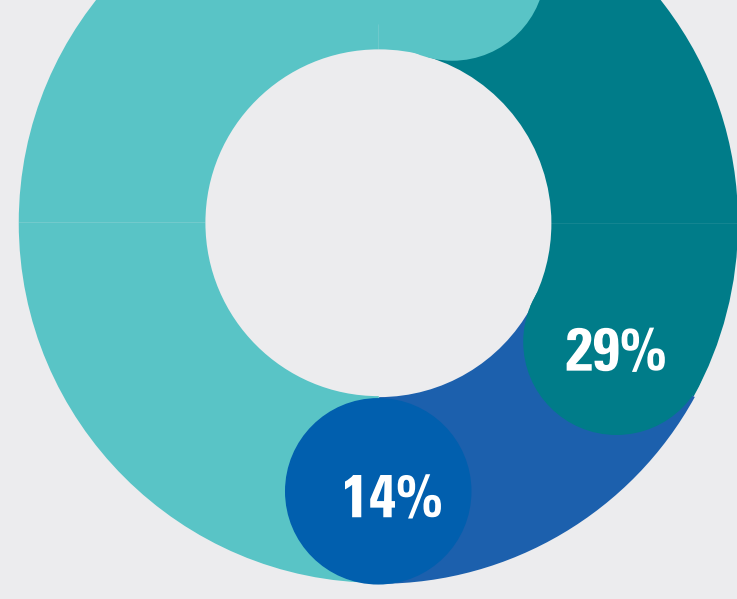


Burnout in healthcare contact centers

Contact center staff (operator services) are often the unsung heroes of the hospital. During the response to the COVID-19 pandemic, they moved to the front lines themselves as call volumes skyrocketed. This occurred as patient check-in procedures and visitor policies shifted and caused an influx of calls. At the same time, complying with social distancing guidelines was nearly impossible since agents work in close proximity and with shared resources.

1. Burnout among contact center staff has increased as a result of the COVID-19 pandemic

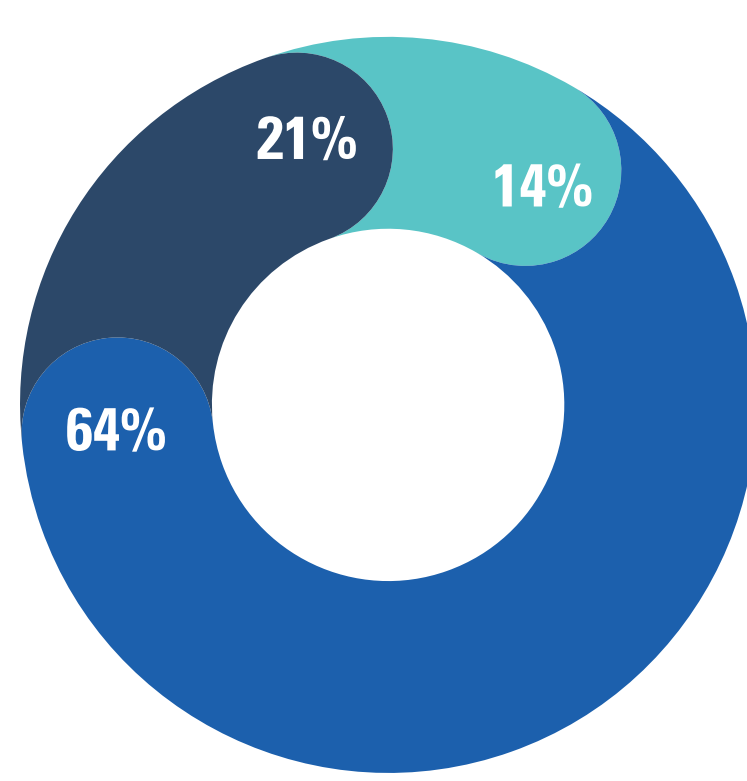
To what degree do you believe levels of burnout have increased since the start of the pandemic?



- A great deal or considerably
- Moderately
- Not at all

86% of contact center staff surveyed have personally felt feelings of work-related stress that might contribute to burnout

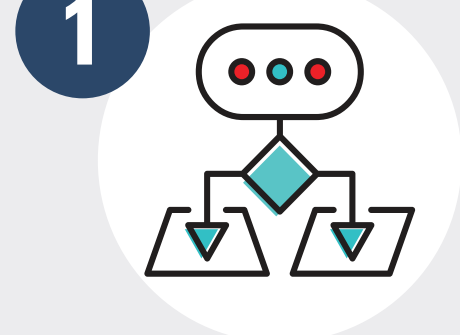
The majority of contact center staff surveyed agree burnout is "a public health crisis"



