



**WELL-BEING**  
index



**2020-2021**

# STATE OF WELL-BEING

A comprehensive report on the state of  
well-being among healthcare workers in 2020.

[mywellbeingindex.org](https://mywellbeingindex.org)

# STATE OF WELL-BEING 2020

The year 2020 was unlike any other. Economic hardships, drastic changes in social interaction, and a global health crisis unlike the world has seen in over a century impacted the physical and mental well-being of millions of people. Medical professionals faced unique and unimaginable circumstances on top of the everyday pressures and rising levels of burnout.

But exactly how was healthcare worker well-being affected during 2020? Hundreds of hospitals, institutions, health systems, and medical centers turned to the Well-Being Index to find out. The Well-Being Index is an interactive self-assessment tool invented by Mayo Clinic that measures 6 dimensions of distress and well-being among healthcare workers. Organizations around the world use the tool to measure well-being, track progress, and Go Beyond Burnout.

The following is a concise report of the 2020 Well-Being Index data consisting of over 91,000 assessments, designed to be your go-to resource for well-being statistics.

## Contents

- **Well-Being Index tool data**
- **Who was surveyed**
- **The State of Well-Being data analysis**
- **Research validation**
- **More on the Well-Being Index**

## Well-Being Index Partner Spotlight

"We have a responsibility, not just to our members but also to the patients that they serve to look after their best interests from a mental health perspective."

**Dawn Wilson | Executive Director**  
Canadian Association of General Surgeons



# Well-Being Index tool data

Nearly **800 organizations** use the **Well-Being Index** to measure distress and well-being, with more licensing the tool each quarter. In 2020, the Well-Being Index was rolled out at 78 new organizations and **surpassed 250,000 assessments**.



**1,267 Downloads**  
**State of Well-Being 2019**



**3,276 Well-Being**  
**Index Demos**

**The Well-Being Index blog saw 81,658 visits in 2020.**

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**The Well-Being Index application**  
**is constantly improving.**

**48 feature updates completed in 2020**



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[mywellbeingindex.org](https://mywellbeingindex.org)

# WHO WAS SURVEYED?

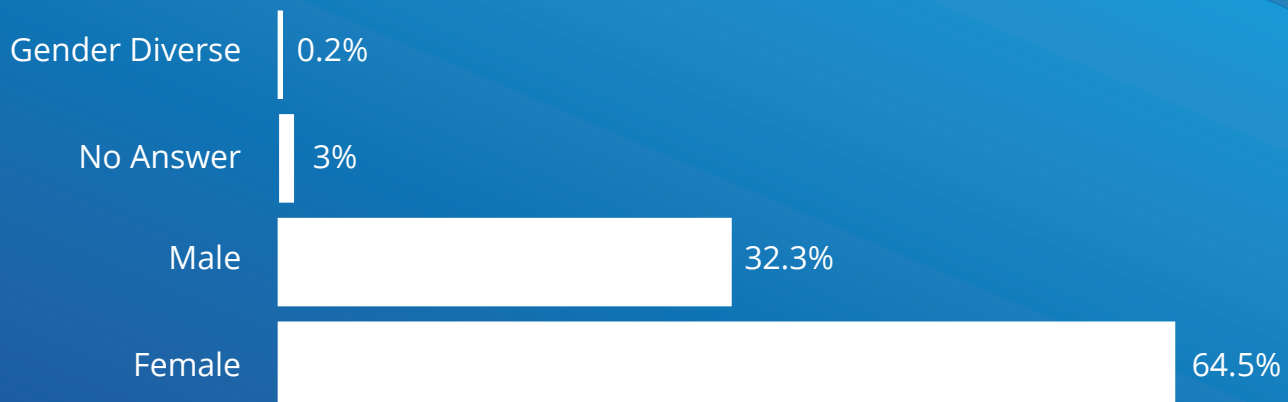
The State of Well-Being 2020 data comes from Well-Being Index assessments completed from January 1, 2020, through December 31, 2020. Participants who completed these assessments come from a wide variety of healthcare organizations throughout the world.

## 91,336 assessments were collected in 2020

Of these, 47,019 were reassessments taken by participants measuring their well-being additional times.

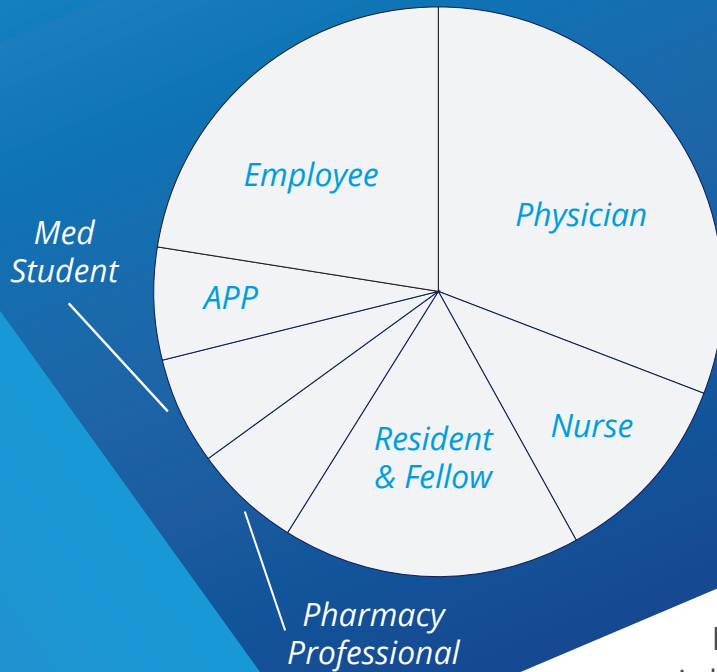


## PARTICIPANT GENDER IDENTITY





# Participant occupation of assessments collected

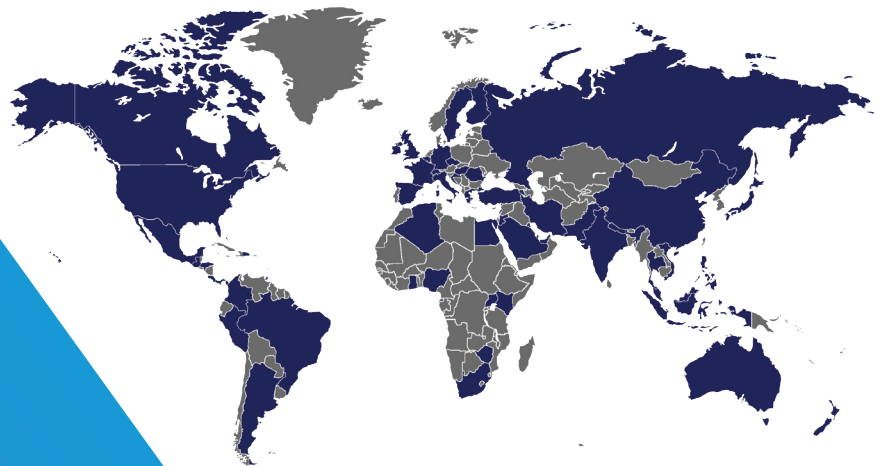


Physician assessments: 30.9%  
Nurse assessments: 11.2%  
Resident/Fellow assessments: 16.8%  
Med Student assessments: 6.1%  
APP assessments: 6.3%  
Pharmacy Professional assessments: 6.3%  
Employee assessments: 22.4%

## Participant locations

In addition to the United States, the Well-Being Index is licensed by organizations in Africa, Australia, Canada, New Zealand, and the United Kingdom.

While the list above shows locations in which organizations have licensed the Well-Being Index for institutional use, the tool is free for individual use and has active users around the world.



