



HEALTHCARE WORKPLACE SAFETY TREND REPORT

Key Insights
to Safeguard the
Environment and
the Environment
of Care

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Foreword

Creating healthy and safe environments is core to Stericycle's mission and how we engage with our customers and the communities they serve. Stericycle was founded in response to the syringe tide back in the late '80s when sharps were washing up on beaches, establishing the need for an essential suite of services to responsibly manage regulated medical waste.

Since our inception, our mission to protect health and well-being in a safe, responsible, and sustainable way has been our north star, and in today's environment, it has never been more important. The healthcare ecosystem—its workforce, leaders, and patients—face headwinds like provider burnout, public health crises, and climate change, making the prioritization of high-quality environments of care essential for healthcare workers and patients. We found it critically important to assess and explore the drivers of safety and health today to help us understand how to better care for the environment and the environment of care tomorrow.

Our survey gathered nationwide insights and feedback from 500 healthcare providers and healthcare administrators, referred to simply as providers and administrators respectively throughout the report. The inaugural Healthcare Workplace Safety Trend Report examines how providers and administrators view the safety of their organizations and the resulting impact on their peers, patients, and the community around them. What we found is that creating a safe workplace is paramount to the healthcare industry's role in society.

At Stericycle, our team is ready to support healthcare organizations as they navigate this challenging time, elevating their care environments to ensure the health and safety of their providers, patients, and the communities they serve are front and center. We will do everything we can to serve as a partner in shaping a healthier and safer world for everyone, everywhere, every day.



S. Cory White
Executive Vice President and Chief Commercial Officer | Stericycle

This research supports our belief that creating an ecosystem of care that nurtures and prioritizes patient and provider health, community health, and environmental health will define the future of healthcare.

Key Takeaways from the Report:

- Burnout Among Healthcare Professionals Is Prominent and Could Impact Their Safety
- Medical Waste Management Is Essential for a Safe and Efficient Healthcare Environment
- Healthcare Workers Prefer Solutions That Limit the Impact of Medical Waste on the Environment
- At-Home Care Is Here to Stay but Can Pose Significant Challenges
- Drug Diversion Is a Top Concern Which Has Worsened Due to the Pandemic

Executive Summary

Modernization and shifting expectations from patients, healthcare providers, and regulators have fueled change and innovation across the healthcare sector to create healthier, safer environments of care. These changes will help healthcare leaders and administrators meet ambitious goals around improving patient care and outcomes, reducing the healthcare system's impact on the environment, and helping to better support communities—all while facing challenging headwinds such as doctor and nurse shortages and an ongoing opioid crisis.

The COVID-19 pandemic has not only accelerated these drivers of change but also exposed a new urgency in addressing persistent issues facing healthcare organizations and providers. For example, the healthcare workforce shortage, which already projected the need for up to 124,000 physicians by 2034¹ and an additional 221,000 nurses by 2029,² has only been made worse by burnout and an unprecedented demand for care.

The Centers for Disease Control and Prevention (CDC) indicate that healthcare provider fatigue can increase the risk of errors, illnesses, and injuries, such as needlesticks, putting their health and well-being, as well as their patients, at risk.³

In addition, the healthcare sector is responsible for generating 4.4% of the world's greenhouse gases⁴ and, in the U.S., healthcare organizations are estimated to account for approximately 10% of annual carbon dioxide emissions.⁵ While the generation of medical waste is an unavoidable byproduct of patient care, steps can be taken to limit a healthcare organization's impact on the environment.

As well, 2020 marks the highest number of opioid deaths and the largest single-year increase, with more than 90,000 people dying of drug overdoses.⁶ The Centers for Disease Control and Prevention (CDC) has indicated that the pandemic has been a significant contributor to the opioid epidemic.⁷

The intersection of patient and provider health, community health, and environmental health will continue to be a barometer of success for the state of healthcare in the U.S. To better understand how safety and standards in the environment of care can impact both the quality of care delivered and the footprint of the healthcare system on the environment at large, Stericycle conducted its first annual survey of healthcare providers and administrators nationwide.

134,000

PHYSICIANS
will be needed by 2034¹

Over
90,000

DRUG OVERDOSES
occurred in 2020⁶





Key Insights

Based on in-depth survey data and analysis of U.S. healthcare providers and administrators, Stericycle's Healthcare Workplace Safety Trend Report reveals crucial insights on healthcare workers' perspectives on their working environments. This year's inaugural report delivers actionable steps for healthcare organizations to take to create a healthier and safer environment for their workers and patients.

