

Duke Health Organizational Commitment to the National Academy of Medicine  
Action Collaborative on Clinician Well-Being and Resilience

Duke Health includes the Duke University Health System (including all hospitals and clinics), Duke University School of Medicine, Duke University School of Nursing, Graduate Medical Education, Duke Primary Care, Duke Homecare and Hospice, and the Private Diagnostic Clinic (Duke Specialty Provider Practice). Together, Duke Health annually has over 65,000 inpatient admissions, 90,000 surgical cases, over 2.5 million outpatient visits, and serves just over 750,000 unique lives. The physician practice consists of over 2500 physicians spread across 15 clinical departments and our workforce includes close to 18,000 across all disciplines and staff.

In recognition of the indispensable asset that is our people, our strategic vision to Advance Health Together includes a focus on our People and Environment. Specifically, our aim is to create and sustain a place where everyone thrives and is valued, including the development of a supportive environment that supports the wellbeing of our people. As a model academic health system, we include in our definition of “success” enhancing faculty, staff and trainees with personal health and wellness programs. This includes increased attention on enhancing the provider experience, and in turn, continued focus on the experience of our patients. Part of our approach is making our core value of “Caring for Our Patients, Their Loved Ones, and Each Other” a priority focus in all that we do.

Our commitment includes a multi-disciplinary approach with the following goals:

- Promote and sustain joy and meaning in work
- Foster resiliency, thriving, and wellness in the workforce
- Ensure staff and providers are recognized and valued for the work they do
- Develop leaders who understand, support, and enhance work environments that sustain a thriving work force
- Acknowledge and develop strategies for effectively address common themes and drivers of provider and staff burnout
- Develop system level solutions faculty and staff support programs where needed and foster personal self-care in the workforce
- Identify and support staff and providers struggling with emotional exhaustion, fatigue, and burnout
- Cultivate community in the workplace
- Understand and innovate the work we do
- Continue measurement of workforce resiliency and well being

Through our focus on our People and Environment, we commit to the wellbeing and resilience of not only clinicians, but the entirety of our workforce. In doing so, we ensure that our people can deliver high quality care as part of Caring for Our Patients, their loved ones, each other, and ourselves.