

## AEM Education and Training Editor's Pick

### Resident Burnout and Its Impact on Patient Satisfaction Scores

In this issue of *Academic Emergency Medicine Education and Training*, Drs. Lu, Weygandt, Pinchbeck, and Strout share data suggesting that burnout in residents may impact patient satisfaction scores. I encourage you to read the article: [Emergency Medicine Trainee Burnout Is Associated with Lower Patients' Satisfaction With Their Emergency Department Care.](#)

Unfortunately, emergency medicine physicians have a higher incidence of burnout than other physicians. It is well documented that burnout takes its toll on physicians, but the last thing we want as physicians is for the patients to suffer.

In this [study](#), emergency medicine residents completed an online version of the validated Maslach Burnout Inventory. Trainee burnout results were compared to the Press Ganey patient satisfaction scores specific to the physician domain as well as the overall patient satisfaction assessment scores. Results from this [study](#) indicate that patients reported lower satisfaction with their doctor but not the overall assessment score when the residents demonstrated burnout. This small study begs the question of how widespread is this problem in residents, and more importantly, what we can do to mitigate it?

As educators, we need to take a close look at our work environments and residency training programs and ask ourselves what steps can we put in place to combat burnout and increase resilience in our trainees. Educating our residents on the components of the Patient Satisfaction surveys would probably be wise too!