Key themes include:

Burnout among Healthcare Professionals Is Prominent and Could Impact Their Safety:

COVID-19 has exacerbated feelings of burnout (72%) and stress (85%) among providers, and the pandemic is undermining their sense of safety in the workplace (71%). This could pose risk to the already short-staffed healthcare industry, as recent studies show that nearly 1 in 4 providers (20-30%) see themselves leaving the profession.⁸

Medical Waste Management Is Essential to a Safe and Efficient Healthcare Environment:

Over 70% of respondents believe improper medical waste management greatly impacts patient health and safety as well as puts the physical safety of providers at risk (72% of providers and 77% of administrators). In addition, 56% of providers and 57% of administrators feel that their organization needs to increase monetary resources for biohazardous waste disposal.

Healthcare Workers Prefer Solutions That Limit the Impact of Medical Waste on the Environment:

The environmental impacts of improper medical waste management are substantial and top-of-mind. Over 90% of providers (94%) and administrators (95%) believe improper waste management has a detrimental impact on the environment.

At-Home Care Is Here to Stay but Can Pose Significant Challenges:

While convenient for patients, at-home care poses significant challenges and risks to both workers and patients. Thirty-seven percent of providers who work in an at-home care setting said they do not have the adequate tools and resources available to properly dispose of biohazardous waste in at-home care settings. Additionally, the majority of providers (85%) say properly disposing of biohazardous waste in at-home care environments is a core challenge and can pose significant risks to providers' physical health and well-being.

Drug Diversion Is a Top Concern Which Has Worsened Due to the Pandemic:

Drug diversion continues to be a chief concern for the healthcare industry. Over half of healthcare workers (56%) believe improperly disposed of pharmaceutical waste is one of the top contributors to the opioid epidemic. In addition, over 70% of respondents indicate that COVID-19 is making proper pharmaceutical management more challenging (72% of providers and 73% of administrators).



Regulated medical waste or biohazardous waste is defined, for the purposes of this survey, as waste that may be contaminated by blood, bodily fluids, or other potentially infectious materials, as well as needles or scalpels, swabs, or bandages, to name a few.



Pharmaceutical waste is defined, for the purposes of this survey, as any leftover, unused, or expired medication that is no longer needed or can no longer be used. It can be classified as either hazardous or non-hazardous under applicable law.

More than
7 out of 10

PROVIDERS
feel burnout and stress

Over
50%
OF

**PROVIDERS AND
ADMINISTRATORS**

feel that their organization needs to increase monetary resources for biohazardous waste disposal

More than
50%
OF

PROVIDERS

believe improperly disposed of pharmaceutical waste is one of the top contributors to the opioid epidemic

Over
90%
OF

**PROVIDERS AND
ADMINISTRATORS**

believe improper waste management has a detrimental impact on the environment

1 in 3

PROVIDERS IN AN AT-HOME CARE SETTING

said they do not have the adequate tools and resources available to properly dispose of regulated medical waste

BURNOUT AMONG HEALTHCARE PROFESSIONALS IS PROMINENT AND

Could Impact Their Safety

“The way to fix burnout is to address staffing levels, but there isn’t really a solution for that right now. If staffing cannot be fixed, the best way to support teams is to begin providing support and other incentives as much as possible.”

–*Children’s Hospital Environmental Services
Innovator at a Top Regional Health System*





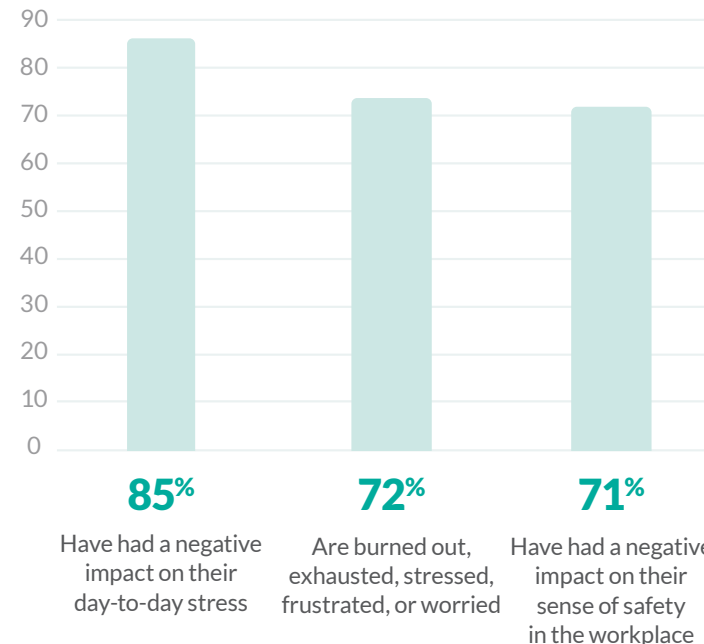
The Pandemic Undermined Providers' Sense of Safety



