

Mission Health System works daily to fulfill our *Aim of getting every person to their desired outcome, first without harm, also without waste and always with an exceptional experience for each person, family **and team member***. We recently modified the aim to include **team member**, recognizing the critical importance of clinician well-being in the delivery of the highest quality health care. Simultaneously, we prioritized our [Great Place to Work and Practice](#) initiative to the top of our five strategic priorities, emphasizing our recognition that quality health care begins with a highly satisfied clinical team.

We acknowledge that the sources of individual clinician dissatisfaction are varied and include both external/environmental and internal/personal factors. The common endpoint, which has been collectively termed “burnout,” results in less than optimal, and in some cases harmful patient and caregiver outcomes.

Mission Health’s strategy to promote clinician well-being and resilience evolves around the following initiatives:

1. Promoting joys and removing hassles in the practice environment to ensure compassionate, safe and effective care;
2. Increasing team communication with an emphasis on individual strengths, aligned values and shared goals as delineated in our communally created “Guiding Principles;”
3. Creating diverse and varied opportunities for caregivers to contribute to care delivery that exist beyond individual patient interactions; and
4. Investing in evidence-based interventions to promote individual resiliency and well-being to help clinicians manage the intrinsic stress of their busy and hectic work.

Specific tactics that we employ to accomplish these strategies include:

1. Re:New Program designed to systematically evaluate and modify the daily in-patient and ambulatory practice environment to enhance the joy and ease of care delivery and to create a culture of continuous improvement.
2. A series of enhanced communication strategies including the creation of Team Based Care Units for care delivery, use of a software platform, [“Stand Out”](#) to improve staff engagement, a standardized system wide communication course, [Trauma Informed Care](#) skills training, and bi-monthly leadership rounds connecting senior leadership with frontline staff;
3. Clinicians leading every aspect of the organization, with opportunities for professional leadership development and practice in non-clinical work including, quality improvement,, medical education, research, program development and other activities that provide enrichment beyond that achieved through individual patient care; and
4. Individual resiliency development opportunities through our Dogwood Council offering crisis prevention and intervention education and resources including, our Mission Care for

You Peer Support Program, [Life XT](#), [Community Resiliency Model](#), Critical Incident Stress Management, and [Schwartz Rounds](#).

As we face unprecedented change and transformation in healthcare, we believe our next greatest innovations will be human capital innovation designed to improve the well-being of our teams. This innovation is essential to attracting and retaining the best and brightest to Mission Health and to achieving the necessary improvements in cost and quality that our patients deserve. As we endeavor to fulfill our aim, driven by our Guiding Principles, supporting and developing our clinical staff to become a Great Place to Work and Practice has become our single highest priority.