■ Countries with active users  
■ Countries without active users

Many different types of healthcare organizations utilize the Well-Being Index to measure distress and well-being:

- Hospitals
- Private clinics
- Academic medical centers
- Nationwide health systems
- Medical schools
- Professional associations



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[mywellbeingindex.org](http://mywellbeingindex.org)

# STATE OF WELL-BEING DATA ANALYSIS

In order to maximize well-being and reduce distress, healthcare administrators need an accurate measure of the health and well-being within their organizations and in healthcare as a whole. The following data is a concise analysis of the state of well-being among healthcare workers in 2020.

## National Comparative Data

Throughout this report, you will see various 2020 statistics in relation to national comparative data from 2019. These national norms are compiled from previous years of Well-Being Index data and are updated every one or two years, depending on the sample size of the new assessments.



## Well-Being Index Partner Spotlight

“The job that we have in front of us is to continue to change medicine so that it’s healthy for everyone involved, not just patients but providers and staff.”

**Barbara Wolf, Ph.D. |**  
**Corporate Director of Behavioral Health Education in Physician Wellness**  
McLaren Healthcare Corporation

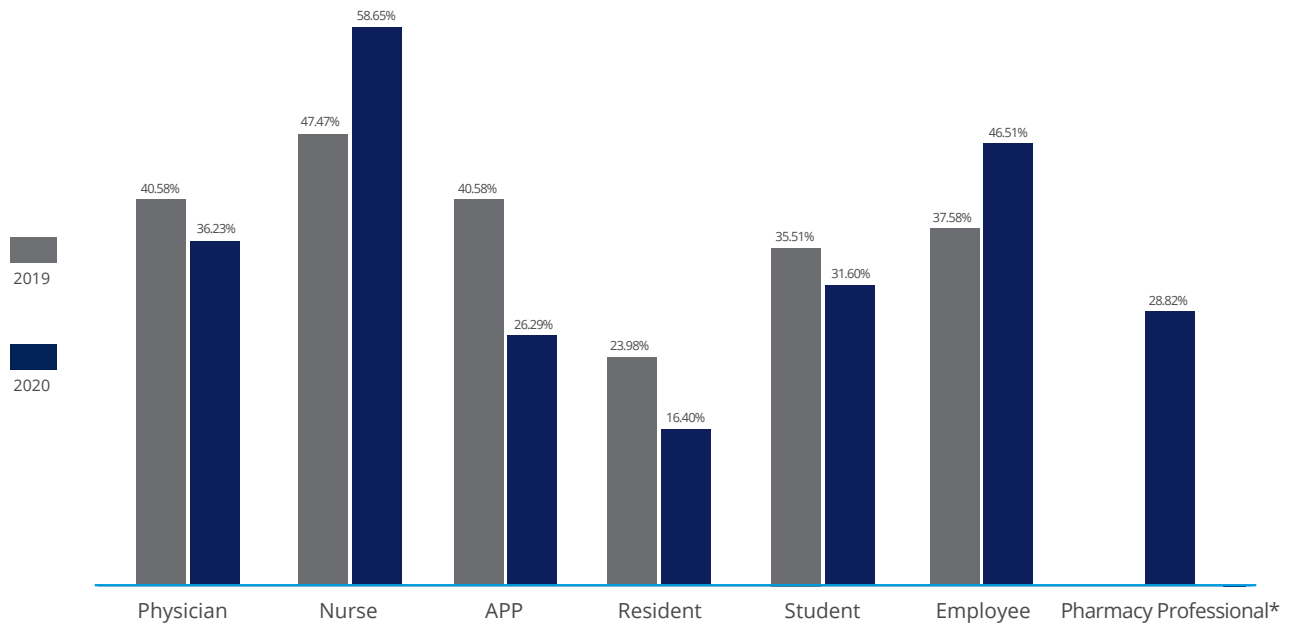


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[mywellbeingindex.org](https://mywellbeingindex.org)

# 2019 vs 2020 Distress Levels

Percent of assessments at a high level of distress by occupation



\*Pharmacy Professional version of the Well-Being Index launched in 2020.

## COVID-19 Impact Report

As the COVID-19 pandemic spread throughout the world, the Well-Being Index team began to analyze the data and compile a special COVID-19 Impact Report to study the effects of the pandemic on medical staff. This report compares Well-Being Index data with COVID-19 Impact Survey responses collected from March-August, 2020.

You can find this special report and future reports on the pandemic's complex impact on well-being within the healthcare industry at:  
**[www.mywellbeingindex.org/insights](http://www.mywellbeingindex.org/insights)**.



# Physician Well-Being

Physicians identified as being at a high level of distress are at a:

- 5x** higher risk of burnout
- 4x** higher risk of experiencing severe fatigue
- 3x** higher risk of having a poor overall quality of life
- 2x** higher risk of reporting a recent medical error
- 2x** higher risk of suicidal ideation



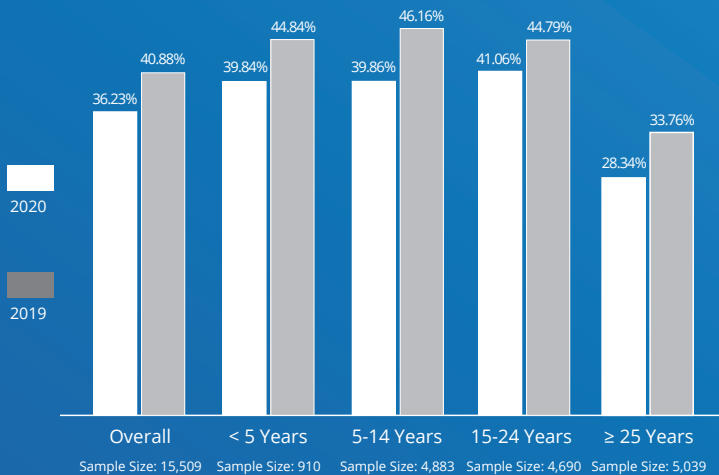
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Number of physician assessments in 2020: **28,215**

Percentage of assessments at a high level of distress: **36.23%**

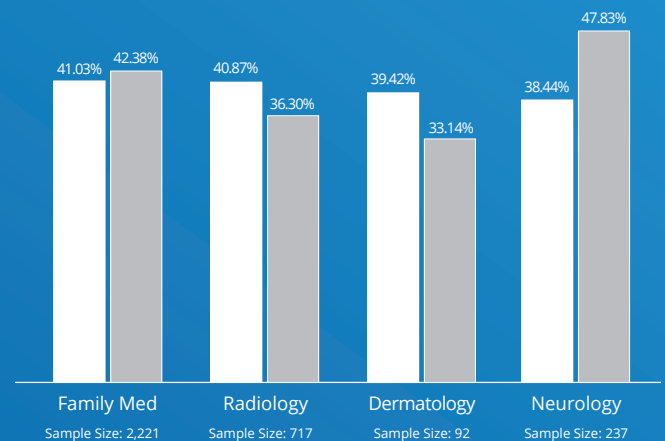
Physicians with over 25 years of practice were less likely to experience high levels of distress.

Physician assessments indicating a high level of distress by years in practice:



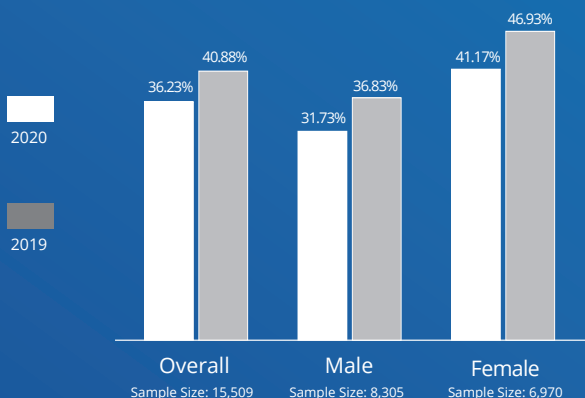
Of all physician specialties, family medicine practitioners were the most likely to experience high levels of distress.

