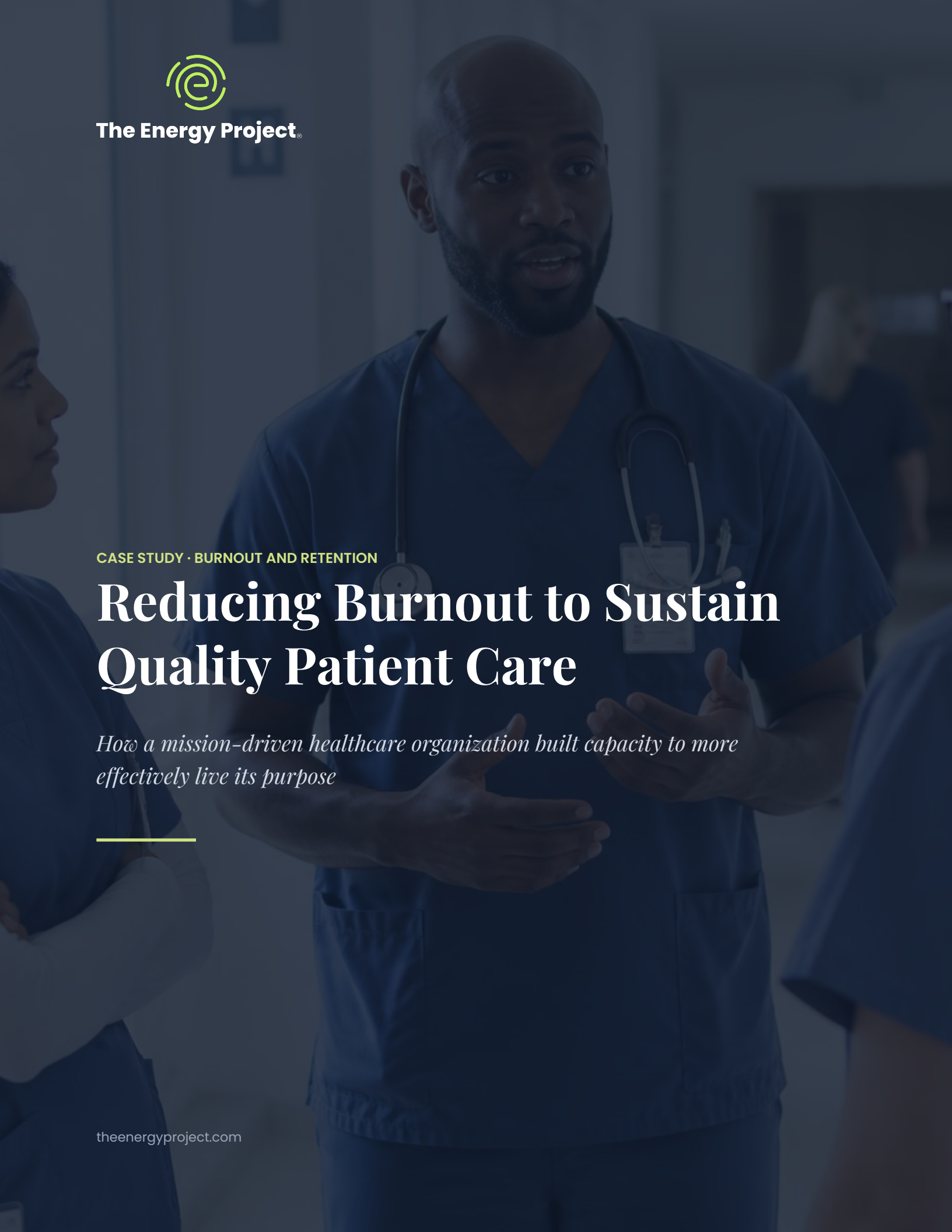
The Energy Project®



CASE STUDY · BURNOUT AND RETENTION

Reducing Burnout to Sustain Quality Patient Care

How a mission-driven healthcare organization built capacity to more effectively live its purpose

theenergyproject.com

THE SNAPSHOT

INDUSTRY	Healthcare
WHO	Department leaders and their teams
THE BLOCK	Purpose-fueled burnout
THE FOCUS	Capacity, resilience, retention

THE CONTEXT

When commitment becomes the source of depletion

A large healthcare organization came to us for help re-energizing a passionate and committed group of employees who were on the road to burnout by virtue of their deep commitment to their patients. Like many mission-driven organizations, they were over-relying on their strong sense of purpose to power through physical, emotional, and mental energy depletion, often at a high personal and professional cost.

THE CHALLENGES

Where the organization was getting stuck

- Driven by a sense of purpose, employees were working long hours, continuously, without breaks.
- Employees sacrificed rest and renewal, in and out of the office, as a strategy to manage their workload.
- Employees and leaders alike started to burn out, resulting in diminished quality of work and a high turnover rate.

THE OBJECTIVES

What the partnership set out to do

- Reduce burnout and turnover.
- Increase the quality of work.
- Increase resilience and retention.

THE SOLUTION

How we worked together

- Assessed key energy challenges via The Energy Audit.
- Rolled out a series of Energy Interventions, including PeopleFuel and LeaderFuel modules for department leaders.
- Initiated a Train the Trainer program to scale the effort across the organization.
- Consulted on a communications program encouraging employees to make energy management a priority in order to serve their patients better and more sustainably.

THE RESULTS

What changed

Once the interventions were complete and energy management concepts began to take hold, change was visible across the organization.

30% More Capacity

Those who had taken a program showed a 30% increase in capacity six months after completion.

Reduced Always-On Stigma

Employee feedback surveys showed a reduced stigma around not being connected 24/7.

Better Meetings

The organization revamped its meeting culture and operating norms, producing more efficient and more focused meetings.

Trust and Camaraderie

Better communication led to an increased sense of trust and camaraderie across teams.

THE KEY INSIGHT

What this story teaches

> Purpose is powerful fuel, but it is not renewable on its own. A mission that rallies people can allow them work far beyond what they might in a job that meant less, but eventually, everyone hits a limit eventually. By making renewal a critical component of how the work gets done, healthcare organizations can protect their people's capacity, in order to ultimately protect the quality of care.

Ready to protect your people's capacity?

Talk to our team at theenergyproject.com/contact-us

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