Healthcare workers have reached their breaking point. Nearly three-quarters of providers (72%) surveyed are burned out and exhausted from the pandemic, which has worsened their levels of day-to-day stress (85%) and has undermined their sense of safety in the workplace (71%). Studies show that burnout may also result in safety implications as it can put healthcare workers at higher risk of error or injury.⁹

In their own words, providers say the extended working hours, the higher-than-normal patient volumes, and the lack of staff are the biggest contributors to their burnout. Despite public attention and credit given to our front-line workers, only 1 in 5 providers feels appreciated (21%) and just 1 in 20 feels heroic (4%).

PROVIDERS' FEELINGS REGARDING THE IMPACT OF THE PANDEMIC



Over
70%
OF
PROVIDERS

are burned out and exhausted from the pandemic

Only
1 in 5
PROVIDERS
feels appreciated

Only
1 in 20
PROVIDERS
feels heroic



The Healthcare Industry Is Not Immune to the Great Resignation

With healthcare worker shortages already plaguing the industry, the acceleration of provider burnout is a trend that could have drastic consequences on both the healthcare workforce and patients alike. Notably, providers perceive medical personnel shortages to be the number one barrier to providing top-quality patient care, and they believe the issue is only getting worse due to the pandemic.

As a result, the healthcare industry's workforce is at risk of an exodus. Recent studies reveal that the U.S. could see an estimated shortage of between 37,800 and 124,000 physicians by 2034, including shortfalls in both primary and specialty care,¹ and an additional 221,000 nurses by 2029.² The industry-wide retention and recruitment challenges will only continue to worsen preexisting issues, cementing a spiral of worsening provider burnout.