4 specialties with the highest percentages of distress:



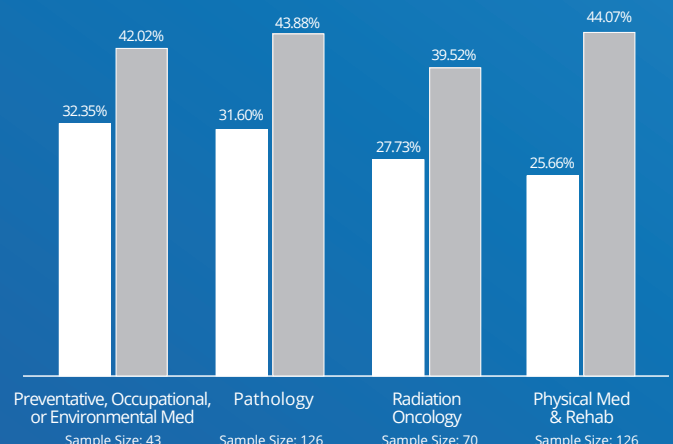
Female physicians were more likely to experience distress than their male colleagues.

Physicians assessments indicating a high level of distress by gender identity:



Physical Medicine & Rehabilitation practitioners were least likely to experience high levels of distress.

4 specialties with the lowest percentages of distress:



Note: Gender Diverse and No Answer categories have been omitted due to low sample size of less than 100 participants.



## Over half of physicians assessments reported burnout.

During the past month, have you felt burned out from your work?

YES - 51.7%

48.3% - NO

## Over half of physician assessments reported emotional problems.

During the past month, have you been bothered by emotional problems (such as feeling anxious, depressed, or irritable)?

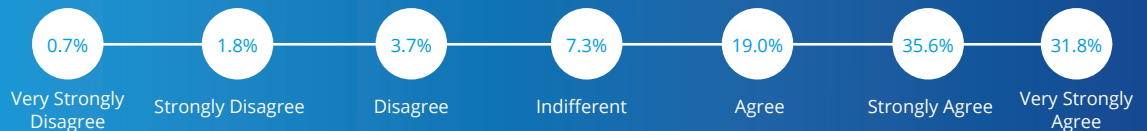
YES - 53.6%

46.4% - NO

## Over 86% of physician assessments reported meaning in work.

Please rate your level of agreement with the following statement:

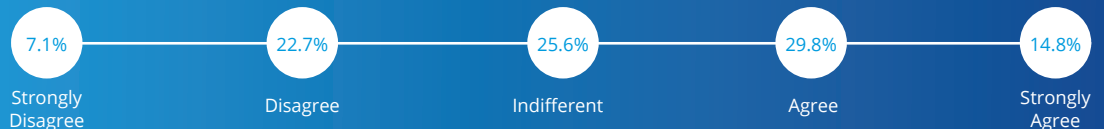
*The work I do is meaningful to me.*



## Nearly 30% of physician assessments reported not enough time for their personal/family life.

Please rate your level of agreement with the following statement:

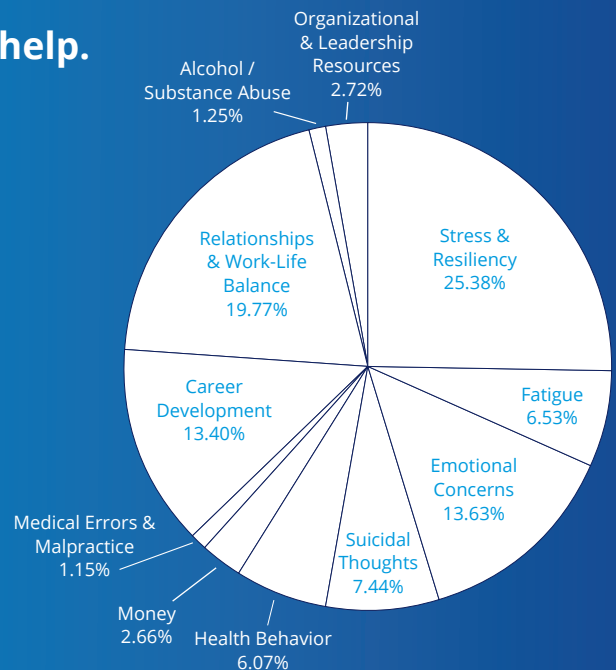
*My work schedule leaves me enough time for my personal/family life.*



## Physicians were seeking help.

The Well-Being Index is more than a measurement tool; it also provides participants with customized national resources to help improve well-being.

Resource categories accessed:





# Nurse Well-Being

Nurses identified as being at a high level of distress are at a:

- 5.5x** higher risk of burnout
- 3.5x** higher risk of leaving their current job
- 2.5x** higher risk of performing below average in their job duties
- 2.5x** higher risk of experiencing severe fatigue
- 2.5x** higher risk of having a poor quality of life



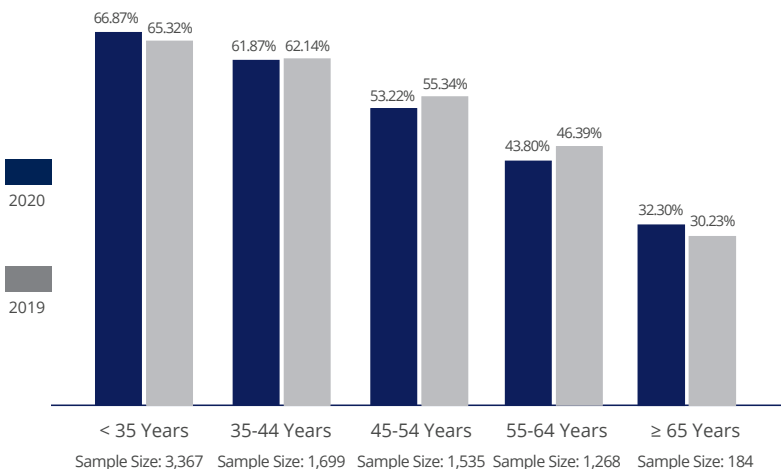
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Number of nurse assessments in 2020: **10,216**

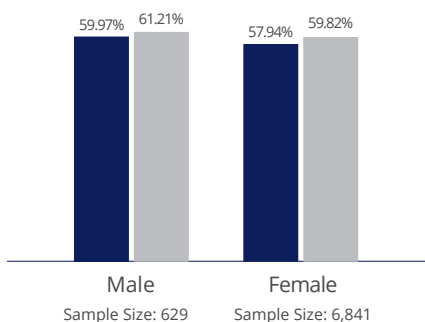
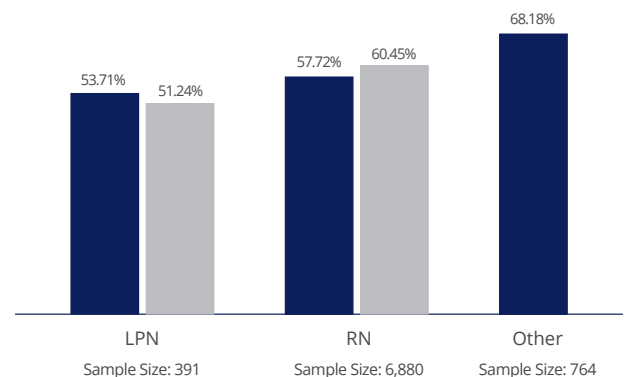
Percentage of nurse assessments at a high level of distress: **58.65%**

**Younger nurses were more likely to experience a high level of distress.**

Nurse assessments indicating a high level of distress by age:



**Nurse assessments indicating a high level of distress by license:**



**Nurse assessments indicating a high level of distress by gender identity:**

Note: Gender Diverse and No Answer categories have been omitted due to low sample size of less than 100 participants.

