top 10 of technology hazards

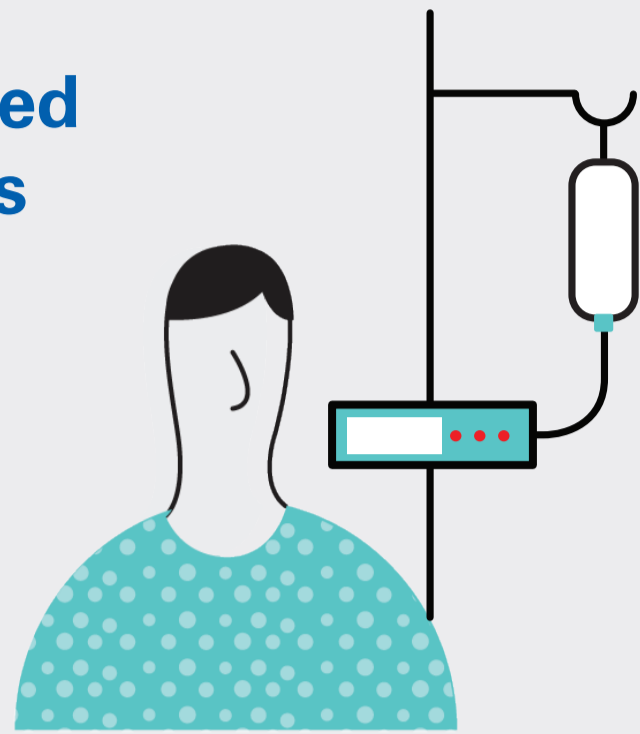
Alarm fatigue is among many issues that can lead to communication failures in healthcare.<sup>1</sup> Clinicians experience sensory overload from the excessive number of alarms and become desensitized, which can lead to longer response times or critical alarms being missed altogether.

**5.6x**   
more alarms today than in 1983

The number of alarms for critically ill patients has increased significantly since 1983.<sup>2</sup> Not only can this impact patient care and safety, it can also create a frustrating and stressful work environment for caretakers—contributing to burnout and work dissatisfaction.

**350 alarms are produced by patient care devices per bed per day**<sup>3</sup>

Many hospitals aren't efficiently using alarm management. Alarm surveillance software and mobile access to important patient data can reduce alarm fatigue.<sup>4</sup>



**566 alarm-related patient deaths identified from 2005 to 2010**

These events have prompted examination of strategies to reduce alarm fatigue. Initiatives to combat the issue must address all pain points, people, processes, and technology. Hospitals should have a plan that works now and into the future—because the number of alarms will only grow.<sup>5</sup>

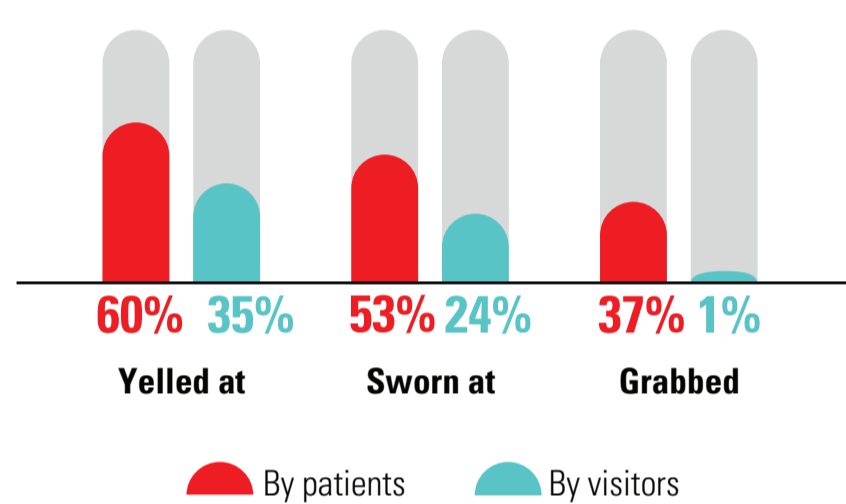
### #2 Workplace violence

Many hospitals are developing a violence prevention program to address this dangerous issue and protect their staff.

