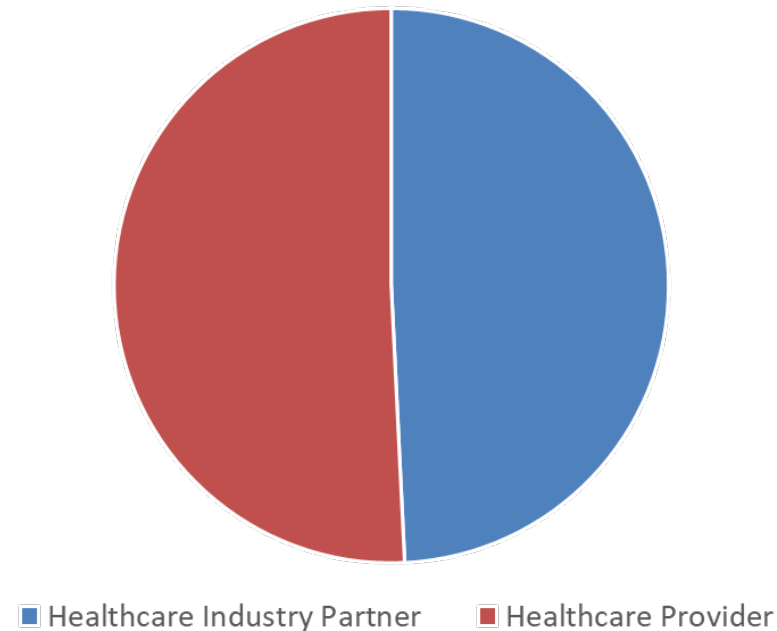




November 2022 Quick Quiz Results

Personal and Staff Burnout

Total Responses = 66



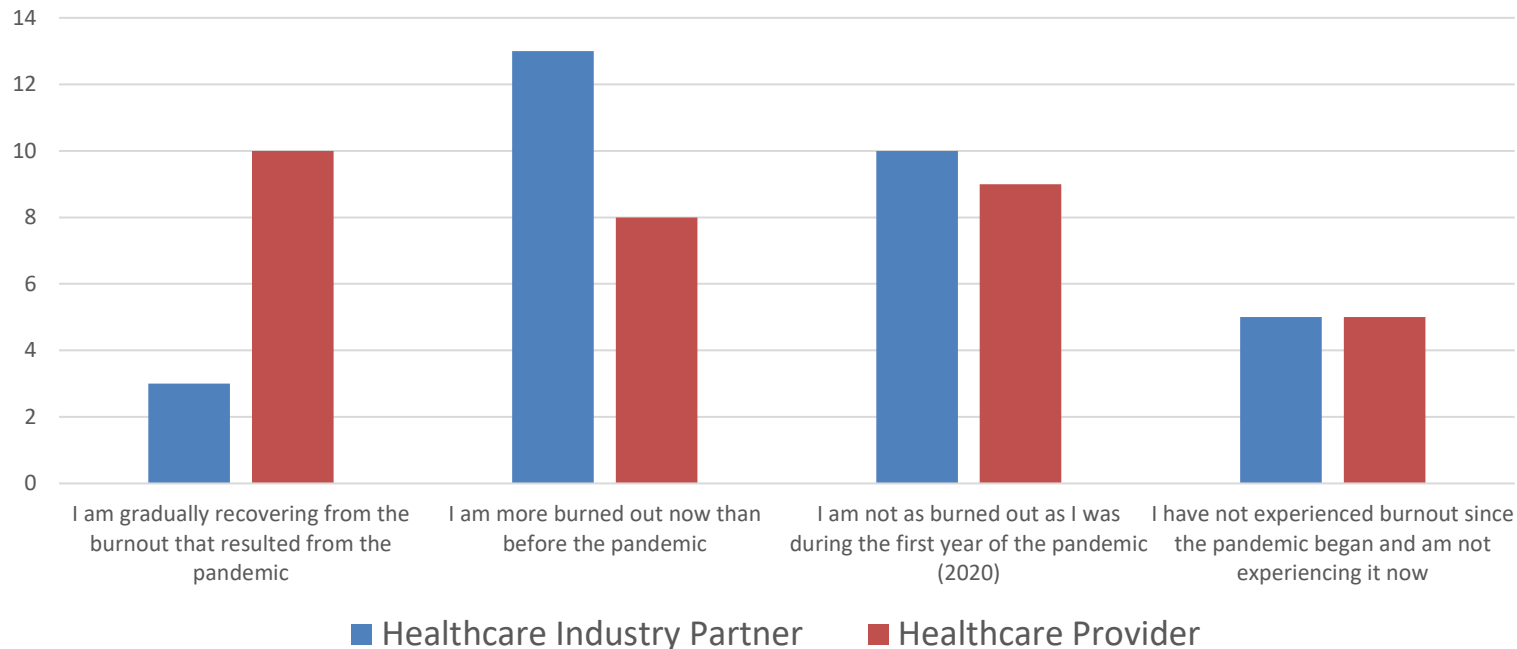
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November 2022 Quick Quiz Results

