

# Addressing Clinician Burnout through Action Learning

## CASE STUDY

## STATE-WIDE HEALTHCARE SYSTEM

### SNAPSHOT:



#### THE ORGANIZATION

- Large, not-for-profit, state-wide healthcare system
- 15 hospitals, 1,400+ physicians, and hundreds of clinics and pharmacies covering 31 counties
- The state's largest private employer



#### LENGTH OF PROJECT

- 3 months



#### OUR EXPERTISE

- Action Learning
- Leadership Development



#### OUR TEAM

- 3 Action Learning Coaches/  
Leadership Development  
Facilitators

**BPI group** 

The Global Leadership,  
Talent & Transition Experts

### THE CONTEXT:

The organization sought a very different, fresh approach to developing their senior-level leaders while also addressing a significant organizational and industry-wide problem — clinician burnout.

### OUR APPROACH:

BPI group developed a high-impact action learning program that included:

- Identifying a broad organizational problem for the teams to analyze
- Dividing the senior group into two diverse teams to tackle the problem and create multiple innovative solutions
- Holding four two-day sessions over three months, during which each team developed solutions and presented to the executive team for implementation
- Dedicating one day of each session to leadership skills training to complement each stage of the action learning process

### RESULTS:

- Strong positive feedback from participants, despite being pushed out of their comfort zones and pressed for time
- Participants appreciated the blended approach, visibility to executives, exposure to organizational issues, and networking with diverse colleagues
- An executive steering committee was created to implement elements of both teams' solutions
- Another successful action learning program was subsequently conducted, this time targeting the issue of emergency room optimization. Future roll-outs will occur twice per year

**Connect with us today. We're here to listen.**

Michael McGowan | Managing Director, Leadership & Talent  
mmcgowan@bpi-group.us | +1.312.334.3806 | www.bpi-group.us