

Dignity Health

Commitment Statement on Clinician Well-Being

Dignity Health is made up of more than 60,000 caregivers and staff who deliver excellent care to diverse communities in 400 care sites and over a 22 state network. Headquartered in San Francisco, Dignity Health is one of the largest health systems in the nation.

Dignity Health began as a single hospital founded on the belief that all people deserve medical care, regardless of their background, ethnicity, or circumstances. Healing is our calling, and humankindness is our calling card. Each day, our people deliver acts of compassion to those in need without exception or exclusion. Dignity Health was founded on this principle and it continues to guide us into the future. At Dignity Health we also believe this healing philosophy of humankindness promotes the wellbeing of our staff and the places they serve. Through teamwork and innovation, faith and compassion, advocacy and action, we endeavor every day to keep both our patients and staff members happy, healthy, and whole.

In 2017 the Dignity Health Board of Directors and Executive leadership launched a *Resilient Workforce Development Program* for clinicians and staff. The interdisciplinary strategic planning committee for this initiative recognized the serious need for support of clinician burnout and the need to promote resilience and well-being among our clinical team members. Our initial research also identified the need to support the staff members and leaders who work daily with our clinicians and thus a comprehensive system-wide program was designed. Our philosophy begins with cultivation of a “culture of change” focusing on employee resilience and well-being. Our plan is twofold: 1) focus on personal resilience building and 2) fostering a work-environment that promotes well-being.

Our implementation approach includes the use of nationally recognized research instruments to measure a broad-spectrum of related constructs including compassion fatigue, burnout, resilience, well-being, clinical outcomes and others. Informed by several successful pilots and academic research, our committee developed a toolkit that is based on evidence-based measures and interventions for the unique needs of our individual care facilities and teams.

At Dignity Health, we believe in living our values every day through actions big and small. We believe that every individual deserves to be treated with humanity and compassion. It is through this guiding principles that we also recognize that there is an intrinsic link between

compassion and healing, which compels us to foster an environment of *humankindness*, for our patients and with each other. It is through this connection that healing can begin.