Personal and Staff Burnout

As compared to before the pandemic, to what degree are you suffering from burnout now?



“Other” responses:

The burnout and stress is different now. With COVID we were sourcing supplies. Now with supplychain constraints sill in play we are facing a host of inventory issues. I think the customers are experiencing stress with the FLU, COVID, and now RSV that they are in panic mode thinking it will be like before. A lot of stress on the distributors to ease their fears.

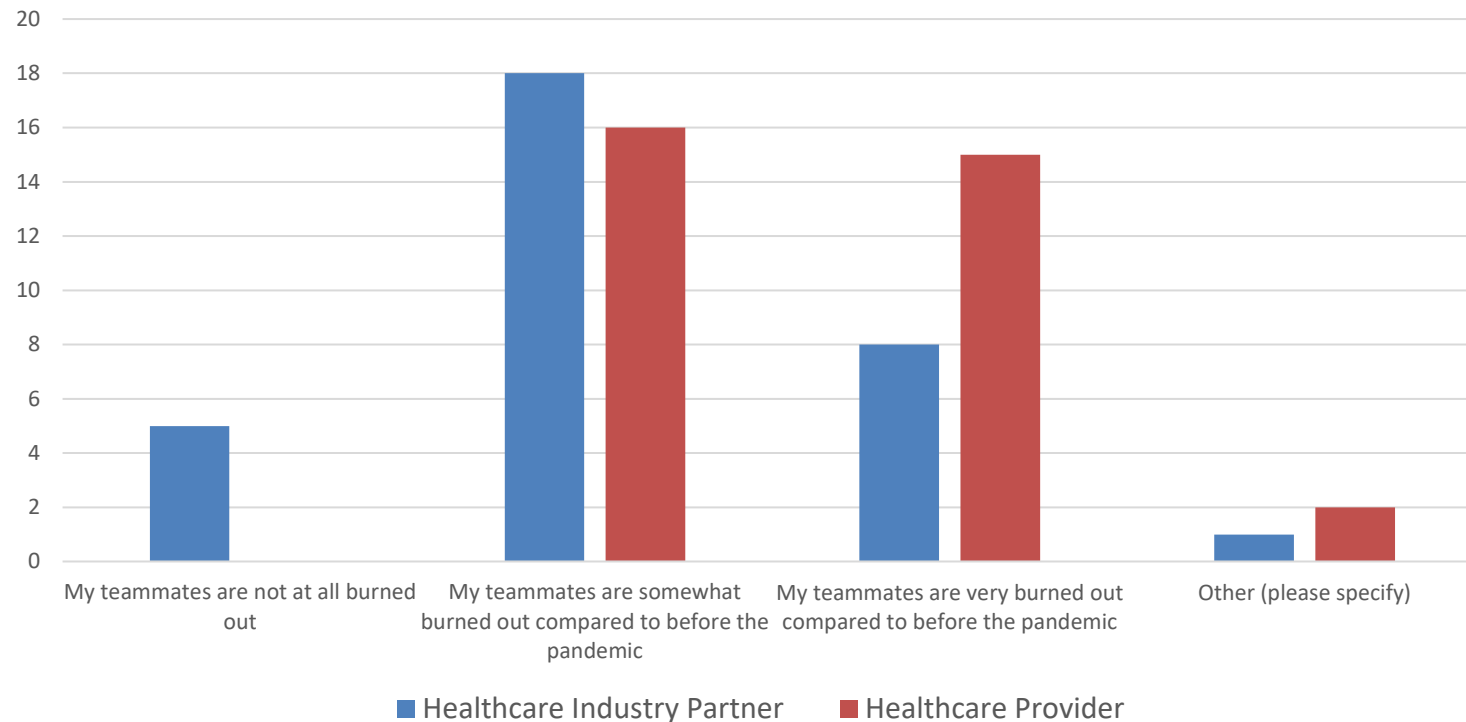
Its a different burnout now due to the economic conditions



