

# Physician Burnout – the Fatal Flaws in the Burnout Survey Industry

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Full blog post is [At This Link](#)

In this article let me show you the massive flaws in the physician burnout survey industry - unproven theories, conflicts of interest, outright lies and more.



## NOTE:

**The Future of Physician Burnout Screening is a Big Deal**

### At the MACRO Level:

Look a short way into the future and you can see how physician burnout scores are very likely to become a quality indicator and a hurdle the government and insurance companies could require for payment.

### At Your Organization Level:

It is a short stride to see how your ability to maintain an adequate physician burnout score could become a prerequisite to seeing patients at all inside your organization. You would have to “pass the test” to log in to the computer. Yikes! And yet not out of the question going forward.

## Burnout Survey's Two Major Flaws

### 1) A Survey is NOT a Burnout Prevention Strategy ... not by a LONG SHOT

#### Measurement is NOT Treatment or Prevention

In fact, measurement can easily make things worse if you are not simultaneously doing something to actually prevent burnout and install the Quadruple Aim in your organization.

There is nothing more demoralizing to a front line provider than filling out the physician burnout survey - in good faith - and then nothing happens. I have even seen organizations pay six figures for a survey and never report the results to the doctors. You can bet they were worse off than if they had never surveyed in the first place. AND every dollar spent on a survey is a dollar that will not be spent on actual burnout prevention strategy. Tragic.

### 2) If the Employer Delivers Repeated, Mandatory Surveys - the Doctors Will Lie

This is not a character flaw in the physicians. It is normal human behavior to lie on a mandatory test that is a prerequisite of your employment.

#### It is extremely important to have an historical context here ...

The entire universe of knowledge about physician burnout generated to date is based on:

- a) Volunteer respondents
- b) Answering surveys that were not sent out by their employer

**What happens if the employer is sending you the survey - over and over again - and, heaven forbid, they make the survey mandatory?**

Are the answers valid if your employer is the one asking the questions, the surveys come out quarterly, they are able to track your personal score and if you score below "X", they won't let you see patients?

#### Four Things I am Certain Of

1) I am certain that survey scores will improve over time for two simple reasons:

- It is being requested by your employer
- It is being requested over and over again

2) These improving burnout survey scores will have the leadership team slapping each other on the back in congratulations.

3) The improving scores are a Red Herring and simple consequence of employer administration of the surveys. Physician burnout will continue to ravage 30 - 60% of the physicians in any organization that thinks this survey is the solution to burnout.

4) Physicians and Patients will continue to die unnecessarily because the underlying burnout is unchanged.



Burnout Surveys be Damned ... let's get to work.

- Install the Quadruple Aim in your organization NOW

- [World-Class Burnout Prevention Training is Here](#)
- [The Quadruple Aim Blueprint Audit is Here](#)

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