**12x**   
rate of violence in healthcare vs. other professions

There's a growing need to protect healthcare staff from physical violence, verbal abuse, and other threatening incidents. Failure to address this growing issue can lead to lower staff morale, higher turnover, and increased rates of burnout.<sup>6</sup>

#### Top 3 most common acts of violence against nurses



According to the American Nursing Association, workplace violence is an under-reported epidemic that can severely affect the quality of care and care outcomes.<sup>7</sup>

**13%**

of missed work days are due to workplace violence

Not only does workplace violence contribute to the development of psychological conditions, nurses and other healthcare staff feel less job satisfaction and commitment to the organization.<sup>8</sup>

### #3 Provider burnout

Major medical journals, clinical leaders, and healthcare organizations alike have called clinician burnout a public health crisis.

**92%**

#### clinicians call burnout a 'public health crisis'

Often called "moral injury," burnout is an issue requiring immediate attention. And 65% of clinicians say they are prevented from seeking help because their organization lacks institutional attention and resources.<sup>9</sup>

**90%**

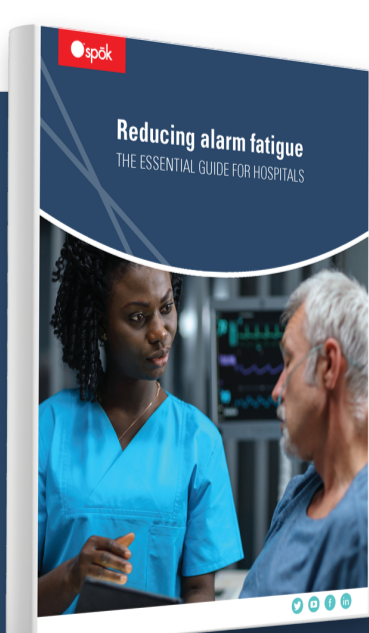
#### say ineffective technology contributes to risk of burnout

Clinicians use a lot of technology. Hospitals should look for ways to increase the usability and effectiveness of workflows and enhance collaboration between stakeholders.<sup>10</sup>

**Average cost from turnover, reduced productivity, and other burnout-related factors**

**\$4.6 B**

The effects of burnout can lead to more expensive healthcare and less satisfied patients.<sup>11</sup>



#### Get insights on the latest alarm surveillance technology

Download the eBook at [spok.com/alarmfatigue](http://spok.com/alarmfatigue)

<sup>1</sup> National Center for Biotechnology Information. (2011, Nov.) Top 10 Technology Hazards for 2012.

<sup>2</sup> National Center for Biotechnology Information. (2016, Jan.) Clinical Alarms in Intensive Care Units: Perceived Obstacles of Alarm Management and Alarm Fatigue in Nurses.

<sup>3</sup> Johns Hopkins Medicine. (2012, Oct. 15) Actionable Alarm Or Crying Wolf? Johns Hopkins Safety Team Honored For Reducing Clinical Alarms.

<sup>4</sup> Healthcare Finance. (2017, Dec. 11) Everybody's Top Complaint About Hospitals? Noise, according to HCAHPS Data.

<sup>5</sup> Nguyen, J. et al. (2019, March 12) Combating Alarm Fatigue: The Quest for More Accurate and Safer Clinical Monitoring Equipment.

<sup>6</sup> American Nurses Association. (2019) Reporting Incidents of Workplace Violence (Issue Brief).

<sup>7</sup> Journal of Women's Health. (2013, March) Prevalence and Cost of Workplace Violence Experienced by Nurses Employed in a Community Hospital System.

<sup>8</sup> American Nurses Association. (2019) Protect Yourself, Protect Your Patients.

<sup>9</sup> Spok, Inc. (2019). Clinician Burnout in Healthcare: A Report for Healthcare Leaders. Web-based survey issued Feb. 25 to April 2, 2019 (474 total respondents).

<sup>11</sup> Healthcare Dive. (2019, May 28) Physician Burnout Costs Industry \$4.6B Annually.