November 2022 Quick Quiz Results

Personal and Staff Burnout

As compared to before the pandemic, to what degree are members of your team suffering from burnout now?



Other Responses

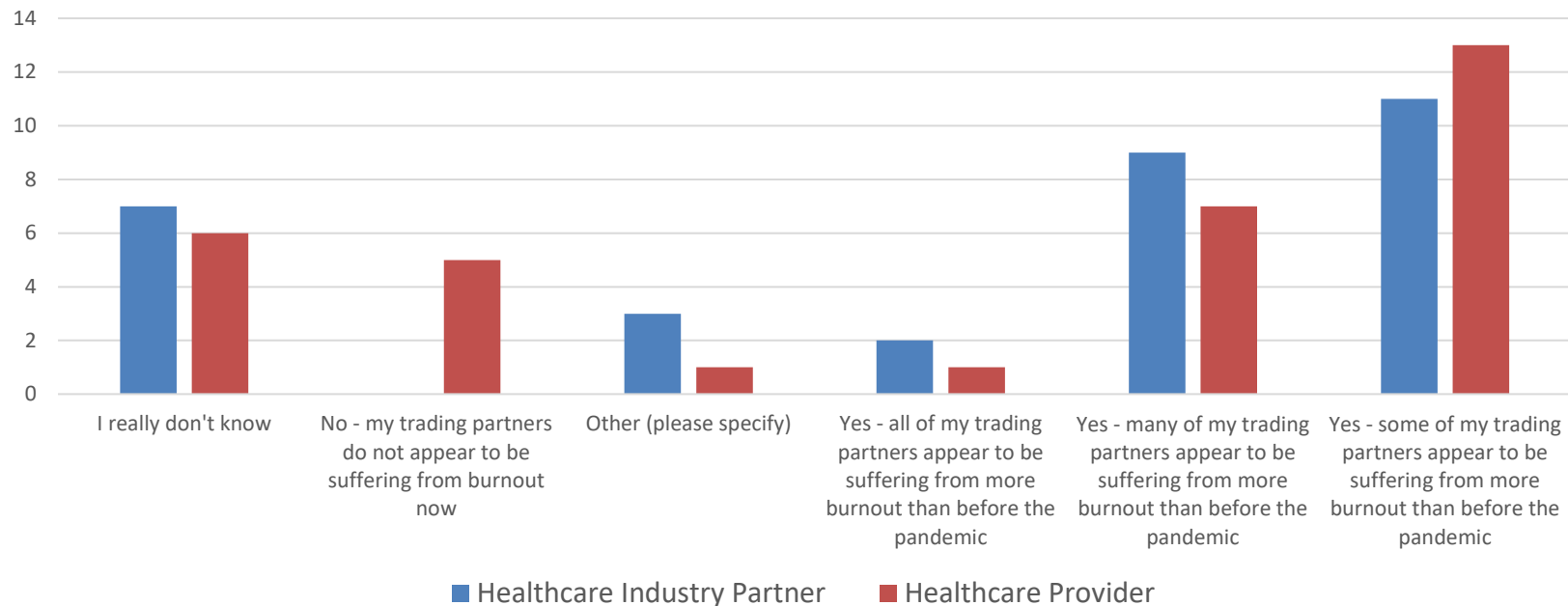
Some of my former teammates are burned out, especially director and manager level
Would say tired at times, but not burned out.
It varies amongst the team. Most are feeling more energized now that they are getting in front of their customers.
Its a different burnout now due to the economic conditions



