



## Commitment Statement on Clinician Wellbeing

Choptank Community Health is a healthcare leader on the Eastern Shore of Maryland with the mission of providing access to exceptional and affordable care for all. Our vision is to improve the health and well-being of the communities we serve; to provide an outstanding care experience; and to be an exceptional place to work and make a difference.

Our community begins with the work community we foster. In the Choptank community, we are committed to creating a culture of gratitude. We recognize the adverse effects of burnout on our healthcare team and are committed to providing a joyful, efficient, and supportive work environment.

Our action steps to attain this goal include the following;

- **Promoting a culture of gratitude.** We encourage our staff to take a moment each day to reflect on one moment that they are grateful for. Journals will be provided to staff to encourage a brief daily reflection of gratitude and finding the “yellow cars” that Rich Bluni encouraged staff to seek at his address to all staff on Feb 8, 2018. We will create our Choptank stories to share our root motivation for our individual healthcare calling.
- **Reducing clicks and the burden of administrative tasks.** Our medical provider council and dental leaders are committed to sharing best practices and continual process improvement. Processes will encourage each team member to be functioning at the highest capability of their licensure, allowing for enhanced patient care and team engagement. CCHS will continue to work with IT vendors on process improvement in the EMR to create a frictionless workflow.
- **Nourishing wellness.** Our senior management and human resources will promote a wellness program for the entire organization. This program may include incentivizing healthy lifestyle choices, connecting to community wellness resources, and creating a culture of positive lifestyle choices.
- **Recognizing and measuring burnout.** Choptank will assess and track burnout amongst our care team by utilizing the Well Being Index (<https://www.mededwebs.com/irb-research>). These results will be utilized to target interventions for our team and assess our progress. We will also create a culture of understanding by discussing burnout during monthly rounding, a Studer group technique utilized by our organization.