

Partners HealthCare System Commitment Statement on Clinician Well-Being

Partners HealthCare is committed to serving the community. We are dedicated to enhancing patient care, teaching and research, and to taking a leadership role as an integrated health care system. We recognize that increasing value and continuously improving quality are essential to maintaining excellence.

Achieving success in our mission is critically dependent on supporting physician well-being and professional fulfillment across our health system. We recognize that physician burnout poses a challenge not only to the wellness of our own clinical community, but it also limits our ability to provide safe, patient-centered care within the context of a high-functioning team environment.

Partners Healthcare has adopted the following approach to improve the well-being of our physician community:

- **Advance electronic health record usability** via real time ‘at the elbow’ physician training as well as rapid turnaround enhancements to the electronic record to relieve pain points in electronic workflows
- **Enable and fund local innovation** via pilot programs to address specific contributors to physician burnout including practice inefficiencies and administrative burden. Successful innovations will be spread across the organization via systematic best practice sharing symposiums.
- **Develop and implement peer programs** to provide both individual peer counseling for acute challenges as well as larger peer groups to provide a setting for longitudinal discourse on issues impacting physician wellness.
- **Engage leadership** via standardized metrics that facilitate accountability. We will identify and implement a set of core survey elements to assess physician burnout and professional fulfillment to identify opportunities, prioritize activities, and establish a baseline for measuring improvement.

Founded in 1994 by Brigham and Women's Hospital and Massachusetts General Hospital, Partners HealthCare includes community and specialty hospitals, a managed care organization, a physician network, community health centers, home care and other health-related entities.