November 2022 Quick Quiz Results

Personal and Staff Burnout

As compared to before the pandemic, do you feel that your trading partners are experiencing burnout now?



“Other” responses:

These jobs always cause brain damage. The source is different, but people adjust and overcome. Seems no different pre-pandemic.

Burn out is related to Supply Chain challenges and managing back orders

Rarely discuss with trading partners their internal operating challenges with their workforce, such as burnout.

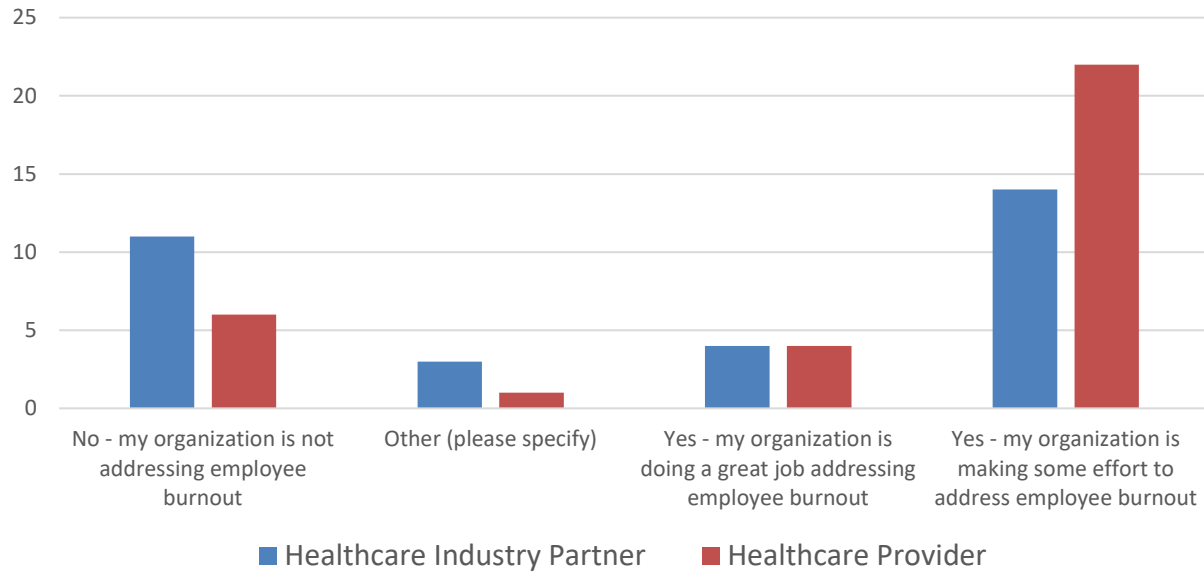
Our mfg. are feeling the strain with the backorders, working on substitutes, they are getting hit from all sides. As a distributor we work with our mfg. partners to solve problems together and work as a team. It helps smooth out the conversations and get to the results faster.



November 2022 Quick Quiz Results

Personal and Staff Burnout

Is your organization taking steps to address staff burnout if it is a problem?



