



Geneia LLC  
50 Commercial St  
Suite 3 South  
Manchester, NH 03101

Date: January 15, 2019

On behalf of Geneia LLC (Geneia), I am pleased to submit a letter in strong support of the U.S. Department of Health and Human Services (HHS) draft [Strategy on Reducing Regulatory and Administrative Burden Relating to the Use of Health IT and EHRs](#).

We applaud Secretary Alex Azar and Centers for Medicare & Medicaid Services Administrator Seema Verma for their leadership on the critical issue of remedying physician burnout and dissatisfaction. As much as we at Geneia believe there's a role for all of us who work in healthcare, especially health IT companies, to help restore the Joy of Medicine to practicing physicians, the leadership and commitment of HHS is critical.

Geneia recently published the results of a nationwide physician satisfaction survey. The findings are sobering, and largely consistent with our inaugural physician survey conducted in January 2015. I'll confess we had hoped the widespread interest in the issue of physician burnout in the past three years would have led to some improvement in physician satisfaction levels.

Among the most salient findings to the HHS effort are:

- **87 percent** of surveyed physicians say they find it is increasingly harder to spend time "developing an authentic engagement with each patient"
- **80 percent** say they are personally at risk for burnout at some point in their career
- Nearly all surveyed doctors (**96 percent**) report they have personally witnessed or personally experienced negative impacts as a result of physician burnout **such as cynicism, severe stress, dissatisfied patients and lower empathy for patients**
- **66 percent** say the challenges of practicing medicine in today's environment have caused them to consider career options outside of clinical practice, an 11 percent increase compared to [Geneia's inaugural survey in January 2015](#)



- **89 percent** say the “business and regulation of healthcare” has changed the practice of medicine for the worse. The intensity of agreement has increased over time; today, 57 percent strongly agree, up from 48 percent in 2015
- **86 percent** agree that “the heightened demand for data reporting to support quality metrics and the business-side of healthcare has diminished my joy in practicing medicine”
- Despite increasing awareness of pervasiveness of physician burnout, the **nationwide Physician Misery Index has increased to 3.94 out of 5**, since the January 2015 physician survey

There were two distinct glimmers of hope in physician sentiment:

- More than half of surveyed physicians said the introduction of EHRs has had both negative and positive impacts, and another 21 percent agreed EHRs are a positive development.
- **As physicians become active users of population health tools, they report an increasingly positive outlook toward these tools and the value they bring. For example, 64 percent of self-identified population health users have a positive view of the ability of data and analytics tools to help “efficiently assess patient history and needs” compared to 50 percent of non-users.**

In response to the survey results, Geneia has committed to measuring the satisfaction of physicians as a part of onboarding new clients for our analytics and insights platform. Even more importantly, we will survey the physicians who use our products annually to gauge changes in sentiment and work with those doctors to remedy their technology and analytics pain points.

Additionally, **Geneia has called on all health IT companies join us in involving physicians in the design and implementation of health technology products and to measure physician satisfaction.**

All health IT companies have been invited to use the company’s nine-question physician survey to monitor physician satisfaction. To download the nine-question physician satisfaction survey, see: <http://marketing.geneia.com/2018/joy-of-medicine/>.

Physicians who wish to take the survey and compare their answers to the national results are invited to visit: <https://www.surveymonkey.com/r/BD32LYM>.

To view the Geneia’s physician satisfaction survey results, see: <http://marketing.geneia.com/2018/physician-sentiment/>.

Sincerely,

A handwritten signature in black ink that reads "Heather Lavoie".

Heather Lavoie  
President, Geneia LLC  
Heather.Lavoie@Geneia.com