

Commitment Statement on Clinician Well-Being
Harvard Medical Faculty Physicians and Beth Israel Deaconess Medical Center
National Academy of Medicine Action Collaborative

The mutual commitment of Harvard Medical Faculty Physicians (HMFP) and Beth Israel Deaconess Medical Center (BIDMC) to provide extraordinary care to all the patients we serve is supported by a workforce committed to individual accountability, mutual respect and collaboration. Over the last several years, we have recognized that living that mission requires a more holistic approach to understanding and improving upon, our experiences – be it patient, family, employee or physician – both individually and collectively. Using industry best practices, and thorough analyses of the various quantitative and qualitative patient, employee and physician experience data streams, we embarked on a journey in 2017 to create an ideal state of our BIDMC Experiences. Through various community engagement activities reaching nearly 1,000 people, we've crafted a renewed vision that is now being led, in partnership with HMFP, by an Office of BIDMC Experience, whose goal is to unify priorities and efforts for the patient, employee and physician experiences.

This year, the Office of BIDMC Experience will focus efforts on improving experiences that are high yield opportunities identified as pressing challenges such as physician and trainee burnout - to both achieve our mission for patients and their families, and enhance the experiences of our workforce. With this multi-dimensional approach to improving experience, we are committed to:

- *Increasing Team Collaboration:* As a primary driver of experience, team collaboration is an area that is recognized across all modalities of feedback as an opportunity. From patient satisfaction surveys (inpatient, ambulatory, outpatient), to employee engagement surveys, to physician surveys addressing burnout and well-being and enhancing team-based models of care as part of the solution, we know that we have opportunities to improve in meaningful ways.
- *Unburdening our Workforce:* A theme highlighted by our workforce – clinicians in particular - is the need to improve tools and resources so that providers may more effectively do their jobs. From the persistent stream of clerical and documentation requirements, to an ever-growing and complex EHR system, to workspace environments that need updated design to match our growing patient care models, our community members have voiced their concerns that we must focus efforts on unburdening them. We believe that there are great opportunities to progress in this area, and allow our

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provides the opportunity to contribute their time to more value-added, joy-filled moments.

- *Building on our Strong Culture:* An area of focus moving forward, that we believe is foundational to everything else we do, is related to codifying our practice of respect. We are committed to implementing key actions that reinforce our values-driven behaviors: where we have a community that assumes the best of each other; where we have an environment that is driven by mindful interactions; and where we have people who are empowered to act.

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