“Other” responses:

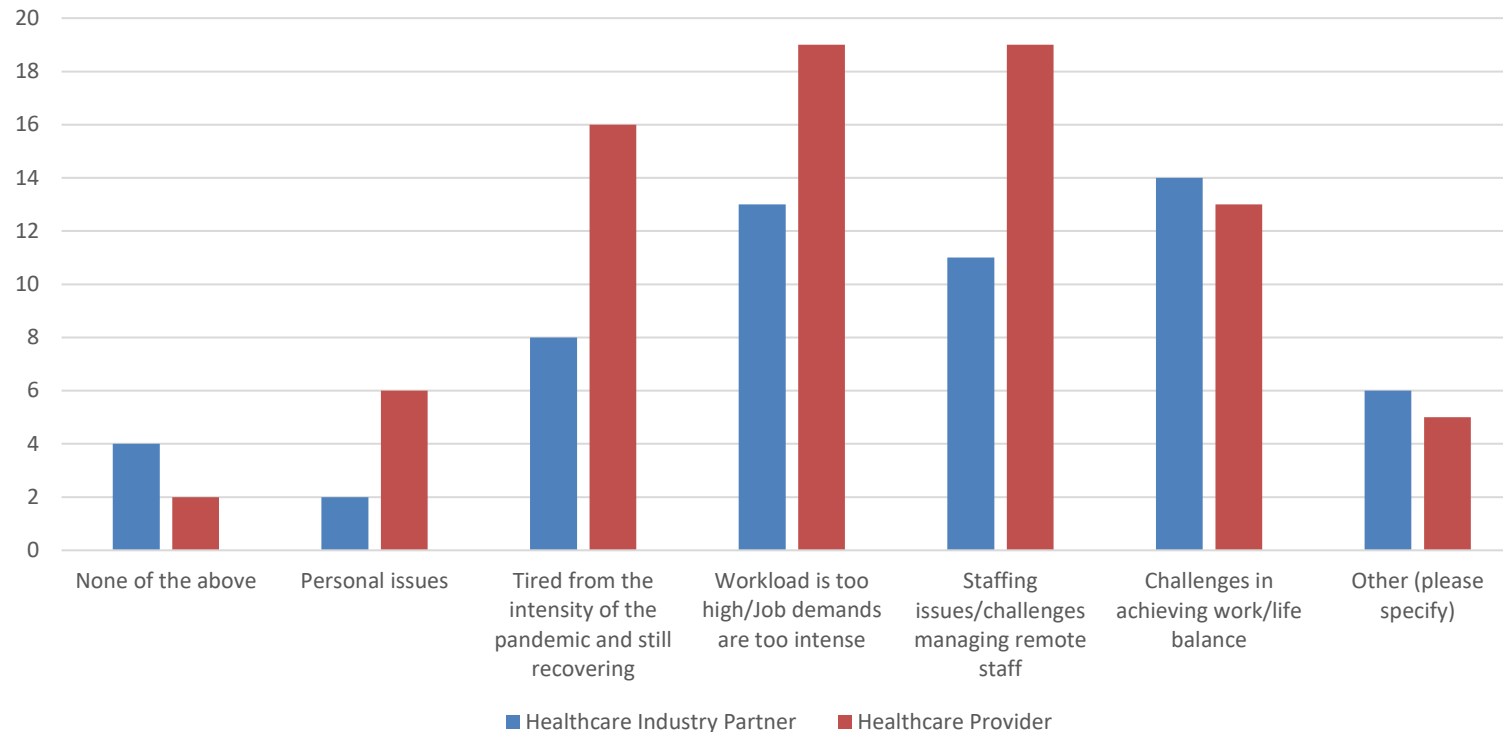
Unsure
It is just part of the new normal
Hiring has been challenging. Additional positions were approved, but challenge to fill them. Also takes time to onboard new hires.
They are doing what they can...but with a heavy inflationary burden lot of costs are being cut
We are very mindful of burnout. As VP of sales, I talk with my team daily and we have a TEAMS meeting every Friday for 1hr. This gives us time to decompress and discuss the week and see how we can help. As managers we need to have empathy with our teams to help calm the chaos. I think we do a good job listening and working on solutions. If you need to take a day or two to step back, we encourage it.



