

Behavioral health issues are on the rise...

Both spurred by the pandemic, and because diagnoses have become less stigmatized, there's a greater demand for behavioral health services than ever before.

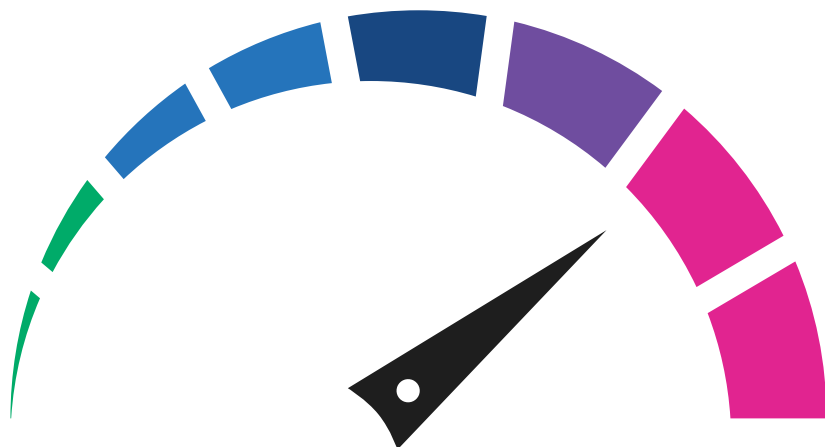
- ▶ Pre-pandemic, the need was there. In 2019, an estimated 52 million adults reported having mental, behavioral or emotional disorders.
- ▶ Once the pandemic hit, that need grew exponentially. Over 125 million Americans struggled with mental health issues during the pandemic.

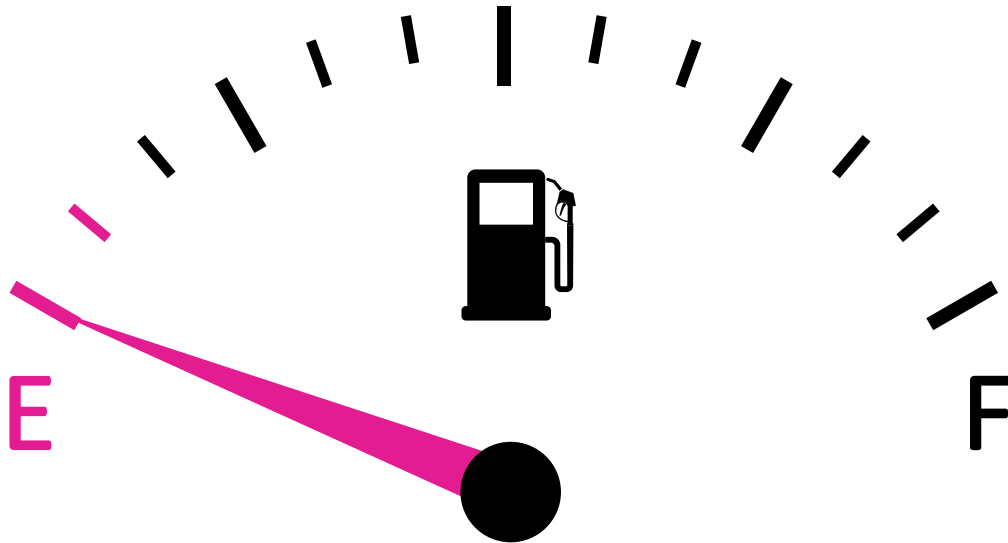
Not enough behavioral health workers to meet demand...

Given the rising need for behavioral health services, there are more job opportunities available for those interested in supporting areas of mental health care, including physician assistants, nurse practitioners, social workers, social work case managers, mental health counselors, therapists and behavioral health technicians. Despite this, it's still hard to fill those roles.

- ▶ Demand for mental health workers will increase 10% by 2026.
- ▶ By 2030, it's projected that demand for physician assistants will increase 8% and for nurse practitioners it will increase 15%.
- ▶ This sounds promising, until you realize that 400,000 mental health professionals will leave their roles for good in the next 3-4 years.

Workers reaching retirement age account for some of this exodus. But the toll the past three years have taken on workers' mental, physical and emotional health cannot be overlooked.





Burnout becoming an issue

The average rate of mental health practitioner burnout pre-Covid was already **21%-61%**.

- ▶ Many of those in the behavioral health field have faced long hours, lower pay and a lack of days off. All while dealing with the stress of treating people with complicated physical, emotional and mental challenges.
- ▶ When the pandemic hit, behavioral health issues in the U.S. skyrocketed. According to NPR, "[Burnout] was a huge problem in health care long before the pandemic. But now the short staffing and the crushing and unpredictable workload is contributing to epidemic levels of burnout."
- ▶ To fill roles and meet demand, it's crucial to help behavioral health clinicians get ahead of burnout. Between **35%-54%** of clinicians report at least one symptom of burnout.



One study of healthcare workers' pandemic experiences found:

- ▶ **93%** experienced stress
- ▶ **86%** experienced anxiety
- ▶ **77%** reported frustration
- ▶ **76%** reported exhaustion and burnout
- ▶ **75%** were overwhelmed

Create a better workforce experience

What makes a good experience for behavioral health workers? Knowing that their needs are being considered and addressed. The evolution of the triple aim was a good start.

Quadruple aim focuses on improving clinician's experience

Originally conceived as the triple aim, this Institute for Healthcare Improvement framework was developed to outline a multi-dimensional approach for optimizing health system performance. The three-pronged iteration covered outcomes, cost and patient experience.

However, it was realized that to truly optimize healthcare performance, clinicians must be accounted for. In 2014, clinical experience was added to the triple aim, creating the quadruple aim we know today.

TRIPLE AIM

- ▶ Better outcomes
- ▶ Lower costs
- ▶ Improved patient experience

QUADRUPLE AIM

- ▶ Improved outcomes
- ▶ Lower costs
- ▶ Improved patient experience
- + Improved clinical experience

This sets the stage for putting the needs of clinicians front and center. But a framework, alone, cannot improve the day-in, day-out reality for behavioral health workers.

- ▶ For those doing the hiring, this means taking a second look at the benefits you offer candidates. It also means recognizing signs of burnout in your behavioral health talent pool.
- ▶ For workers themselves, it means having a solid plan to take steps to minimize stress and reduce burnout on a daily basis.
- ▶ For everyone, it means embracing mental health awareness.
- ▶ View our latest video for greater detail on how staffers and workers can work together to help the behavioral health workforce work on improving mental health.

Excellence in health and clinical outcomes

is achieved with care management specialists who deliver on quality, patient satisfaction and efficiency. **Medix Healthcare** helps mental/behavioral health organizations hire people who put patient care front and center.