- Strongly agree
- Somewhat agree
- Neither agree nor disagree

2. Technology plays a role in contributing to burnout

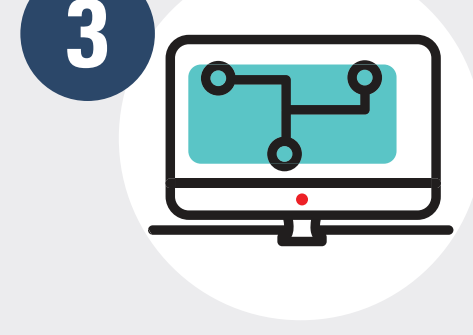
Contact center respondents identified the top three clinical tools and technology experiences that contribute to burnout:



Poor integration into clinical workflow



Burdensome or increased workload

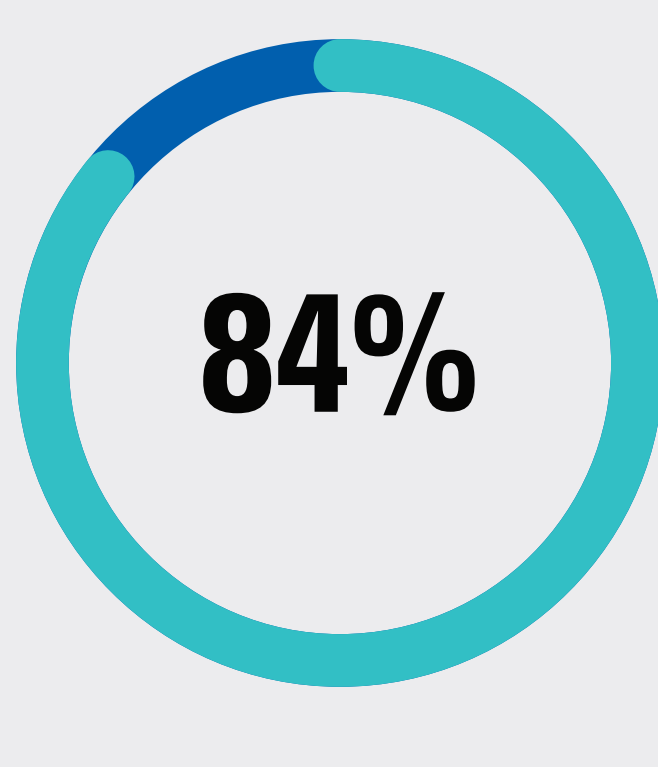
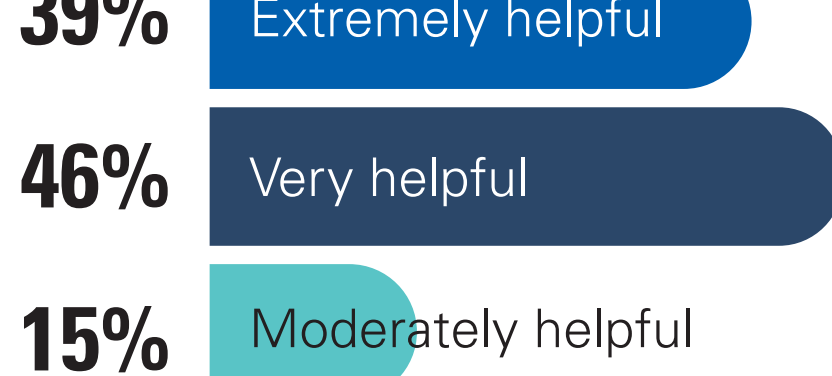


Poor technology implementation

3. Improved communication could help address the risk of burnout

Every single contact center staff (100%) believe improving the exchange of data between care team members would be helpful in addressing the risk of burnout

How helpful?



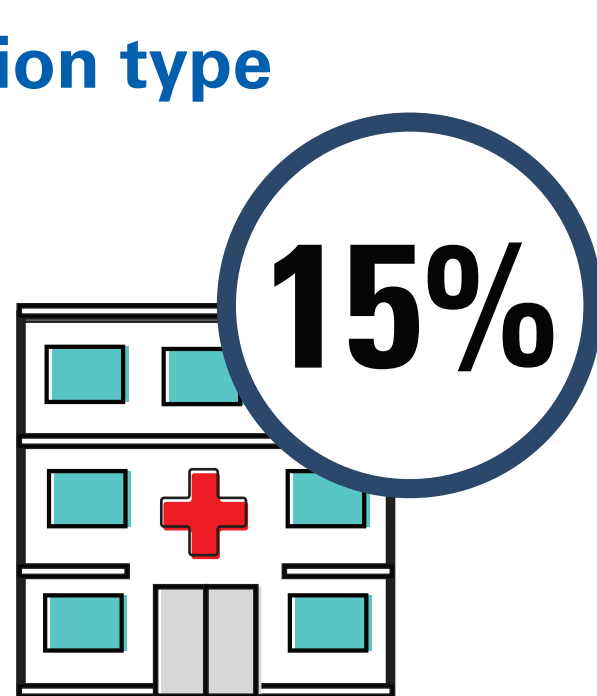
84% of contact center staff reported increased efficiency of workflows would be extremely or very helpful in addressing the risk of burnout