November 2022 Quick Quiz Results

Personal and Staff Burnout

What is the cause of your own personal burnout? (check all that apply)



“Other” responses:

I did not experience burn out but experienced frustration with c-suite leadership for meddling too much
Hiring and retaining employees
Too many Teams/Zoom meetings
High turnover last year, onboarding new hires takes time to get to efficiencies.
Supply chain challenges
Everything opened at once, travel is heavier than before, personal events are all happening again at once, and seems like everyone is trying to fit it all in before the next lock down. Along with industry issues such as staffing, shortages, and the overall economy.
Still significant amount of backorders
All the political divisiveness in the country
retaining and recruiting staff for onsite responsibilities
Supply Chain issues continue. Supply Chain has not recovered, and it does not look like it will anytime soon. While other industries/businesses are recovering, they assume Supply Chain has too and get frustrated when we aren't able to get supplies.
I could check all the above, I think as distributors, we have to work closely with our customers to calm their fears. We are here to support all their supply chain needs and it's not helpful when we are called out as letting them down. The manufacturer plays a large role in the process, and we need to work as a team not in silos. We get to the decision-making process much quicker when all three are involved. Customer, Distributor, Manufacturer. Wish we could have more of these conversations.



November 2022 Quick Quiz Results

Personal and Staff Burnout

Industry Partners shared their main strategies for addressing their own burnout:

Being clear with leadership that when someone leaves the organization, I cannot simply "take up the slack". That person had a full-time before they left & I still have a full-time job now so "doing 2 jobs" is not a viable solution as it's simply not feasible to do & retain the quality required in my role.
Doing my best to protect block time vs. nonstop calls. Only doing video calls when it is absolutely necessary.
exercise but hard to find time
Exercise more, get outside
Exercise.
Fill open vacancies on the team Address stress head on Use Exercise and Personal time as a tool Take walks during the day, and take calls while exercising Set better boundaries
flexibility in work hours where/when possible

Just plowing through it and trying to lead by example
No weekend emails. Shorten meetings to 20 minutes.
Text versus email. Walk beach each morning for sunrise
Recognize that I can't do everything all at once. Prioritize and focus on what I can control.
Scheduling downtime
Slowing Down
Take one day at a time
Taking more breaks, step away from the phone, computer etc. Started walking again to just clear my mind and enjoy the outdoors.
Taking more days off, to spend time with wife.
Time for family, physical, and spiritual health

Trying to change course from treating every issue as a fire drill and allow a more normal cadence of work to re-enter our relationships with customers.
trying to leave work at work.
Trying to set aside a little bit of "me time" each day and disconnect from my company, team, and customers. Prioritize my family, faith, and mental health as opposed to try and meet unrealistic demands and things I can't control.
When possible, dedicating time to personal/family health (working out, traveling, recharging)
Working out - taking breaks
Working out daily.
Workout. Eat right. Turn off social media. Rest. Meditate. Be good to people. Rinse and repeat.



November 2022 Quick Quiz Results

Personal and Staff Burnout

Providers shared their main strategies for addressing their own burnout:

communication more frequent check ins
Eating lots of brain foods and making sure I exercise daily.
Exercise, talking to friends, brainstorming ideas to relieve the stress
Family time...
Focus, engagement and flexibility
Forcing myself to get enough sleep and exercise
I am trying to have a hard and fast rule about when I will and when I will not work (check email, Teams chats, etc.).
I can't say I have a strategy. In some regard "it is what it is" and goes along with the job and responsibilities. Increasing down time and/or working from alternative locations is helpful. No such thing as a true vacation when you are a CSCO. Getting a good night's sleep helps.
I don't feel the burnout as I work hard to balance work and my personal life...taking time to take care of myself. Take a 1/2 - a full day to just do something for myself and disconnect from the phone and laptop. Eat healthy (try) and work out.

