

CASE STUDY

Leadership of Rady Children's Hospital San Diego adopts data-driven approach to reduce physician burnout and turnover

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<https://www.chartis.com/client-results/leadership-rady-childrens-hospital-san-diego-adopts-data-driven-approach-reduce>

The vision

With burnout, turnover, and skepticism worsening in the future, leaders at Rady Children's Hospital San Diego (Rady Children's) sought an approach to improve the culture. After previous efforts fell short, they knew they needed an effort that would produce visible impact, improve collaboration, and ensure physicians felt heard and appreciated.

Co-creating the solution

Rady Children's partnered with Chartis to create a high-level strategy and data-informed plan to target the underlying causes of burnout. The organization sought systematic input from physicians and launched a survey with specialty-specific questions to identify granular drivers of burnout and turnover by division. This input then informed action plans. Committed to accountability and transparency, leaders leveraged town hall meetings and other physician-specific communications to share progress and identify ways to improve staffing, advance support, and reduce administrative burden.

Believe in better

With executive champions and a well-defined roadmap to foster shared ownership of cultural enhancement initiatives, the organization has made mitigating physician burnout a strategic priority. Division-specific strategies provide focused and sustained interventions to produce meaningful change. In addition, leadership commitment to wellness builds trust and positions the organization as a cohesive team—ready to embrace operational changes effectively.

75 %

of divisions reported improvements in physician burnout

82 %

of divisions reported reduced turnover

up to

\$10 M

in physician recruitment costs saved

Building to better

To reduce physician burnout, hospitals and health systems should:

- Collect specialty-specific data to identify root causes of burnout.
- Prioritize reduction of physician burnout and turnover as strategic goals.
- Forge partnerships between hospital operations and physician leaders to improve culture.

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