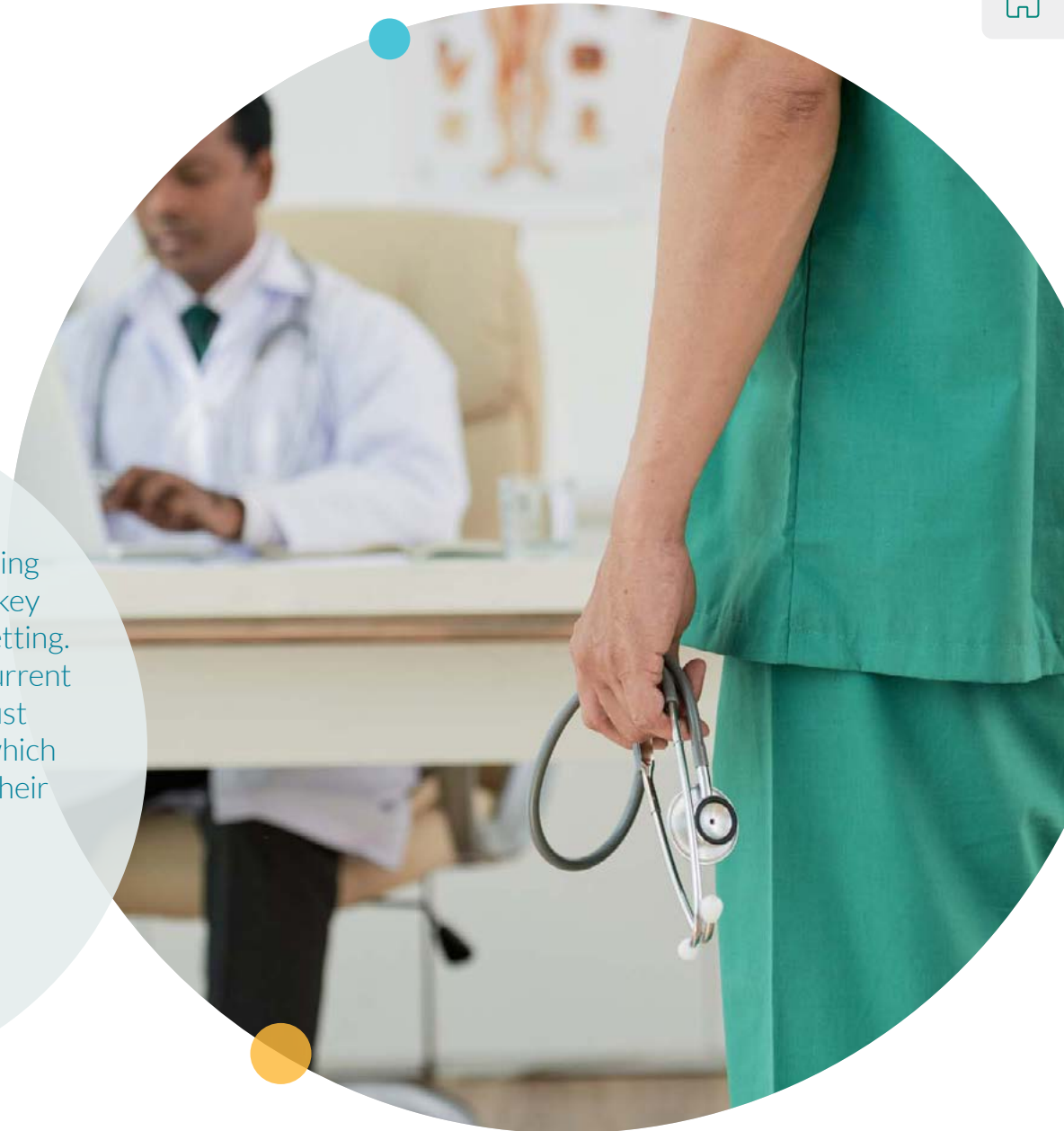
Medical personnel shortages are the

#1 BARRIER

to providing top-quality patient care

“Healthcare workers feel underappreciated, and creating a healthier work environment is key to retaining staff in a high-stress setting. While there is no one solution to current staffing issues, our hospitals must create working environments in which staff have access to leaders and their units foster interconnectivity among team members.”

– *Clinical Operations and Safety Expert*



MEDICAL WASTE MANAGEMENT IS ESSENTIAL

For a Safe and Efficient
Healthcare Environment

“Waste management processes need to be as simple as possible for frontline workers. When complicated, waste protocols add another element to a high stakes work environment and can be a catalyst to burnout.”

– *Clinical Operations
and Safety Expert*





Effective Medical and Biohazardous Waste Management Is Important to Patients and Providers

One key lever that administrators can pull to promote the health and well-being of providers is the effective management of medical and biohazardous waste. Medical waste management is a critical keystone in a safe and efficient healthcare environment. Not only do the majority of healthcare workers (90% of providers and 84% of administrators) believe that regulated waste management is key to delivering the best patient care possible, but they also believe that it is an integral element to the day-to-day function of their medical practices and is foundational to maintain a safe and effective workplace (93% of providers and 94% of administrators).

With this in mind, 56% of providers and 57% of administrators feel that their organization needs to increase monetary resources for biohazardous waste disposal. Given the demand from providers and administrators alike, organizations should consider deepening their support for and investments in regulated waste management strategies.

Over
90%
OF

PROVIDERS AND ADMINISTRATORS

believe biohazardous waste management is foundational to maintain a safe and effective workplace

90% OF AND **84%** OF

PROVIDERS

ADMINISTRATORS

believe that medical waste management is key to delivering the best patient care possible

56% OF AND **57%** OF

PROVIDERS

ADMINISTRATORS

feel that their organization needs to increase monetary resources for biohazardous waste disposal

Healthcare Providers and Administrators Want More Resources

When managed improperly, biohazardous waste disposal is a chief concern with about 7 in 10 respondents across audiences, especially regarding patient and worker health and safety. In addition, both providers and administrators agree that improper waste management is a contributor to provider fatigue and burnout, which must be addressed as the pandemic continues to impact the American healthcare system.

Both groups also agree that healthcare organizations should be dedicating more resources—both labor and funds—to biohazardous waste management. Fifty-nine percent of providers and 60% of administrators indicate that their organization needs to increase the number of people dedicated to biohazardous waste disposal.

Impact of Improper Biohazardous Waste Disposal on Providers

Greatly impacts patient health and safety



Negatively impacts the emotional well-being of providers



Puts the physical safety of providers at risk



Contributes to provider fatigue and burnout



“One of our biggest challenges is frontline caregivers’ lack of knowledge on where and how waste is disposed. Especially with the substantial amounts of travel nurses, many are not well-versed on our local disposal protocols.”

– *Environmental Safety & Materials Management Expert at a Leading Nonprofit Health System*



HEALTHCARE WORKERS PREFER SOLUTIONS

That Limit the Impact of Medical
Waste on the Environment

“Ensuring healthcare organizations are being efficient in protecting the environment around them all begins with keeping track of hazardous materials and making sure it’s properly stored and handled.”