I set strict guidelines for myself to not work on off-hours and weekends unless I'm called in.
logging off from time to time.
Make sure to invest time in personal recovery and activities outside of work. Spend time with family, friends. Pray, meditate, read a book, go for a run, etc. Put down your screens. It helps to recover your mental energy!
Personal Well Being and finding a connection outside of work to something I am passionate about.
Physical fitness, PTO
Pilates, meditation
quiet time at home
Sleep, nature, time with family



November 2022 Quick Quiz Results

Personal and Staff Burnout

And more providers main strategies for addressing their own burnout:

Still working on it-finding time for myself to help get things back in perspective and focus back on personal goals.
Taking more breaks during the day, trying to manage incoming workload and potentially stop or delay unnecessary projects
Taking time away from work to focus on family
Trying to figure out how to reprioritize work (what to pause / stop), refocusing
Trying to make sure I step away even if it is just a 15-minute walk

Trying to pivot the focus of our work and the messaging around our work to be primarily focused on other types of change and transformation. i.e., talk about future org structure, merger needs, ERP changes, better demand forecasting etc. Anything to take a forward non pandemic look.
Trying to rest on the weekends versus continue to work.
Trying to supplement external resources to internal staff gaps
Working from home and working half days when possible
Working out, meditation, time limits on computer work
yoga



November 2022 Quick Quiz Results

Personal and Staff Burnout

Industry Partners shared the main strategy their organizations are using to address staff burnout:

Allowing work at home days approved by manager.
Checking in with team often to address any burnout issues
Connecting on weekly calls one on one and with teams. Cameras on and when possible, in-person meetings. Tying activities to meaning and mission.
Driving a strong culture of respect, caring, and support for one another. We all step up when others need to recharge. We also have taken much of the stigma away from talking about the importance of mental health.
Employee events that bring people together. Also paid volunteering.
Flexibility in working at the office.
I spend much more time on one/one time with each of my team listening to them and letting them know they are not alone

minimize after hour internal meetings/calls; time around holidays to disconnect
More flexible hours and work from home policy
N/A
None
none
None at this point. We are very lean, and it seems like the "doer's" are having to do even more, because some people are ignoring their responsibilities, so a smaller amount of people are having to pick up the slack.
Our teams are still working remote a few days a week, this has been helpful to work life balance. Our CSR enjoys the option to work at the office and home. I have offered my sales team more personal days if needed. All I ask is they let me know so I can have coverage for their accounts should something come up. We make sure we stay connected.
Recognition, implementing a mental health day, giving paid time off to volunteer in community, increased benefits focused on things like extended parental leave. Looking at implementing a sabbatical for long term employees.

Slowing down and taking time to recognize each other's accomplishments as they occur, instead of nothing ever being good enough to call out.
So far they've tried to get an understanding of drivers of retention & drivers of regrettable personnel departures. Flexible/hybrid work rules have been adopted as this was among top drivers. Still, with significantly higher than average turnover, reduced productivity as new individuals enter & worse team dynamics/collaboration we're still facing significant challenges.
Trying to hire additional staff to spread the workload. We have also dropped unprofitable business lines that absorb resources but don't create lasting value.
Various programs and remote work remaining an option.
Work balance



November 2022 Quick Quiz Results

Personal and Staff Burnout

Providers shared the main strategy their organizations are using to address staff burnout:

Actively developing a variety of strategies including working flexibility (days/hours), increasing joy, recognition efforts, and supporting celebration events.
addressing pay concerns, some additional flexibility
Back to the basics and eliminating meetings during clinical rounding time.
Communication and grace
compensation adjustments, EAP program offerings, education offerings. Admittedly the engagement surveys say the teams want better staffing ratios which is the one thing we seem not willing to offer...
EAP programs, online programs for resiliency. Our CEO has directly addressed the issue many times and constantly encourages the staff to take this seriously.

Encouraging PTO (although this often means others have to backfill/cover or work piles up for their return)
encouraging staff to use PTO
Engagement
Focus on personal wellness. Email reminders sent out weekly to team about resources available for physical and mental health of the staff
Focusing on not sending after hours emails. Communicating prioritizing personal well being.
Give people the option to work from home as much as possible
More flexible work environment, enhanced EAP
My organization is doing a great job communicating different programs and ways for staff to deal with burnout. Lots of fun activities.