2020 2019

## Nearly 65% of nurse assessments reported burnout.

During the past month, have you felt burned out from your work?

YES - 64.8%

35.2% - NO

## 70% of nurse assessments reported emotional problems.

During the past month, have you been bothered by emotional problems (such as feeling anxious, depressed, or irritable)?

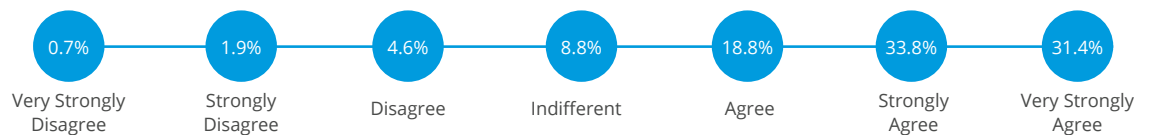
YES - 70.0%

30.0% - NO

## 84% of nurse assessments reported meaning in work.

Please rate your level of agreement with the following statement:

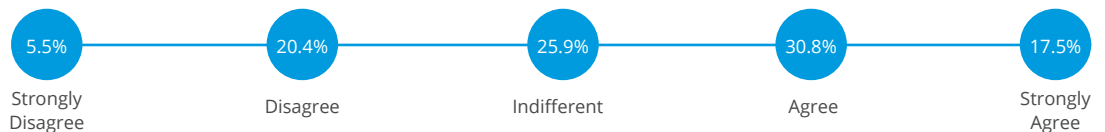
*The work I do is meaningful to me.*



## Nearly 26% of nurse assessments reported not enough time for their personal/family life.

Please rate your level of agreement with the following statement:

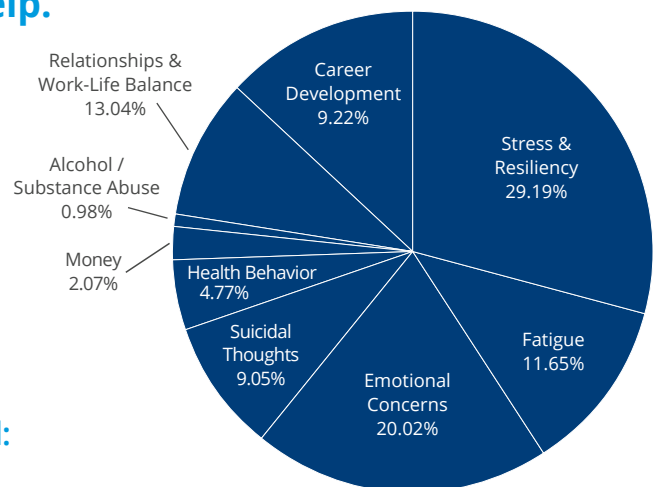
*My work schedule leaves me enough time for my personal/family life.*



## Nurses were seeking help.

The Well-Being Index is more than a measurement tool; it also provides participants with customized national resources to help improve well-being.

Resource categories accessed:



# Resident & Fellow Well-Being

Residents and fellows identified as being at a high level of distress are at a:

- 4x** higher risk of burnout
- 3x** higher risk of poor mental quality of life
- 2x** higher risk of suicidal ideation
- 2x** higher risk of severe fatigue
- 2x** higher risk of reporting a recent medical error



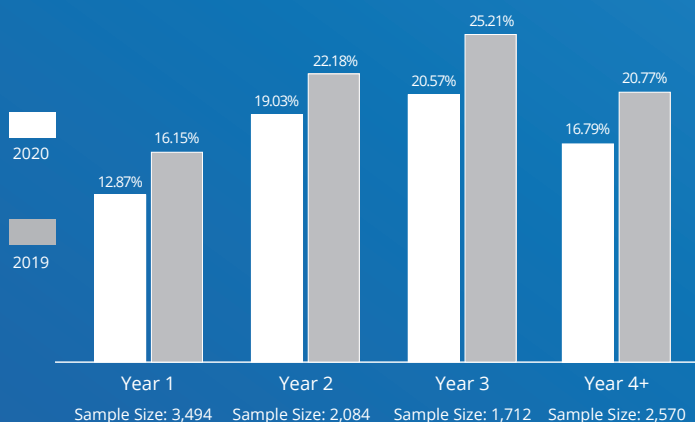
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Number of resident and fellow assessments in 2020: **9,164**

Percentage of resident and fellow assessments at a high level of distress: **16.40%**

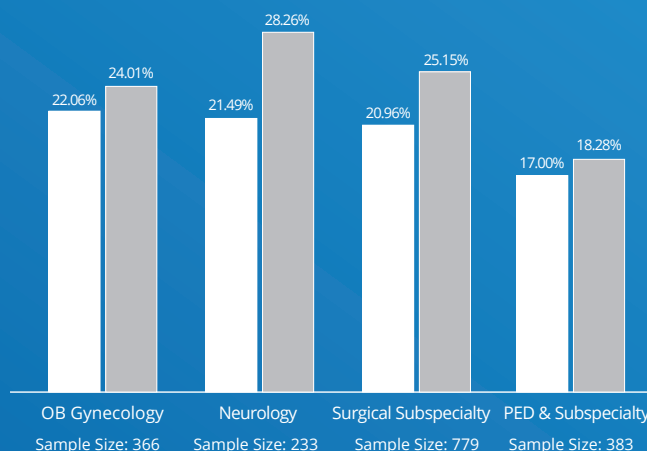
## Third year residents & fellows were most likely to experience high levels of distress.

Percentage of resident and fellow assessments indicating a high level of distress by year:



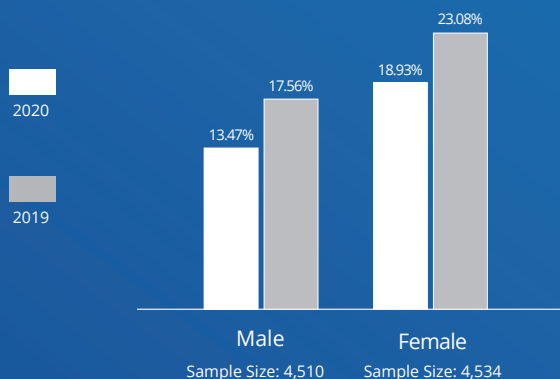
## Neurology residents were less likely to experience high levels of distress in 2020 vs 2019.

4 specialties with the highest percentages of distress:



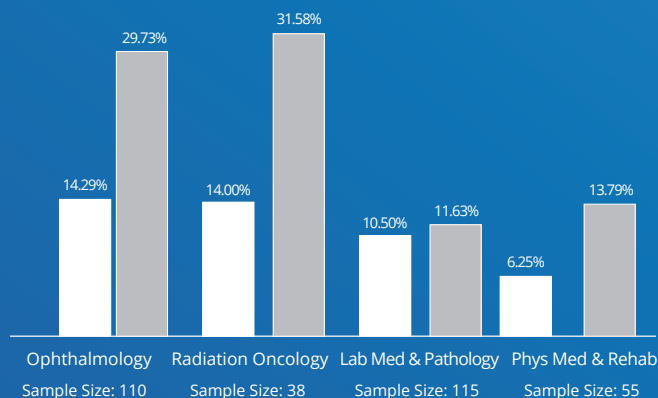
## More female residents and fellows were distressed than males.

