

## **Deaconess Health System**

### **Commitment Statement on Clinician Well-Being**

Deaconess is fully committed to the well-being and resilience of our clinicians. Healthy clinicians are vital to achieving our mission “to advance the health and wellbeing of our community, with a compassionate and caring spirit.” Our vision is to be the medical group of choice, recognized as the best place to work, practice medicine, and receive exceptional quality and cost effective care at the right time and in the right place. Our 2015-2020 strategic plan tactics include formalizing a clinician retention program and engagement strategy to address burnout for the over 450 clinicians we employ.

Deaconess has recently established a Clinician Wellness Program based on the American Medical Association’s **STEPS***forward* program with goals to measure, reduce our risk, and respond to clinician burnout in our medical group. Our program is focused on people, processes, and research and is sustained by an inter-disciplinary Clinician Wellness Committee. We are early in our program’s development and are currently collecting baseline burnout survey data. Clinician wellness will be a health system quality indicator that is updated every six months. Our committee includes all interested clinicians and key stakeholders with responsibilities to define clinician wellness at Deaconess, confirm our program objectives, consolidate resources related to clinician wellness, prioritize and implement process changes, and contribute to the growing fund of knowledge on clinician wellness through research.

Deaconess Health System clinicians provide health care services to 26 surrounding counties in three states (IN, IL and KY) consisting of seven hospitals located in southern Indiana: Deaconess Midtown Hospital, Deaconess Gateway Hospital, The Women’s Hospital, The Heart Hospital, The Orthopedic and Neuroscience Hospital, Deaconess Cross Pointe, and HealthSouth Deaconess Rehabilitation Hospital. Our ambulatory services consist of a freestanding Cancer Center, multiple Urgent Care facilities, and Deaconess Clinic, a fully integrated multispecialty group featuring primary care physicians and specialists with more than 30 care sites. We also train 24 future physicians in our Deaconess Family Medicine Residency Program.

Deaconess was founded in 1892 by a group of Protestant ministers and laymen who felt called to care for the sick. More than 125 years later, Deaconess Health System continues to provide high-quality health care with a compassionate spirit, just as our founders envisioned. Deaconess is a rapidly growing group of clinicians with a tremendous responsibility to provide safe, high-quality, effective, timely, and team-based care to our patients. We recognize the negative impacts burnout can have on patient safety, outcomes, experience, health care costs, clinician satisfaction, and turnover. The well-being and resilience of our clinicians is vital to our continued tradition of excellence in all that we do.