



## Survey: Provider Burnout and Disengagement Seen as Most Potentially Disruptive Forces in Healthcare

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DALLAS--(BUSINESS WIRE)-- The most potentially disruptive forces facing hospitals and health systems in the next three years are provider burnout, disengagement, and resulting shortages among healthcare professionals, according to a new survey of 551 healthcare executives.

In the *2021 Healthcare Trends Survey Report* by AMN Healthcare (NYSE: AMN), executives also identified restoring elective procedures deferred by the COVID-19 pandemic as their primary growth strategy for systems in 2021. The survey further indicates telehealth management will be the most important skill healthcare executives will need to develop in the coming year.

The survey was conducted by AMN Healthcare's Leadership Solutions division, which brings together AMN Healthcare with B.E. Smith and Merritt Hawkins, two prominent national search and consulting firms.

"The COVID-19 pandemic has created a wave of challenges for healthcare executives, with workforce burnout and loss of revenue being key among them," said James Taylor, Group President and Chief Operating Officer, Physician & Leadership Solutions at AMN Healthcare. "Their first goal is to restore elective procedures, which so many hospitals and health systems depend on for their financial survival. While there are many talent retention, technology, safety, and diversity challenges to be addressed, most healthcare executives are optimistic about 2021. It's going to be an interesting year that all stakeholders in healthcare should be prepared to navigate."

The survey reveals wide-ranging impacts of the COVID-19 pandemic, and how executives perceive it will affect healthcare management and staffing in the coming year. Key findings include:

- Burnout and disengagement among healthcare professionals (and resulting provider shortages) are rated as the most potentially disruptive forces hospitals and health systems face, followed by financial pressures and government regulations
- Restoring deferred elective procedures, expanding service lines, and expanding telehealth are the top three strategies hospitals and health systems will use to grow in 2021
- Even with deferred elective procedures, 83% of hospitals and health systems are experiencing nursing shortages, 30% physician shortages, and 14% executive shortages
- 82% of healthcare executives say that filling executive positions remains challenging
- Telehealth management, quality and safety management, and clinical leadership are the key skills healthcare executives need to develop
- The remote healthcare workforce is here to stay – 78% of hospitals and healthcare systems with remote personnel will retain remote staff, while only 12% will restore all on-site staff
- Full telehealth reimbursement is the potentially most impactful regulation that could affect hospitals and health systems in 2021
- Despite the pandemic, 63% of healthcare executives are optimistic about the direction of healthcare in 2021

Based on responses from 551 healthcare executives, the survey has a margin of error of +/- 4.0%. A copy of the *2021 Healthcare Trends Survey Report* can be accessed at <https://www.besmith.com/trends-and-insights/articles/2021-healthcare-trends-survey/>.

### About AMN Healthcare

AMN Healthcare is the leader and innovator in total talent solutions for healthcare organizations across the nation. The Company provides access to the most comprehensive network of quality healthcare professionals through its innovative recruitment strategies and breadth of career opportunities. With insights and expertise, AMN Healthcare helps providers optimize their workforce to successfully reduce complexity, increase efficiency and improve patient outcomes. AMN total talent solutions include managed services programs, clinical and interim healthcare leaders, temporary staffing, executive search solutions, vendor management systems, recruitment process outsourcing, predictive modeling, language interpretation services, revenue cycle solutions, credentialing and other services. Clients include acute-care hospitals, community health centers and clinics, physician practice groups, retail and urgent care centers, home health facilities, schools and many other healthcare settings. AMN Healthcare is committed to fostering and maintaining a diverse team that reflects the communities we serve. Our commitment to the inclusion of many different backgrounds, experiences and perspectives enables our innovation and leadership in the healthcare services industry. For more information about AMN Healthcare, visit [www.amnhealthcare.com](http://www.amnhealthcare.com).

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