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Emergency Medicine Trainees with High Emotional Exhaustion Are Associated with Lower Patient Satisfaction Scores

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**Figure 2.** Resident Self-Assessment of Their Teaching Using the ER Scale.

Residents Overall N (%)	Didactic	Clinical	Approachable	Helpful
Outstanding	25 (4.8)	25 (4.8)	48 (9.3)	24 (4.6)
Above Average	159 (30.8)	181 (35.0)	175 (33.8)	183 (35.4)
Average	147 (28.4)	125 (24.2)	112 (21.7)	126 (24.4)
Below Average	6 (1.2)	5 (1.0)	2 (0.4)	3 (0.6)
Unacceptable	0	0	0	0
Not Enough Time	129 (24.9)	129 (24.9)	129 (24.9)	129 (24.9)
Missing	51 (9.9)	52 (10.1)	51 (9.9)	52 (10.1)
<b>PGY3 N (%)</b>				
Outstanding	2 (1.0)	4 (2.0)	18 (8.9)	5 (2.5)
Above Average	65 (32.3)	82 (40.8)	88 (43.8)	87 (43.3)
Average	83 (41.3)	65 (32.3)	49 (24.4)	60 (29.8)
Below Average	5 (2.5)	4 (2.0)	0	3 (1.5)
Unacceptable	0	0	0	0
Not Enough Time	34 (16.9)	34 (16.9)	34 (16.9)	34 (16.9)
Missing	12 (6.0)	12 (6.0)	12 (6.0)	12 (6.0)
<b>PGY4 N (%)</b>				
Outstanding	23 (7.3)	21 (6.6)	30 (9.5)	19 (6.0)
Above Average	94 (29.8)	99 (31.3)	87 (27.5)	96 (30.3)
Average	64 (20.2)	60 (19.0)	63 (20.0)	66 (20.9)
Below Average	1 (0.3)	1 (0.3)	2 (0.6)	0
Unacceptable	0	0	0	0
Not Enough Time	95 (30.1)	95 (30.1)	95 (30.1)	95 (30.1)
Missing	39 (12.3)	40 (12.7)	39 (12.3)	40 (12.7)

## 23 Emergency Medicine Trainees with High Emotional Exhaustion Are Associated with Lower Patient Satisfaction Scores

*Pinchbeck C, Weygandt P, Gisoni M, Lu D / Northwestern, Chicago, IL*

**Background:** Burnout is a syndrome of emotional exhaustion, depersonalization and sense of low personal accomplishment. Emergency medicine (EM) physicians experience the highest levels of burnout among all specialties. Physician burnout is associated with lower quality of patient care. It is unknown if EM trainee burnout is also associated with poorer quality of care.

**Objectives:** We examined the relationship between EM trainee burnout and resident-specific Press Ganey patient satisfaction (PS) scores. We hypothesized that burnout would be associated with lower PS scores.

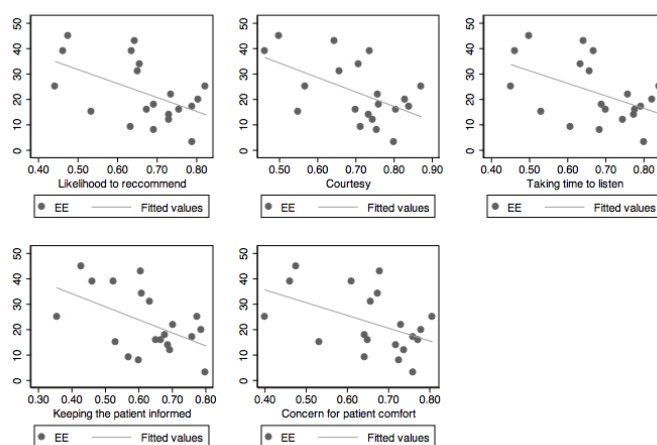
**Methods:** In this cross-sectional survey study conducted in October 2015 we assessed burnout in all post-graduate year 1-4 EM trainees at a single academic program using the Maslach Burnout Inventory. Resident-specific PS measures included: (1) likelihood to recommend; (2) courtesy; (3) taking the time to listen; (4) keeping the patient informed; and (5) concern for patient comfort. In our primary analysis overall burnout was dichotomized by high depersonalization or emotional exhaustion subscale scores and compared to PS scores using an independent samples t-test. In our secondary analyses each burnout subscale was treated as a continuous variable and compared to PS scores via linear regression.

**Results:** Thirty-six out of 54 (66.7%) eligible trainees responded to the survey and 27 (75.0%) reported burnout. Excluding trainees lacking PS data, mean PS scores for the remaining 20 participants were: (1) 66.8 (SD  $\hat{A}\pm 11.3$ ); (2) 70.8 ( $\hat{A}\pm 11.3$ ); (3) 67.6 ( $\hat{A}\pm 11.8$ ); (4) 62.7 ( $\hat{A}\pm 12.0$ ); and

(5) 66.2 ( $\hat{A}\pm 11.5$ ). In our primary analysis there were no significant associations between overall burnout and PS scores. In our secondary analyses, however, high emotional exhaustion scores were negatively associated with all PS scores: (1) 95% CI (-0.86, -0.08), p=0.02; (2) CI (-0.88, -0.10), p=0.02; (3) CI (-0.88, -0.04), p=0.03; (4) CI (-0.92, -0.08), p=0.02; and (5) CI (-0.85, -0.02), p=0.04. There were no significant associations between the depersonalization and personal accomplishment subscales with PS scores.

**Conclusions:** EM trainees' emotional exhaustion scores were negatively associated with all PS scores. We did not find associations between overall burnout with PS scores, but these results may have been limited by the study's small sample size.

**Figure 1.** Emotional Exhaustion (EE) vs Press-Ganey Patient Satisfaction.



## 24 Emergency Physician Presence At Two Large Outdoor Music Festivals

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**Background:** Music festivals are a form of mass gatherings that require unique preparation and resource allocation. These events have recently gained increased attention due to an alarming number of hospitalizations and deaths, most notably at electronic dance music festivals (EDMFs). Crowd mood is a term shown to vary with music genre and correlates with the patient presentation rate (PPR). Currently, consistent, evidenced-based recommendations regarding optimal medical staffing and resource allocation currently do not exist.

**Objectives:** To describe medical utilization at two large, outdoor, summertime, urban music festivals with disparate crowd moods to improve future mass gathering medical preparedness.

**Methods:** This was a prospective, observational study enrolling consecutive patients who presented for medical