Percent of resident and fellow assessments indicating a high level of distress by gender identity:



## Physical Medicine & Rehabilitation residents were least likely to experience high levels of distress.

4 specialties with the lowest percentages of distress:



Note: Gender Diverse and No Answer categories have been omitted due to low sample size of less than 100 participants.

## Over half of second and third year resident and fellow assessments reported burnout.

During the past month, have you felt burned out from your work?

OVERALL



YEAR 1



YEAR 2



YEAR 3



YEAR 4+



## The majority of all assessments reported emotional problems.

During the past month, have you been bothered by emotional problems (such as feeling anxious, depressed, or irritable)?

OVERALL



YEAR 1



YEAR 2



YEAR 3



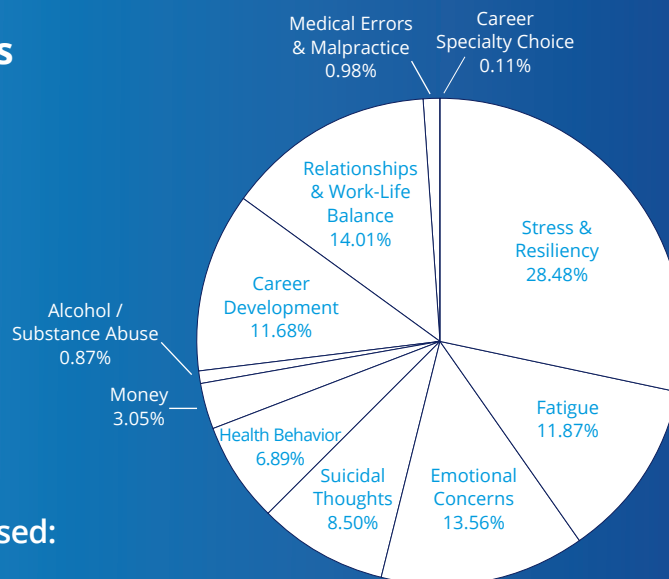
YEAR 4+



## Residents and fellows were seeking help.

The Well-Being Index is more than a measurement tool; it also provides participants with customized national resources to help improve well-being.

Resource categories accessed:





# Medical Student Well-Being

Medical students identified as being at a high level of distress are at a:

- 3x** higher risk of burnout
- 2x** higher risk of suicidal ideation
- 2x** higher risk of poor mental quality of life
- 2x** higher risk of severe fatigue
- 2x** higher risk of seriously considering dropping out of school



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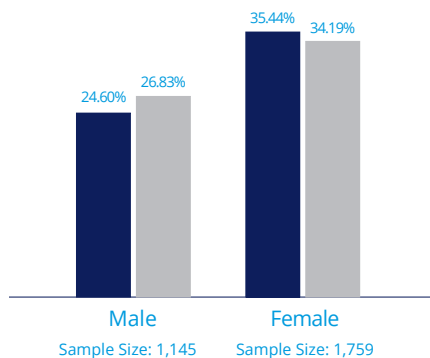
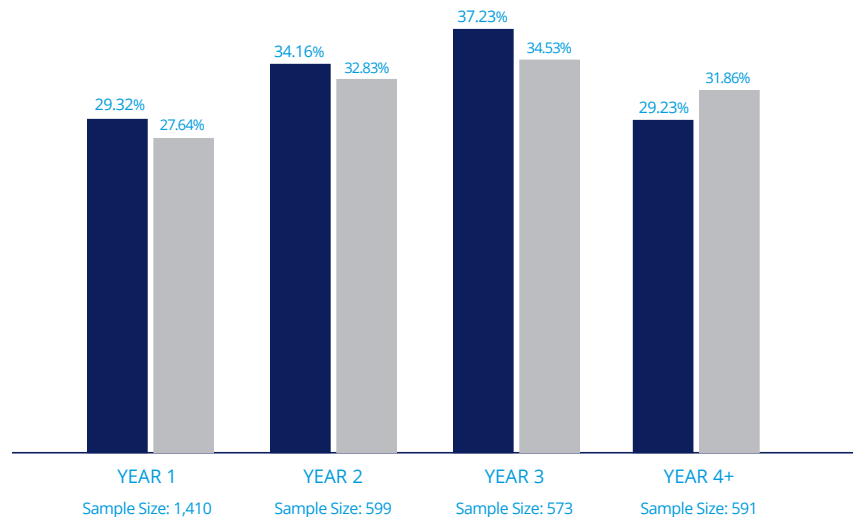
Number of medical student assessments in 2020: **2,935**

Percentage of medical student assessments at a high level of distress: **31.60%**

## Second and third year medical students were most distressed.

Percent of medical student assessments indicating a high level of distress by year in school:

2020 2019



## Female medical students were more likely to experience distress than their male peers.

Note: Gender Diverse and No Answer categories have been omitted due to low sample size of less than 100 participants.

2020 2019



## Over half of 3rd year medical student assessments reported burnout.

During the past month, have you felt burned out from your work?

### Overall

YES - 45.1%

54.9% - NO

### YEAR 1

YES - 43.1%

56.9% - NO

### YEAR 2

YES - 49.5%

50.5% - NO

### YEAR 3

YES - 53.3%

46.7% - NO

### Year 4+

YES - 37.4%

62.6% - NO

## Over 71% of med student assessments reported emotional problems.

During the past month, have you been bothered by emotional problems (such as feeling anxious, depressed, or irritable)?

### Overall

YES - 71.2%

28.8% - NO

### YEAR 1

YES - 69.1%

30.9% - NO

### YEAR 2

YES - 73.8%

26.2% - NO

### YEAR 3

YES - 73.0%

27.0% - NO

### Year 4+

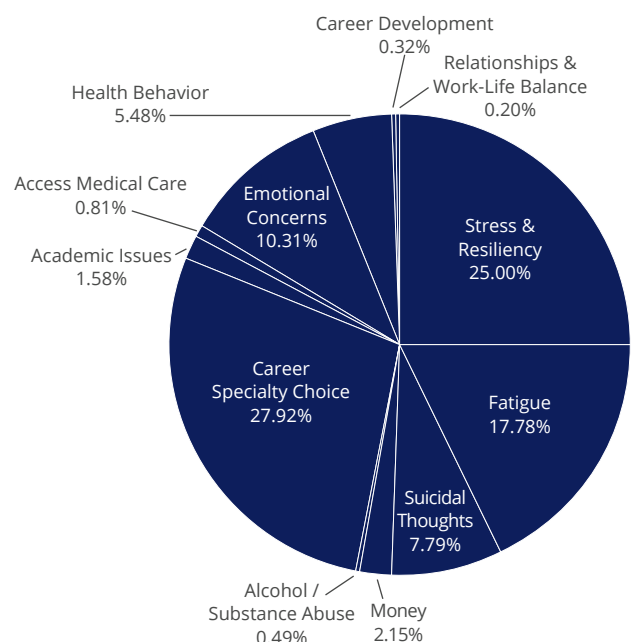
YES - 71.8%

28.2% - NO

## Medical students were seeking help.

The Well-Being Index is more than a measurement tool; it also provides participants with customized national resources to help improve well-being.

