

Physicians' experiences with mistreatment and discrimination by patients, families, and visitors and association with burnout.

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<https://psnet.ahrq.gov/issue/physicians-experiences-mistreatment-and-discrimination-patients-families-and-visitors-and>

[Burnout](#) is characterized as emotional exhaustion, depersonalization, and decreased sense of accomplishment at work which results in overwhelming negative emotions. Earlier studies have focused on the association of burnout with the [electronic medical record](#) and the [COVID-19 pandemic](#), among others. This study focused on the association of physician burnout and mistreatment by patients, families and visitors. Survey respondents reported experiencing mistreatment (e.g., racially or ethnically offensive remarks) and discrimination (e.g., patients or families refusing to allow the physician to provide treatment based on their gender, race, or ethnicity) in the past year. Experiencing mistreatment or discrimination was associated with [burnout](#).