

Palmetto Health and the Palmetto Health University of South Carolina Medical Group Commitment Statement on Clinician Well-Being

Palmetto Health (PH) and the Palmetto Health University of South Carolina Medical Group (PH USC Med Group) is comprised of a complex affiliation of hospitals and community practices, as well as a large academic health center, that together strive to provide our community “Care To Be Remembered”. We recognize that to do so we must foster a vibrant clinical environment in which our clinicians and trainees practice, teach, and learn with an authentic sense of well-being and vitality. Our commitment to this aim is embodied by the question “How can we help?” Our approach is guided by a whole person view of well-being and resilience and includes programming for the development of mind, body, and spirit for our clinicians, residents, and students. In addition, we recognize the critical role the organizational environment and practices play in the growth and preservation of clinician well-being. With these factors in mind, we have taken critical steps to begin to give clinician well-being the intentional focus it requires:

- A *Medical Director of Health and Wellness* was hired to work with individual employees, units, and departments to facilitate the development and implementation of well-being programs tailored to their specific needs.
- A *Practitioner Wellness Coordinator* was hired to provide counseling services dedicated to staff clinicians including psychological flexibility training, mindfulness education, coaching, and case management for distressed and impaired physicians.
- We conducted baseline surveys of our physicians and residents using the full Maslach Burnout Inventory (MBI) as part of our commitment to regular quantitative and qualitative data collection to help guide our direction and programming, including the MBI, engagement surveys, focus groups, and personal interviews.
- We have established a *Resilience Advisory Council (RAC)* comprised primarily of physician representation across medical fields and which includes key administrative support members across our institution. Together we work to help guide the identification of needs and the development of programs and practices that foster well-being. Our initial list includes activities such as facilitating a mentor program among our Pediatric faculty, providing a digital newsletter and downloadable resources, sponsoring well-being-oriented Grand Rounds, implementing departmental Wellness Champions, and linking departments to resources that facilitate their specific well-being needs.
- The therapeutic and self-care *resources for individuals* and groups that we provide are grounded in evidence-based cognitive-behavioral and mindfulness-based methods.

Palmetto Health knows that empowering physicians to strengthen their own resilience is not enough to ensure their continued sense of vitality at work. We are committed to examining and addressing the organizational and structural factors that sabotage our resilience, fulfillment, and quality of care for our patients and ourselves. In general terms, we are committed to building an organizational infrastructure that enables us, our departments, and our clinicians to assess our needs for ensuring that we develop a self-sustaining culture of well-being and provide ample response to identified needs.

We, at Palmetto Health and the Palmetto Health University of South Carolina Medical Group, are committed to preventing and reducing physician burnout, promoting resilience and addressing our physicians' needs through collaboration, coaching, education and innovation.