Resource categories accessed:



# Advanced Practice Provider Well-Being

APPs identified as being at a high level of distress are at a:

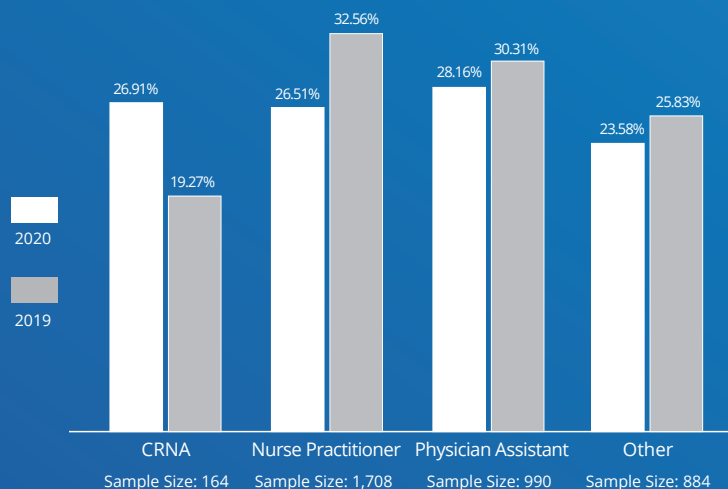
- 9x** higher risk of burnout
- 4x** higher risk of poor overall quality of life
- 3x** higher risk of severe fatigue
- 3x** higher risk of leaving their current job
- 3x** higher risk of below average job performance
- 1.7x** higher risk of medical error



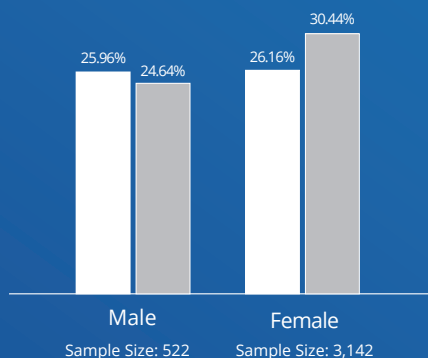
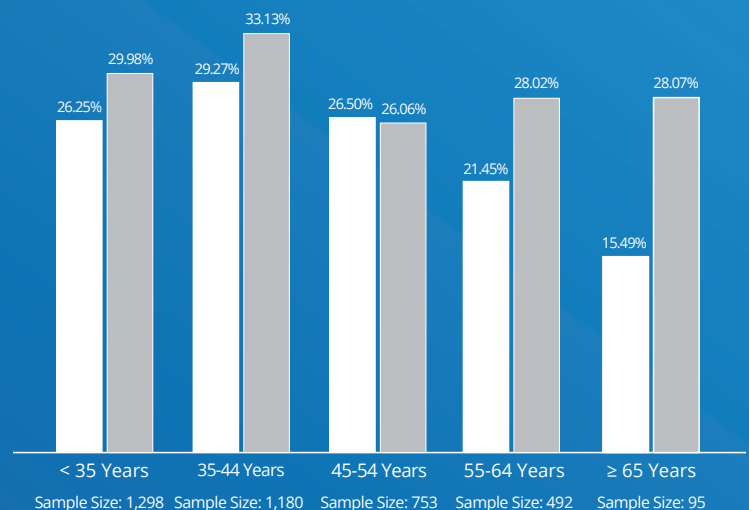
Number of APP assessments in 2020: **3,808**

Percentage of APP assessments at a high level of distress: **26.29%**

Percent of APP assessments indicating a high level of distress by occupation:



APPs over the age of 55 were less likely to experience high levels of distress.



**Female Advanced Practice Providers were less distressed in 2020 than in 2019.**

Percent of APP assessments indicating a high level of distress by gender identity:

2020 2019

Note: Gender Diverse and No Answer categories have been omitted due to low sample size of less than 100 participants.

## Nearly 58% of APP assessments reported burnout.

During the past month, have you felt burned out from your work?

YES - 57.9%

42.1% - NO

## 64% of APP assessments reported emotional problems.

During the past month, have you been bothered by emotional problems (such as feeling anxious, depressed, or irritable)?

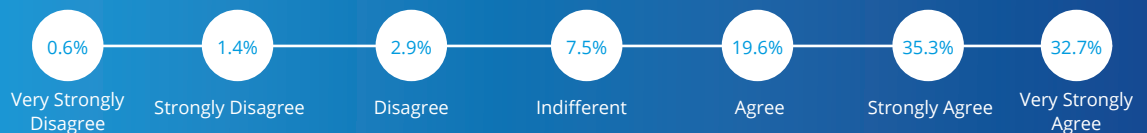
YES - 64.0%

36.0% - NO

## Over 87% of APP assessments reported meaning in work.

Please rate your level of agreement with the following statement:

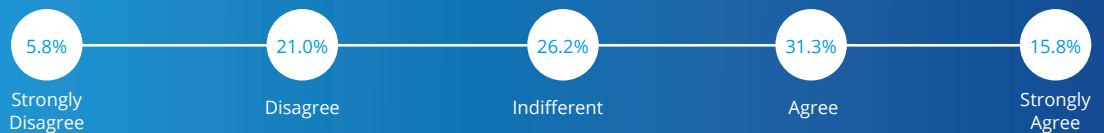
*The work I do is meaningful to me.*



## Nearly 27% of APP assessments reported not enough time for their personal/family life.

Please rate your level of agreement with the following statement:

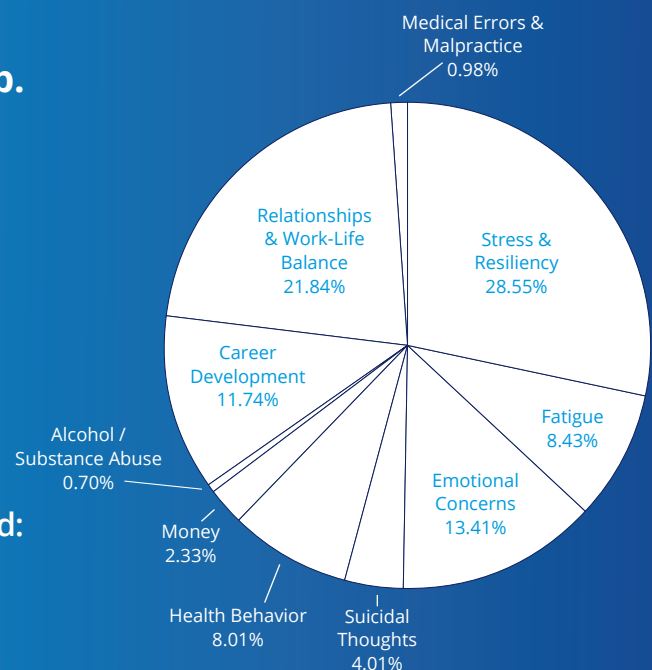
*My work schedule leaves me enough time for my personal/family life.*



## APPs were seeking help.

The Well-Being Index is more than a measurement tool; it also provides participants with customized national resources to help improve well-being.

