



## HAPPY DOCS, BETTER RETENTION

The way to your ED physicians' hearts? Through their schedules.



**A key to keeping your physicians committed to your ED? Keeping a promise to deliver work/life balance. Here's how you can help build and sustain a practice environment that helps stave off burnout for your current physicians—while building your ED's reputation as a great place to practice.**

### Steady As She Goes

Avoid manic shift flips. Don't allow docs to be flip-flopped from day to night and back to day shift in short order. If your schedule requires docs to rotate from day to night, group as many of the same shifts together as possible and ensure a suitable break in between so each physician has enough time to rest and adjust his or her body clock before the next shift switch begins.

### Keep Connected

An open door policy is great, but after 12 hours in the pace and intensity of an ED, chances are good that ED docs won't make time to pay you a pre- or post-shift visit just to touch base. Instead, head down to the ED now and again to check in and chat one-on-one with physicians about the ED and consider what, if anything, you might be able to impact to improve the practice environment. No issues or ideas? Great! Highlight some specific positives in their performance and remind them they're valued.

### Objective Ear

As vital as it is for docs to feel administration is engaged in and supports the success of the ED, issues will undoubtedly arise that never make their way to your ears. As such, it's helpful to check in with objective personnel, such as a scheduler, who is tapped in to day-to-day operations to get a feel for the general mood of the ED and its team members. If there are any issues afoot, it's better to learn about them before they become a crisis.

### Fair and Balanced

Promote a team mentality every day. Literally. Ensure shift assignments are fair and equitable 24/7/365, meaning all physicians, regardless of seniority, trade off in the working of nights, weekends, and holidays.

The tools and techniques detailed in this checklist are based on the proven methods of SCP Health, which has provided people-first emergency medicine staffing and management services to healthcare facilities around the nation since 1972.

Learn more at [scp-health.com](http://scp-health.com) (800) 893-9698.

