



HURON

# Harnessing the power of technology to improve the employee experience

A quick look at how technology can reduce burnout and workload



Are healthcare leaders underestimating technology's potential to improve the employee experience?

Huron's talent research compares workers' and management's views on technology's effectiveness in addressing workforce challenges and pinpoints opportunities to create a more desirable and productive workplace.

## Is technology improving the employee experience?

Burnout persists across all roles of the health system, with 3 out of 4 respondents indicating they're overloaded. Employees intending to leave their position within the next 12 months primarily attribute their decision to burnout, increasing the urgency for organizations to act.

At a time when healthcare workers are consistently overextended, digital tools and technology offer support.

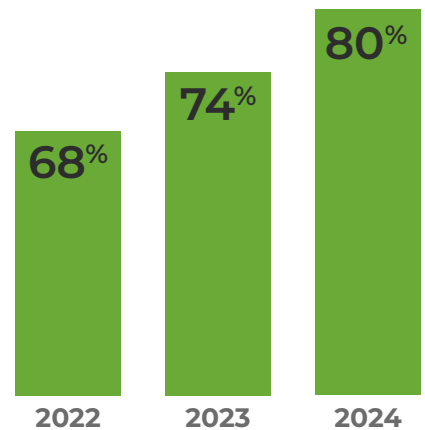
**68%** of healthcare workers indicate that using automation/technology to complete routine tasks successfully reduced burnout.



**66%** of healthcare workers say current digital initiatives reduce workload.



### Technology investment success for improving employee experience



Although management consistently rates their organization's investments in technology to improve the employee experience as successful, employees see further opportunities to drive value and improve job efficiency.

## Which digital tools successfully ease staff burden?

Staff and management are aligned on what technologies most effectively offset workload, with [rounding technology](#) topping the list.

### Top 10 technology tools that reduce workload

1	Patient rounding technology
2	Clinical documentation automation technology
3	Improved EHR system capabilities
4	Communication tools for administrative and clinical staff
5	Equipment sensors or smart equipment
6	Staff rounding technology
7	Real-time clinical analytics
8	Clinical decision support system (CDSS)
9	Telehealth / virtual care platforms
10	Patient portals



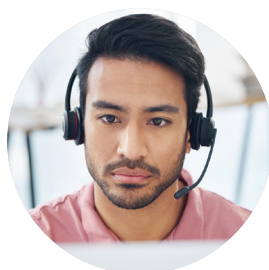
## Where are there opportunities for improving the employee experience?

While employees indicate they're satisfied with their organization's overall investment in technology, executives overestimate just how far that satisfaction extends. Survey respondents highlight opportunities for integrating technology into their workforce ecosystem.



### Managers say...

Their organizations don't encourage innovation.



### Non-clinical staff say...

They don't get adequate time and training resources to learn new technologies; want more opportunities to use technology in their day-to-day work.



### Clinical staff say...

They don't get adequate time and training resources to learn new technology.

Only

**19%**



of organizations have increased their use of automation to complete routine tasks as a means to address burnout.

Only

**25%**



of organizations report improving digital tools to increase job efficiency.



### Talk to an expert

What drives healthcare staff attrition and retention? How can your organization rethink its talent strategy in a constantly evolving landscape? Connect with a Huron expert today to evolve your strategy and put possible into practice.

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