### Resource categories accessed:



# Employee Well-Being

Employees identified as being at a high level of distress are at a:

- 2.9X** higher risk of burnout
- 2.3X** higher risk of poor overall quality of life
- 2.1X** higher risk of suicidal ideation
- 1.8X** higher risk of severe fatigue

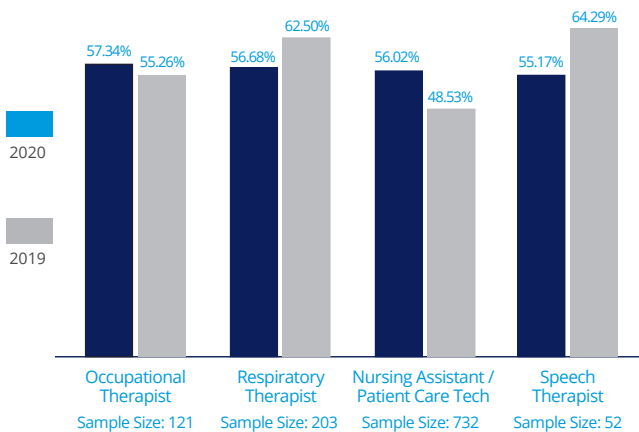
Number of employee assessments in 2020: **14,454**

Percentage of employee assessments at a high level of distress: **46.51%**

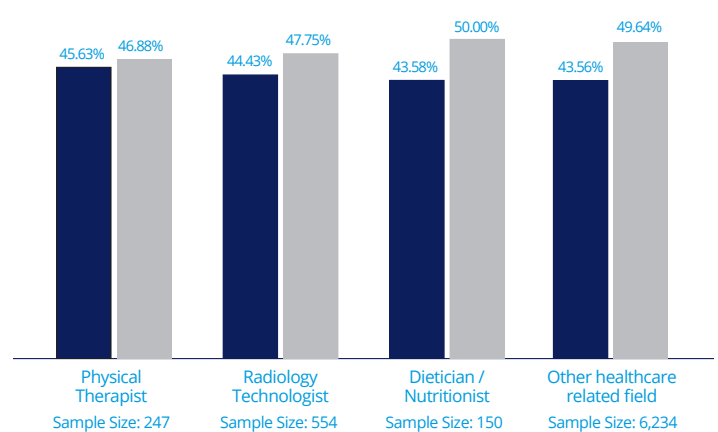


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## 4 occupations with the highest percentage of distress:

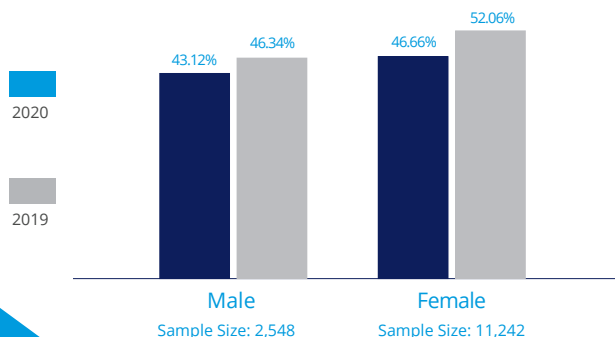


## 4 occupations with the lowest percentage of distress:



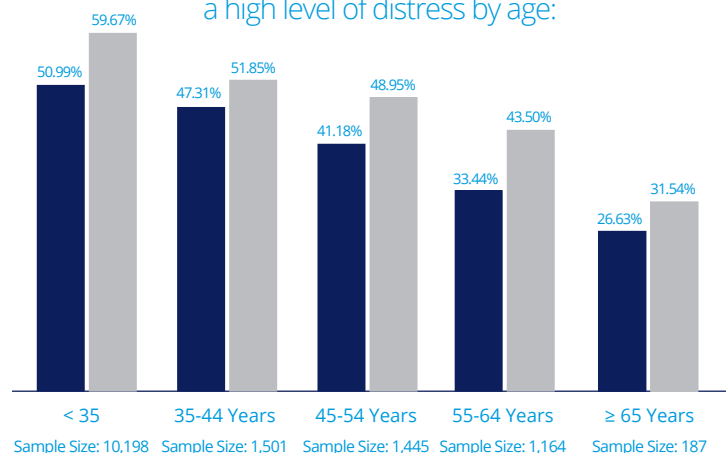
## Percent of employee assessments indicating a high level of distress by gender identity:

Note: Gender Diverse and No Answer categories have been omitted due to low sample size of less than 100 participants.



## Younger employees were more likely to experience high levels of distress.

Percent of employee assessments indicating a high level of distress by age:







## Over 52% of employee assessments reported burnout.

During the past month, have you felt burned out from your work?

YES - 52.6%

47.4% - NO

## Nearly 60% of employee assessments reported emotional problems.

During the past month, have you been bothered by emotional problems (such as feeling anxious, depressed, or irritable)?

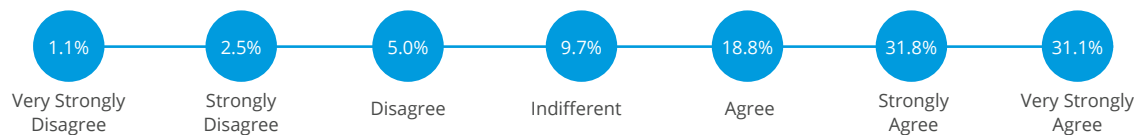
YES - 59.5%

40.5% - NO

## Nearly 82% of employee assessments reported meaning in work.

Please rate your level of agreement with the following statement:

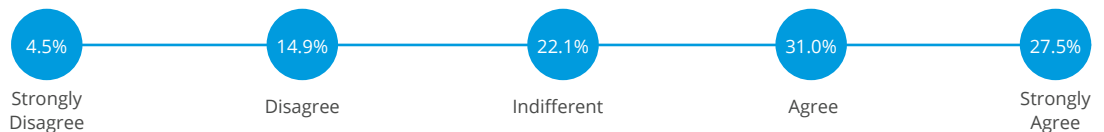
*The work I do is meaningful to me.*



## The majority of employee assessments reported enough time for their personal/family life.

Please rate your level of agreement with the following statement:

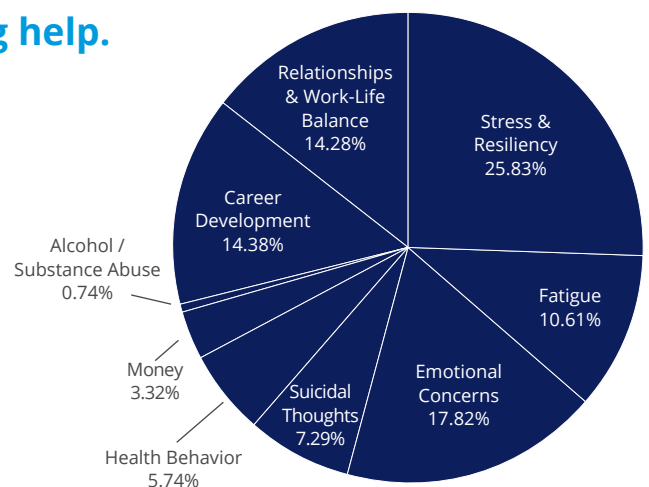
*My work schedule leaves me enough time for my personal/family life.*



## Employees were seeking help.

The Well-Being Index is more than a measurement tool; it also provides participants with customized national resources to help improve well-being.

Resource categories accessed:





# Pharmacy Professional Well-Being

Pharmacy professionals identified as being at a high level of distress are at a:

**8x** higher risk of burnout

**3x** higher risk of low quality of life

**2.5x** higher risk of fatigue

**2.5x** higher risk of intent to leave their current job

**2x** higher risk of medication error



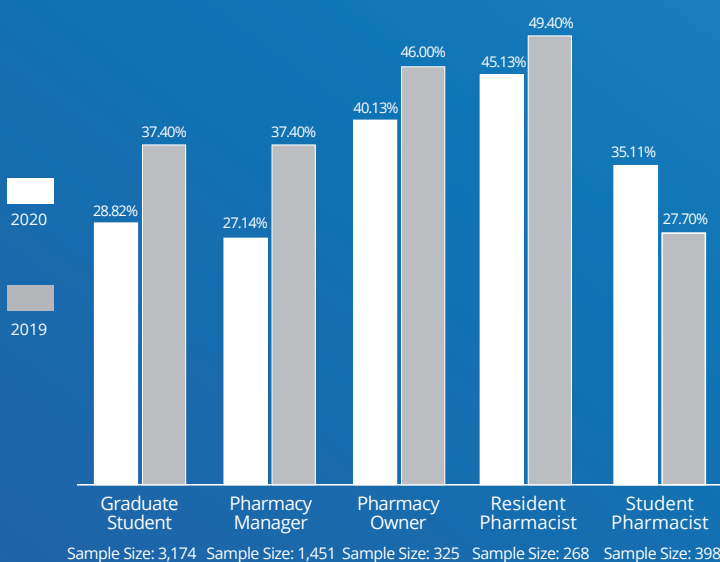
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Number of pharmacy professional assessments in 2020: **3,174**

