



FirstHealth Center for Provider Wellbeing Mission Statement

FirstHealth of the Carolinas, headquartered in beautiful Pinehurst, NC, is a comprehensive health care network serving 15 counties in the mid-Carolinas. FirstHealth's core purpose, to care for people, is illustrated by our commitment to continually expand services to meet the needs of our patients and the community, to provide state-of-the art technology, and to offer exemplary quality in health care and customer service. This purpose extends to not only our patients, but the providers who care for them. Caring for our providers is vital as the ever-changing landscape of healthcare is creating an even more highly complex and demanding work environment for our healthcare providers. Burnout rates among providers have never been higher than what we are experiencing today.

In response to this epidemic, the FirstHealth Center for Provider Wellbeing has been established as an innovative and comprehensive benefit for our healthcare providers and their families with the intent to promote well-being, prevent burnout, increase resilience, restore health, and foster intentional engagement. The mission of the Center is to serve our providers and their families by offering any needed professional or personal support through means such as group-based or individually customized programs and services related to the five facets of well-being, to include psychosocial, professional, financial, spiritual, and physical. The Center's programs and services are available to all physicians, dentists, nurses, nurse practitioners, physician assistants, perfusionists and their families in the community served by FirstHealth. The Center is entirely supported by the generous donations of our community to The Foundation of FirstHealth and the Reid Physician Enrichment Endowment.

The Center for Provider Wellbeing offers a full spectrum of services, to include:

- **Transitional Support** – provides relocation assistance, an individualized welcome to the community, a free one-month trial to one of the five FirstHealth Fitness Centers, and complimentary financial advisor consultation.
- **Collegial and Spousal Engagement** – offers programs designed to promote a sense of belonging, support, and connectedness among co-workers, spouses/significant others, families, the surrounding community, and the organization.
- **Coaching and Consultation Services** - delivers a wide range of coaching and consultation services for individual providers, departments, and teams dealing with the effects of burnout, or other professional and personal challenges.
- **Professional Counseling** - offers a Provider Focused Employee Assistance (EAP) Plan in addition to the FirstHealth EAP benefit.
- **Workshops, Presentations, and Retreats** - collaborates with individual providers, departments, and teams to develop educational programs that meet specific needs.
- **Outpatient Onsite Visits** - provides an onsite presence to offer support and availability to hear and address issues.

- **Provider Recognition Coins** – awards providers demonstrating exemplary service.
- **Physical and Spiritual Health Restoration** – offers Mindfulness-Based Stress Management Program.
- **Coming Soon – Well-Being Index** - a brief online self-survey which provides participants with immediate individualized feedback including tools and local and national resources to address personal well-being.

The FirstHealth Center for Provider Wellbeing's comprehensive programming and services will better position the organization to *Care for People*, patients, providers, and the community alike, and enhance the well-being of providers to deliver efficient, quality care for the patients they serve.