More than half (54%) of contact center staff believe improved EHR usability would be extremely or very helpful in addressing the risk of burnout



4. About the survey

Organization type

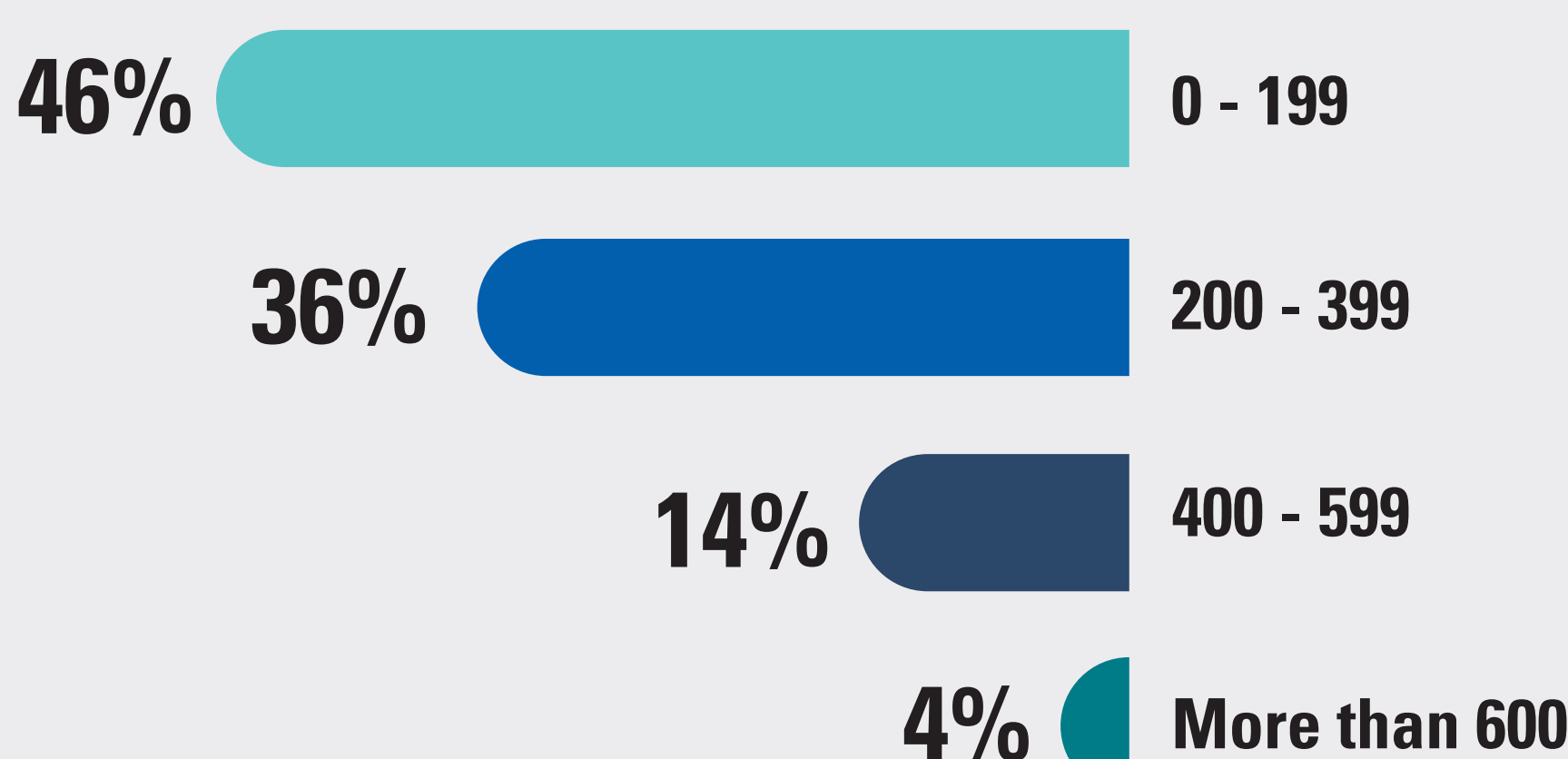


Independent hospitals



Health systems

Average bed size



Spok collected online responses from July to August 2021. More than 200 executives, physicians, nurses, IT personnel, contact center representatives, and more from around the U.S. responded. With 9% of survey respondents identifying as contact center staff, the data shows directional insights and trends without being statistically significant. Percentages may not precisely reflect absolute figures, due to rounding.



Download the full report at spok.com/state-of-healthcare

If you have questions about the data or want to learn more, email inforequest@spok.com