

Atrium Health

Commitment Statement on Clinician Well-Being

The mission of Atrium Health is to improve Health, elevate Hope and advance Healing – for *all*. The “for *all*” outlined in the mission embodies the commitment of Atrium not just for all patients and communities we serve, but also to encompass the well-being of the clinicians who make this possible every day. Atrium Health strategy is a multi-pronged approach to maintaining a vibrant, engaged, fulfilled and compassionate physician and advanced care practitioner(ACP) population and includes the following components:

- **Building a Culture of Engagement:**
 - In 2016, the Physician and ACP Engagement & Wellness Committee was formalized. The committee is physician led with the purpose of developing a systemic culture, which promotes physician and ACP engagement, resilience and well-being. The committee’s main objectives include:
 - Enhance two-way, horizontal, transparent communication between administration and physicians and ACPs throughout the organization.
 - Improve the well-being of physicians & ACPs through dedicated wellness programs and services.
 - Improve physicians’ and ACPs’ positive feelings of value and appreciation through formalized recognition efforts.
 - Improve trust, collaboration, and connection to purpose amongst physicians, advanced care practitioners, & administration.

This committee has achieved many successes such as the development of a physician and ACP recognition award series and banquet, hosting Quarterly Leadership Meetings to enhance two-way communication, weekly communication newsletters including special recognitions, implementing annual 2:1 conversations with each physician/ACP and their Physician/ACP leader and administrative leader.

- **Physician Leadership Development:**
 - In 2014, The Center for Physician Leadership and Development was created to strategically identify, develop and assist in preparing physician leaders for new and expanding roles in healthcare. The Center offers leadership development education around a myriad of leadership competencies and skills including resiliency, dyad leadership, emotional intelligence as well as opportunities for succession planning, mentorship and coaching.
 - In 2016, the Research, Education and Leadership Committee was created, providing strategic direction that supports a learning culture for our diverse healthcare providers.
 - Foster programs and services that promote leadership development and support for physicians and ACPs
 - Facilitate the provision of educational offerings to the Atrium Health MG Division
 - Provide recommendations and guidance to the Center for Physician Leadership & Development.

- **Creating a Culture of Compassion:** Education around compassion begins day one in New Provider Orientation. Additional forums include Chaplain Grand Rounds and Schwartz Center Rounds, both grounded in the theme “Compassion in Medicine.” Small groups, such as Provider of the Tree also meet regularly to reinforce these learnings. Asynchronous education around resiliency is also available to all teammates on the learning management system (LMS).

Spiritual Care has designed resources to educate all care givers and teammates on how to recognize Burnout/Compassion Fatigue and what antidotes are readily available. Compassion Champions are being embedded in clinical units, physician practices, business offices, etc. Code Lavender is also available as a “Integrative Care Rapid Response” (ICCR) for emotional and spiritual support. The response is comprised of resources on hand such as Chaplain-on-Call, Nursing Supervisor, and EAP Representative. In 2018, A peer to peer support program is also in development to provide access to peer support during difficult times. The “Resilience” website on the Atrium Health intranet also provides access to relevant resources and events.

Participation in programs such as Compassion Champions, Provider of the Tree (POTT) groups, credits incentives in one’s health savings account (HSA).

- **Changing the tide with Graduate Medical Education:** The office of Graduate Medical Education plays a critical role in building awareness around resiliency and well-being to learners initiating their careers in medicine. Several opportunities are available to residents to enhance their well-being including:
 - Discussion of compassion, burnout fatigue and resiliency at orientation.
 - The development of a House Staff committee to provide a sense of community among peers.
 - The development of a resident pilot named Physician Wellness Clinic to provide convenient access for well checks to all residents and fellows. This program will be broadened to all physicians and ACPs if deemed successful and valuable.
 - Participation in national initiatives to mitigate burnout through mentorship and coaching opportunities

The continuously evolving healthcare environment demands that our physicians and advanced care practitioners take on new roles in leading and transforming the delivery of care. Increased demands inevitably yield increased responsibility and daily stressors. Physician well-being is important to both patients and the physicians and ACPs themselves to prevent medical errors, improve safety and increase efficiency.

Atrium Health has a strategic interest in cultivating an environment that both promotes resilience and protects against distress over the course of a physician/ACP’s career from training to retirement. Atrium Health understands to meet our mission to advance Healing, elevate Hope, and improve Health – for all, we need to continue to support our physicians and ACPs.