



2401 Gillham Road
Kansas City, Missouri 64108
(816) 234-3000

National Academy of Medicine: Action Collaborative on Clinician Well-Being and Resilience

Children's Mercy Commitment Statement

Children's Mercy (CM) is one of the top pediatric hospitals in the United States. CM consistently ranks in all 10 pediatric subspecialties evaluated by US News & World Reports. CM is a free-standing, 354 bed academic pediatric medical center located in Kansas City, Missouri that provides comprehensive primary and tertiary specialty care to children from approximately a 189-county region in Missouri and Kansas, as well as more than 40 other states.

At CM, the health and wellbeing of our medical staff and providers is a top priority. We seek to provide transformational care to our patients and their families. We realize that our ability to accomplish this task is dependent upon having engaged and invested faculty and advanced practice providers. CM is working with the highest levels of hospital leadership to address provider burnout and enhance engagement by addressing contributing system-level factors. Having a workforce with low burnout rates and a high degree of professional fulfillment is vital to providing the best possible care for patients.

The CM Center for Professional Well-being is responsible for strategically developing approaches for the prevention and treatment of provider burnout through a better understanding of the root causes while also ensuring individuals have the resources they need should they be suffering from burnout or struggling in the workplace.

We are committed towards:

- Bi-annual assessment of physician and Advanced Practice Provider (APP) engagement and professional satisfaction.
- Supporting the Office of Faculty Development in robust leadership development programs.
- Providing education and coaching to leaders related to identifying and reducing burnout.
- Evaluating policies and procedures that may have a detrimental effect on well-being through decreased autonomy and professionalism.
- Reducing non-meaningful work.
- Improving the sense of community through the physician lounge and support networks.
- Analyzing how burnout impacts patient safety, patient satisfaction, physician and APP turnover and other key elements of a healthy medical organization.
- Recognizing and celebrating the vital work that physicians and other clinicians do every day.
- Assessing the variability of burnout drivers for faculty, APP's and residents in order to develop programs tailored for their specific needs.
- Our Medical Director of the Center for Professional Well-Being acting as the well-being representative at major hospital committees.
- Maximizing the true potential of Lean system management through developing more physician Lean leaders.
- Working with individuals to ensure they get the support they need when in crisis and building the processes necessary to help them maximize their careers.
- Promoting personal resilience through mindfulness based stress reduction courses and other opportunities such as counseling services, on-site fitness center, and meditation sessions.



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Kids come first at Children's Mercy. Every day employees strive to fulfill an important mission: Improve the health and well-being of children by providing comprehensive family-centered health care, committing to the highest level of clinical and psychosocial care, and exhibiting research, educational and service excellence. This mission can only be accomplished through engaging and developing the highly trained and compassionate individuals who save and improve the lives of children each and every day.

<https://www.childrensmercy.org/>

For collaboration or more information:

Jennifer Bickel, MD FAAN FAHS
Medical Director, Center for Professional Well-Being
jlbickel@cmh.edu