November 2022 Quick Quiz Results

Personal and Staff Burnout

And more on the main strategy Provider organizations are using to address staff burnout:

only focusing on clinical team
Positive culture, time off, gratitude
Providing outreach/counseling venues.
Pushing work/life balance, which is a challenge given current respiratory volume.
recognizing not ignoring
resilience training

Rounding at all levels
The biggest cause of burnout in our organization is staffing levels. We are actively recruiting, but positions are not being filled fast enough.
They're providing resources such as mindfulness classes and seminars with how to deal with it. But they're not addressing the cause of burnout, which is usually due to staff shortages.
Time off, job rotation, groups for people to talk



November 2022 Quick Quiz Results

Personal and Staff Burnout

Additional Thoughts from SMI Members regarding personal and team member burnout:

I find it very effective to protect even a small amount of time to continuously fuel personal connections with my team and partners. We are all working hard. You want to enjoy the experiences you have working together.
Small bi-weekly celebrations with teammates go along way to creating a less stressful environment, whether at a hospital or corporate setting.
We've been challenged to get alignment within our organization and there is now an additional focus on cost savings (as expected) when we are still addressing supply and labor shortages.
We must be intentional about connecting with our teams
People working at home make it more difficult to get to people at HQ.
From a provider Supply Chain perspective, our team members are continuing to be burned out due to the seemingly, never-ending back orders. The intensity of activities has not waned post-COVID due to the dramatic increase in back orders across all product lines.

I try to "shield" my team from things they can't control and help them to focus on meeting their quota goals as well as meet our customers expectations.
Labor costs mean organizations are requiring teams to do "more with less" as both Providers & Suppliers face financial headwinds. The overall economy currently seems unbalanced/unsustainable.
Sometimes we confuse "burn out" with "being tired" or "not liking Monday." Burnout is absolutely real and impacts our front-line staff in a big way. We need to take care of them. At the same time, we have to be careful not to blame every bad day or bad attitude on "burn out."
I think video calls are the biggest culprit. Having to stare at your screen and keep attention focused vs. the ability to walk around, etc. for regular calls.
Clinical staff are reporting that patients and their families are MUCH more aggressive than pre-pandemic and that they are more fearful of being harmed than ever before in their careers.



November 2022 Quick Quiz Results

Personal and Staff Burnout

And more thoughts from SMI Members regarding personal and team member burnout:

Managing remote workers is harder than what I initially thought. It does create a nice work/life balance however and I do feel people are more productive, but when things aren't going well with a particular colleague addressing it is difficult.

Exercise and diet choices can really help, but finding the time to eat better and invest in yourself can be challenging

Try to build some fun into your team's day. 5-10 min of just talking about anything other than work can go a long way...exciting sports week also helped!

There are a lot of demands on our profession in our industry and continue to grow with inflation and the continued other challenges. Had it not been for the team staying together and leaning on each other, I believe that our burnout would be much worse.

Hospital told me that burn out was causing staff to care less about LOS and turn-over. The amount of work needed to test patients to be discharged to a LTC/SNF/Rehab because of CV was stressful and impacted hospitals LOS.

So many people have not returned to the workforce, and it is placing immense pressure on staff. Inflation is also causing much distress.

Looking forward to the holidays for some down time.

We need to increase staffing numbers but with the financial challenges it is hard to justify.

Healthcare created more knowledge, innovation and work life balance because of the pandemic

As a supplier traveling was never easy, however, now getting out and having in person meetings is a relief to the past two years of being "locked down". The problem is many of the providers are not in their offices and meeting in person is very difficult

I think folks' coping mechanisms were tested during the pandemic and most folks have not had coping mechanism training, so it is hard for them. Instead of just saying you are experiencing burnout...teach them different ways to cope and become more resilient.