Percentage of pharmacy professional assessments at a high level of distress: **28.82%**

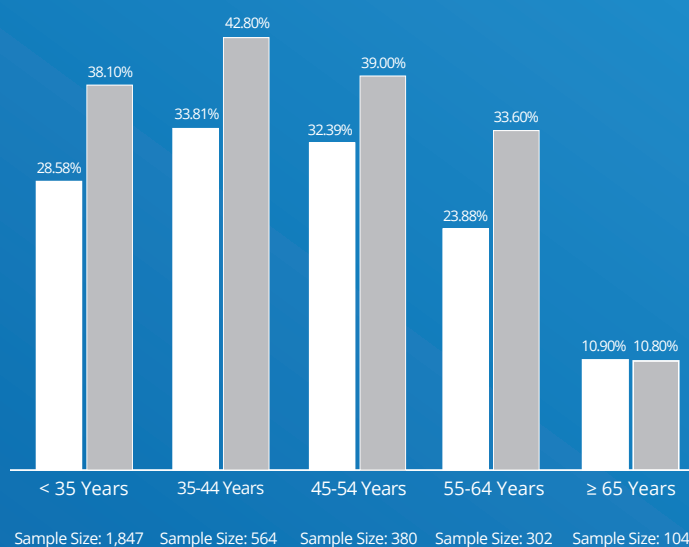
## Pharmacy residents were most likely to experience high levels of distress.

Pharmacist professional assessments indicating a high level of distress by practitioner type:



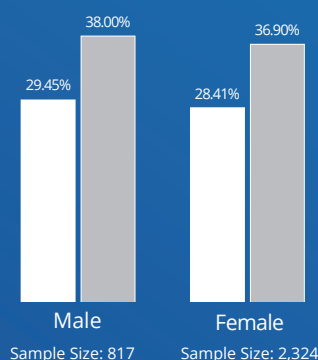
## Pharmacy professionals over the age of 65 were least likely to experience high levels of distress.

Pharmacy professional assessments indicating a high level of distress by age:



## Male pharmacy professionals were more distressed than females in both 2019 and 2020.

Pharmacist professional assessments indicating a high level of distress by gender identity:



Note: Gender Diverse and No Answer categories have been omitted due to low sample size of less than 100 participants.

## 65% of pharmacy professional assessments reported burnout.

During the past month, have you felt burned out from your work?

YES - 65.0%

35.0% - NO

## Nearly 74% of pharmacy assessments reported emotional problems.

During the past month, have you been bothered by emotional problems (such as feeling anxious, depressed, or irritable)?

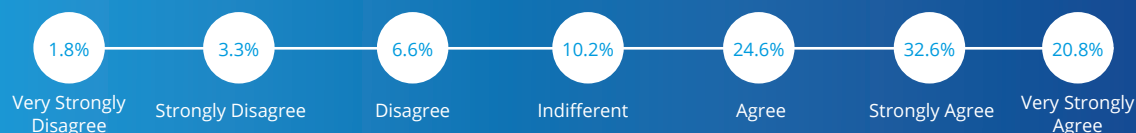
YES - 73.9%

26.1% - NO

## 78% of pharmacy assessments reported meaning in work.

Please rate your level of agreement with the following statement:

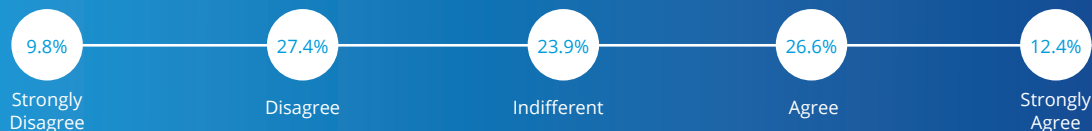
*The work I do is meaningful to me.*



## Over 37% of pharmacy assessments reported not enough time for their personal/family life.

Please rate your level of agreement with the following statement:

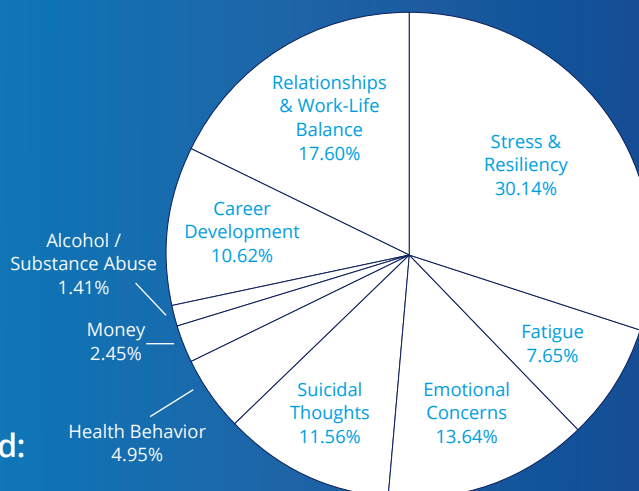
*My work schedule leaves me enough time for my personal/family life.*



## Pharmacy professionals were seeking help.

The Well-Being Index is more than a measurement tool; it also provides participants with customized national resources to help improve well-being.

Resource categories accessed:



# Validation Articles

Through years of research and a rigorous multi-step validation process, the Well-Being Index was developed by Lotte Dyrbye, MD, MHPE, and Tait Shanafelt, MD at Mayo Clinic to accurately measure six dimensions of distress and well-being in just nine questions. Since then, the Well-Being Index has been validated by various publications and used in numerous studies focusing on staff well-being and interventions to reduce distress.

Visit [www.mywellbeingindex.org](http://www.mywellbeingindex.org) to learn more about how the tool was invented and to read the Well-Being Index validation articles.

## Well-Being Index Insights

Since its development at Mayo Clinic, the Well-Being Index has helped individuals and organizations measure well-being and collect the data needed to pinpoint the causes of distress.

Through the Well-Being Index Insights, meaningful analysis of this anonymous data and high-level trends on healthcare worker wellness are made available to all.



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## More on the Well-Being Index

To learn more about the background and functionalities of the Well-Being Index, join an upcoming webinar or take a free demo of the tool by visiting [www.mywellbeingindex.org](http://www.mywellbeingindex.org).

To view all Well-Being Index Insights reporting visit:  
[www.mywellbeingindex.org/insights](http://www.mywellbeingindex.org/insights)

Together, we can **Go Beyond Burnout.**



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**Go Beyond Burnout**



## Well-Being Index Champion Spotlight

"Not only does the tool assess the levels of well-being, but it provides resources for our staff who may be dealing with stress in several aspects of their professional and personal lives. This reporting gives me breadcrumbs on what areas people are most curious about, or where they are experiencing the most distress. Then we can find some patterns that could initiate a more specific wellness program."

**Keith Frey, MD, MBA | Chief Medical Officer**  
CommonSpirit Health, Arizona Division

## Well-Being Index Champion Spotlight

"In general, younger faculty members seem to be more burned out than older faculty members. As younger people are coming in and first starting to practice, they're recognizing the stresses and pressures and they aren't necessarily efficient yet, so I think that's a cause of tremendous stress and anxiety for people."

**Lisa Bellini | Senior Vice Dean for Academic Affairs**  
Perelman School of Medicine - University of Pennsylvania



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[mywellbeingindex.org](https://mywellbeingindex.org)