–Supply Chain Leader at a Public
Safety Net Health System





Reducing Their Organization's Environmental Impact Is a Priority

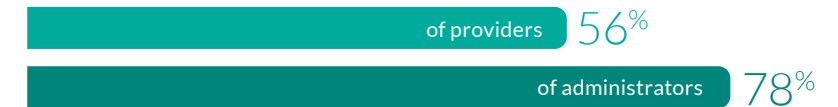
The environmental impacts of improper biohazardous and pharmaceutical waste management are well-known, and both providers and administrators are taking note of their organization's efforts. In addition to promoting safety and well-being at the point of care, effective waste management is critical to protecting the environment and the broader community with 6 in 10 providers (63%) and administrators (61%) reporting they think about the environmental impacts of biohazardous waste often.

The vast majority of both providers (94%) and administrators (95%) surveyed believe improper biohazardous waste management has a detrimental impact on the environment. In addition, more than 90% of both providers (96%) and administrators (91%) feel that improper pharmaceutical waste management also has a negative impact on the environment. Healthcare providers and administrators alike believe in the importance of proper medical waste management; however, there is a disconnect between how each group perceives a healthcare organization's commitment to reducing their environmental impact.

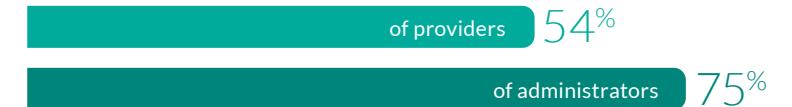
While 75% of administrators believe their organization is doing enough to reduce its environmental impact through appropriate biohazardous waste management, only 54% of providers say the same.

Healthcare Providers' and Administrators' Perceptions of Their Organization's Environmental Efforts

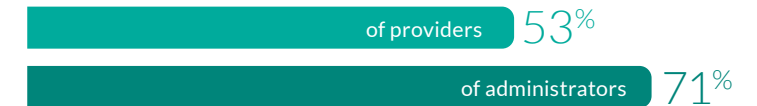
My organization has innovative practices in place to dispose of all regulated medical and biohazardous waste



My organization is doing enough to reduce their environmental impacts through appropriate biohazardous waste management



My organization has stated sustainability goals



6 in 10

PROVIDERS AND ADMINISTRATORS
report they think about the environmental impacts of biohazardous waste often

More Can Be Done to Improve an Organization's Environmental Sustainability Efforts

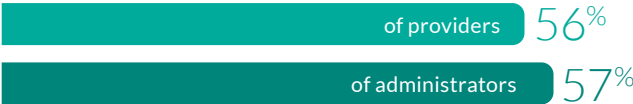
Despite the disparity in how providers and administrators perceive their organization's environmental efforts, both groups believe that there is more that can be done to further improve their sustainability efforts. This includes increasing monetary resources, adding dedicated labor resources, and exploring new and innovative options. Patient outcomes and provider health and safety are not just at stake but also the health and well-being of the environment and the surrounding community.



FINDING NEW AND INNOVATIVE WAYS TO REDUCE ENVIRONMENTAL IMPACT CAN CONTRIBUTE TO HEALTHY COMMUNITIES AND POSITIVE PATIENT OUTCOMES

Areas that Healthcare Providers and Administrators Feel Can Improve Their Organization's Environmental Efforts

Increase monetary resources



Add personnel



“Arguably all of healthcare wants to ensure our work doesn’t harm the community. People on the ground, like clinicians, EVS staff, and other support staff, need to be included in finding solutions and making workable policies. Often, administrators cannot attain a point of view that’s as accurate as those in the halls, at reception, or in patient rooms.”

– Clinical Operations and Safety Expert

AT-HOME CARE IS HERE TO STAY

But Can Pose Significant
Challenges

“Patients need simple, easy to understand solutions—just like frontline workers—and most people want to do the right thing and dispose of regulated waste properly from inside their home. However, there isn’t much clarity on how those with conditions like diabetes, that might use multiple needles a day, should dispose of their hazardous materials.”

–*Children’s Hospital Environmental Services Innovator at a Top Regional Health System*



The Rise of At-Home Care Cannot Come at the Expense of Healthy and Safe Environments

While the need for safe and sustainable handling and disposal of biohazardous waste in traditional healthcare settings is crucial, healthcare organizations should also consider the needs beyond those settings. Over 90% of providers surveyed (93%) say they are being asked to deliver top-quality care outside of traditional healthcare environments, signaling that the delivery of care in nontraditional settings is becoming more common. This can be beneficial for patient comfort, convenience, and independence. However, the benefits of at-home care are juxtaposed against health and safety challenges.

