

## Introduction

The topic I chose to conduct my research on is how does health information technology(HIT) impact Physician One thing I learned about this topic in the few years of being a student in public administration is that it is a very layered research question in health care that refers to different job satisfactions and motivations of physicians when dealing with technology in medical care that should be explored to gain full context on the scope of the problem facing public administration. The few questions that the research paper plan to answer is that need to be explored in this research question is what are different type of HIT and how is the relevant to physician turnover? How do we know that HIT even impact resignation? What are some ways to improve HIT if it does have a negative impact? This phenomenon has impacted the productivity of many that are tasked with serving the community. Employee shortage is one problem that arises from high job turnover rates as it is near impossible for any organization to meet productivity goals while lacking employees.

This topic is relevant to research because it negatively impacts the present and future state of public healthcare. The retention qualified physicians are essential to the quality-of-service citizens receive from health care institutions. I know that is only possible to ensure the continued success of healthcare organizations if the organizations are staffed and trained to use the technology that seems to be contributing to burnout in healthcare. Burnout is one of the main results of growing frustration amongst physicians who feel like electronic health records are ineffective at the and impacts the amount of time they spend with patients. Although COVID 19 jump started the great resignation that resulted in many industries facing great turnover numbers of data supports that turnover rates were steadily rising in 2010 a decade before the pandemic. The research does acknowledge that covid played a huge part in turnovers dating back to 2020,

the research aims to give a more nuanced view of turnover factors that were present in healthcare years before the pandemic. The research question that the paper hope to answer is What are some of the factors that relate to turnover in public healthcare? How can these factors be eliminated to reduce turnover to ensure productivity of our medical facilities.

## Purpose

As stated, in the introduction section the purpose of this paper is to identify the relationship between health information technology to understand if it is connected to ongoing physician turnover. This is also to determine if more implementation is needed to HIT to improve the inefficiency of the systems. The hope of all this is not improving care patients receive but, also to find ways to boost morale of our physicians to improve the satisfaction of healthcare workers who report burnout. This is an important issue as citizens rely on healthcare services as health emergencies can happen at any time during the day. The loss of qualified physicians means the reduction of quality service in a sector that is vital to the well-being of the public. Furthermore, as the country is still dealing with the detrimental impacts of COVID-19, the retention of qualified employees in healthcare becomes even more vital. In a time when the country is dealing with the possible threat of new viruses or strains of covid it is important to improve any ongoing problems to further strengthen healthcare.

To sum up why this is important to overall administration the research searches ways to further enhance administration in the form of healthcare. The paper hope to do this by exploring relationships and identifying gaps in services with the hope of improvement. Turnover in administration is not just present inn healthcare services but, many other organizations that provide services to the public. The study hope to not only leave a positive impact with solutions on how to reduce turnover, the paper hope that the findings will also be able to help other forms

of administration and to encourage other public administrators to do their own research and offer more insight to improve public and private organizations that offers important services.

## Review/Synthesis of the Literature

The current state of knowledge is that there is an increase in turnover rates in the medical field. Turnover rates steadily increase from 2010-2020 according to Bond, A. M., Casalino, L. P., Tai-Seale, Physician turnover in the United States. This is supported by numerous data specifically data that measures the turnover rates from the years of 2014-2020. The research question of how HIT does impact physician resignation offers relevant information that helps us measures what factors motivates physicians and what factors negatively impact physician satisfaction specifically how information technology plays a role in the satisfaction of physicians. This research also gives us a chance to listen to the concerns of physicians and their opinion the setbacks of technology in healthcare, this can give administrators further insight on how to further improve technology to make sure health care professionals can provide the best care to citizens. The knowledge that this paper presents hopes to also extend off the existing knowledge offered by scholars by adding different methods of data collection like 1 on 1 interviews with physicians to get detailed experience on how technology like electronic health information cause burnout.

The paper also identifies potential gaps in HITs in healthcare. There are many benefits to technology in public administration one of them being that it improves the efficiency of services and help with the allocation of resources in the public. However, the gaps identified in Health Information Technology touches on the disadvantages like lack of physician training, cost, technical issues, errors of diagnosis, etc. All the listed reasons are reasons that are reported to impact healthcare specialist satisfaction and causes high stress in the healthcare environment.

The literature also provides firsthand statements from medical professionals that states that the technology in healthcare can also take away time from patients because of the time physicians put into the information systems.

## Methodology

The research offers many different types of methods to collect data and test hypothesis that were set before the research. The first collection of data that the paper hope to uses is Physician surveys that details their experience with HIT's. We hope to conduct two types of surveys aimed at former Physicians and Current Physicians, the one for current physicians hope to gain insights on their current experience with HIT's. These survey questions will include various type of questions that use a rating system of 1-5, 1 being lowest satisfaction and 5 being highest satisfaction where we ask health care professionals to rate the given statements the survey provides. The survey will also provide numerous open-ended questions that Physicians will be tasked to explain in detailed wording if and how some of the technological aspects of the job impact burnout if they experience burnout at all. Some questions the survey will include is "Do you often experience burnout as a medical care professional"? Are you satisfied with your job? Does the technology that your place of work use helpful to Physicians? Is it helpful to the citizens it serves, etc.

The next survey method we will use is to survey former Physicians to find out if there are some cases where HITs help influence medical professionals' decision to leave the practice altogether. The questions that use the 1-5 rating system will be similar if not the same questions as the survey with current healthcare employees. Where the surveys differ is the open-ended questions where the former survey might ask medical professionals to detail their experience on why they

left and elaborate if and how technology impacted their decision to leave. Both surveys are used to capture different experiences of former and current specialist in healthcare.

Our next method of data collection is 1 on 1 interviews with Physicians with the hope to gain more information related to the increasing resignation rates. We hope to get first-hand knowledge what medical professionals go through on an everyday basic, this will help us find other factors as to what might impact turnover in the medical filed. The interview will also help us gain suggestions from the professionals on how to better the technology in hospitals to improve care patients receive. Surveys and interviews are to help us gain measurable factors like satisfaction rates and production of health information technology so we can conduct a regression analysis to determine if the dependent variable (satisfaction rates) and independent variable of (production of HITs) we can use the analysis to find out if these variables are statistically significant to each other. The regression analysis is used to help us determine if there is a relationship between variables which if they bare it will prove that the research is relevant and what we are measuring is relevant to turnover in the Medicare field.

## Conclusion

The research paper is tasked with exploring the factors that contribute to turnover in public healthcare as well as exploring ways to reduce turnover to ensure that medical facilities are productive in serving citizens who rely on the services. The findings support that HITs do impact the satisfaction of Physicians and des play a part in some deciding to leave the health care administration. The research paper refers to several solutions to reduce turnover as well as identifying the factors prevalent and underlying that can impact turnover. The paper will also look for possible implementations that can possibly increase retention of qualified workers in health care. The topic of retaining qualified workers in healthcare is important in making sure

that healthcare facilities are productive and giving citizens the best service. To ensure productivity these healthcare facilities must be staffed to meet its mission and goal.

## References

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