For example, the majority of providers (85%) say properly disposing of biohazardous waste in at-home care environments is a core challenge and can pose significant risks to providers' physical health and well-being. In addition, 1 in 4 providers (26%) who have worked in an at-home setting state that they are not confident that they know how to dispose of biohazardous waste in a safe manner.

This is in part driven by a lack of training, infrastructure and standards, logistical support, and regulations, as well as tools and resources for providers to remove biohazardous

waste effectively and safely from at-home care settings. As a result, few providers who have worked in at-home care settings feel confident in their abilities or empowered to effectively dispose of regulated medical waste outside of traditional care environments.

Healthcare Providers' and Administrators' Perceptions of Managing Medical Waste Effectively in At-Home Care Settings

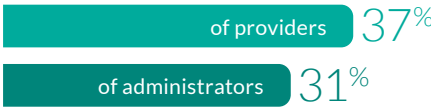
Believe that providers need more logistical support to provide the best possible care



Feel they need additional training to uphold safe working conditions



State that they do not have the adequate tools and resources available to properly dispose of biohazardous waste



1 in 4
PROVIDERS

state they are not confident that they know how to dispose of biohazardous waste in a safe manner in at-home care settings



“Having waste management partners who also help in training our staff for all care settings is highly beneficial.”

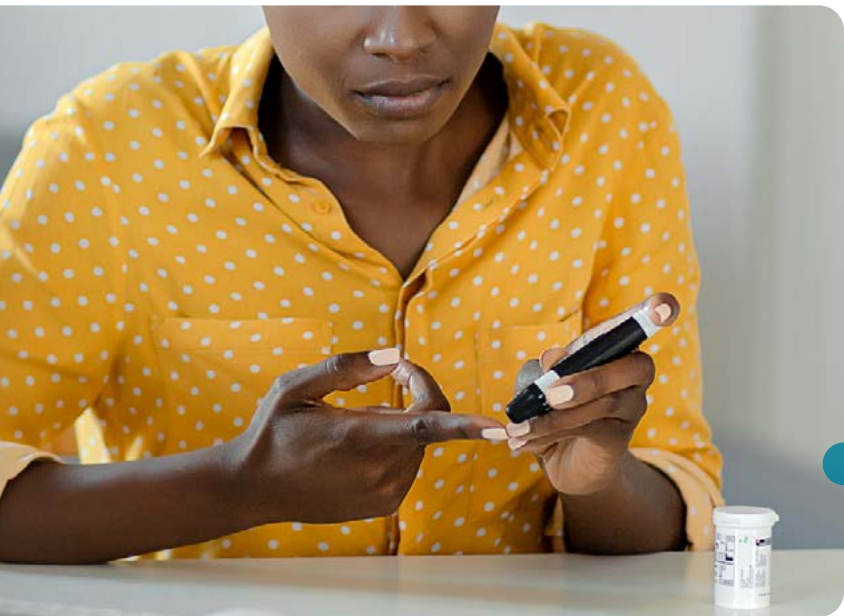
—Environmental Safety & Materials Management Expert at a Leading Nonprofit Health System

Over
80%
OF PROVIDERS

say proper disposal of biohazardous waste in at-home care environments is a core challenge and can pose significant risks to their physical health and well-being

Patients Need Education and Training

Patients also play a critical role in the process, and providers believe patients lack a clear understanding of how to manage their own waste generated from their at-home care. As a result, providers do not believe patients are empowered with the proper tools and resources to effectively manage their own biohazardous waste, which will require consistent dialogue, training, and effective logistical support to improve waste management in at-home care settings.

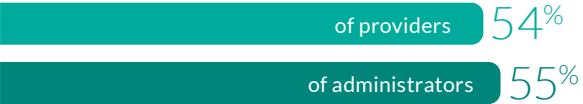


Healthcare Providers' and Administrators' Perspectives on Patients Disposing of Medical Waste in At-Home Settings

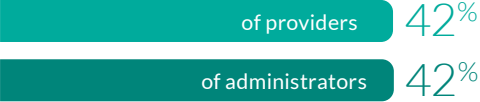
Are confident that most patients are properly managing the waste from their care directly



Indicate that patients know how to dispose of regulated medical waste in a safe manner in at-home care settings



State that patients have adequate tools and resources available to properly dispose of biohazardous waste



DRUG DIVERSION IS A TOP CONCERN

Which Has Worsened
Due to the Pandemic

“Healthcare organizations need to make more efforts to take hazardous materials out of the community that often were the result of work we may have done. Launching community programs such as needle collection and drug takeback help ensure hazardous materials don’t end up in improper places.”

*–Supply Chain Leader at a Public
Safety Net Health System*



The Impact of Pharmaceutical Waste on the Opioid Crisis

Of the concerns around the improper disposal of healthcare generated wastes, drug diversion is at the top of the list. More than half of healthcare workers surveyed (56% of providers and 60% of administrators) believe that improperly disposed of pharmaceutical waste is one of the biggest contributors to the opioid epidemic.

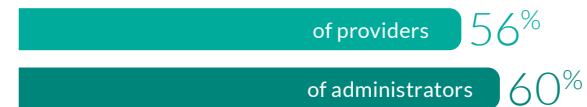


Healthcare Providers' and Administrators' Perceptions of Pharmaceutical Waste Management and the Impact on the Opioid Epidemic

Indicate that COVID-19 is making proper pharmaceutical management more challenging



Feel that improperly disposed of pharmaceutical waste is one of the biggest contributors to the opioid epidemic



State that improper pharmaceutical waste management can negatively impact provider well-being





The Pandemic Compounded Drivers of the Opioid Crisis

Not only do healthcare providers and administrators alike believe that improper pharmaceutical waste disposal is one of the biggest contributors to the opioid epidemic overall, but the majority of providers (93%) and administrators (88%) surveyed also have concerns with pharmaceutical management in an at-home care setting.

Fifty-two percent of providers and 64% of administrators also believe it has been easier for opioids to get into the wrong hands during the pandemic. These factors combined are a cause for concern, and the majority of providers (92%) and administrators (88%) agree that this puts the health and well-being of their communities at risk. As a result, resources around proper pharmaceutical waste management are critical to patient care and provider well-being.



A majority of
PROVIDERS AND ADMINISTRATORS
have concerns with pharmaceutical
management in an at-home setting



Over half of
PROVIDERS AND ADMINISTRATORS
believe it has been easier for opioids
to get into the wrong hands

RECOMMENDATIONS

As the findings of the survey have indicated, healthcare organizations need to consider investing more time and resources into their care environments. The COVID-19 pandemic created more challenges for the healthcare industry, but there are ways to address these issues to create lasting solutions for a healthier, safer ecosystem of care.





Recommendations

Prioritize Health and Safety for Healthcare Workers

To help mitigate a “Great Resignation” of providers, healthcare organizations should prioritize strategies to improve the health and safety of both traditional and nontraditional care environments. As the healthcare sector evolves, healthcare organizations have the opportunity to reevaluate how they prioritize safeguarding their employees and facilities. This could become a key differentiator in the battle for talent. Safer working environments, effective waste management, improved disposal processes, and increased training opportunities could contribute to improved patient care and serve as a catalyst for provider retention and job satisfaction.

Healthcare organizations should also carefully evaluate their waste management partners, prioritizing those who reduce the burden on healthcare providers, keeping them focused on what matters most—patient care. Time is a precious commodity in healthcare facilities. By simplifying the waste management process, healthcare workers can gain back critical time while increasing safety and the quality of patient care.

Implement Environmentally Sustainable Practices

Healthcare organizations generate thousands of tons of waste annually as part of the life-saving services and care they provide. However, healthcare organizations can play a role in minimizing their impact to the environment and should evaluate their environmental

sustainability practices for areas of improvement. This could include providing the proper containers and staff training to support the segregation of waste or using reusable materials, such as reusable medical waste containers, where possible. These efforts can help ensure proper disposal and minimize landfill usage (e.g., paper, plastic), while also helping to keep pharmaceuticals out of waterways and reducing the possibility of drug diversion.

Organizations should also consider communicating their environmental sustainability goals broadly throughout the organization, sharing their efforts and the tools and resources available to staff to contribute to those efforts. To engage staff, organizations should consider sharing their sustainability goals at key meetings such as town halls or set up employee panel discussions to engage staff, build goodwill, and ultimately, unearth potential new ideas for waste processes or management that can create a positive impact on the world.





Collaborate with Partners for At-Home Care Waste Management

As the delivery of care at-home becomes more commonplace, healthcare organizations are faced with the challenge to replicate a safe work and care environment for both healthcare providers and patients beyond traditional care settings. To ensure the health and well-being of both providers and patients in at-home settings matches traditional care settings, providers in at-home care environments should be empowered to manage the proper disposal of biohazardous waste. This includes having access to the necessary tools and resources.

At-home organizations and their waste management partners should collaborate to develop processes for both providers and patients to nurture a more sustainable, safer, and healthier care environment to prevent biohazardous waste from adversely impacting community health and the environment. For instance, as part of the care offering, at-home care organizations can offer or direct patients to sharps mail back disposal options to help avoid a public safety hazard and the risk of needlestick injuries.

Create a Plan to Minimize Drug Diversion

Both the push toward at-home care and the COVID-19 pandemic have potentially contributed to the opioid epidemic, putting public health and safety at risk. As a result, healthcare organizations and communities should prioritize the proper disposal of pharmaceutical waste in both traditional and nontraditional care settings.

A focus on maintaining a safe work environment can benefit the delivery of care as well as have a tangible impact on the quality of patient care and employee safety, which can contribute to improved patient experience and outcomes, as well as employee satisfaction. Administrators should consider working with their waste management partners to prioritize regular communication and training opportunities that showcase the importance of proper pharmaceutical waste management strategies.

Healthcare organizations are in the unique position of helping people handle a variety of day-to-day health challenges. With many patients having increased awareness of the environmental and community impact of pharmaceutical waste, they may look to healthcare organizations for a safe and secure way to dispose of their leftover medications. Consumer drug takeback programs, such as kiosks or mail back envelopes, provide patients with options for keeping unused medications out of medicine cabinets. In addition, employers can look to provide mail back envelopes as part of their annual benefits package.

Conclusion

Safe, Sustainable Environments of Care Will Be the Barometer for the Future of Healthcare

A number of issues impacting the healthcare industry have been heightened by the pandemic. By implementing the strategies necessary to mitigate these forces and create a safe working environment centered on delivering high-quality patient care, healthcare providers and administrators can ultimately nurture a sustainable, successful healthcare system.

To get there, healthcare organizations must engage key stakeholders and partners who are equally invested in a stronger ecosystem of care. For example, encouraging dialogue between administrators and providers around improving healthcare delivery can help uncover areas of opportunity. Healthcare organizations and their waste management partners can then use these findings to implement measures to reduce the environmental impact of the healthcare industry while also improving workplace safety and well-being for improved patient outcomes.

Healthcare organizations' willingness to mobilize their networks to sustain healthy, safe care environments will not only serve as the barometer for the health of the healthcare industry but will also directly impact the well-being of the environment and communities they serve. Building that future must start today.



Keep Your Employees, Customers, and Communities Safe

As a leading provider of regulated medical waste management, secure information destruction, and patient engagement solutions, Stericycle helps organizations—large and small—solve complex challenges to enhance the patient experience.

For over three decades, Stericycle has partnered with thousands of companies across the country to help them ensure that their operations meet regulatory demands, protect patients and staff, and safeguard communities. Our suite of essential services help protect public health and the environment, contribute to fighting the opioid epidemic, and safeguard secure information. We take pride in caring for the health and well-being of the environment and the environment of care.

We protect what matters.™

Visit stericycle.com to learn more about workplace safety and how Stericycle can help you protect what matters.



SIMPLE, PROFESSIONAL SERVICE

We have designed our operations to deliver convenience, with minimal intrusion into your busy schedule. Using on-demand digital tools and professional drivers with a 98% on-time track record,¹⁰ we keep your business running smoothly.



EXPERT PARTNERS BY YOUR SIDE

Healthcare facilities balance multiple priorities—from providing compassionate care, to managing a safe and compliant environment for employees and patients—your staff doesn't have a moment to spare. Our team of medical waste and compliance experts provide in-depth knowledge when and where you need it so you can focus on patient care.



ONE SOURCE, COUNTLESS SOLUTIONS

Having a waste management partner that aligns with your goals is key to making waste management as safe and sustainable as possible. From medical and pharmaceutical waste disposal, compliance training and consulting, and consumer takeback to information security, Stericycle works alongside healthcare organizations of every size to help them succeed in their growth, protect their brand, and aid in the delivery of healthcare.





Survey Methodology

The audiences for this research included healthcare providers (those who have direct patient interaction and currently practice as a physician, nurse, or another related role) and healthcare administrators (those who are currently at an executive leadership or senior management level in a healthcare organization). Both audiences are required to work in an organization that deals with medical waste management in some regard, whether they are personally responsible for decision making or not.

In total, the survey targeted n=500 healthcare professionals across the U.S. and was comprised of:

- N=350 healthcare providers
- N=150 healthcare administrators

The survey was fielded entirely online with an average completion time of 25 minutes and ranged across healthcare workplace topics from the effects of COVID-19 on the workplace to the impacts of medical waste management in various areas.

The provider perspectives in this report were provided with the support of GLG Insights, a network of executives and industry experts who share insights. GLG Insights matches their clients with industry experts—based on company, title/roles, locations, experience, etc.—to discuss a specific industry and its challenges.

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