



Hartford HealthCare's Commitment to Well-Being

In 2019, Hartford HealthCare (HHC) established its first system-wide Well-Being Department. We began our well-being journey with an initiative primarily focused on Physicians and Advanced Practitioners. We worked over a 10 year period to identify opportunities and address barriers to wellness and the joy of practicing medicine at HHC. The COVID-19 pandemic required us to pivot and expand our initial provider scope to include all 33,000 colleagues working in our organization. We established a vision to "create an exceptional healthcare workplace by advancing the well-being of all who care for others," and created a 3-year strategic plan to deliver on goals that align with the National Academy of Medicine's Action Collaborative on Clinician Well-Being and Resilience. These include:

1. **Measurably improve all colleague well-being**, by leveraging Hartford HealthCare's operating model, leadership behaviors, and clinical expertise to create a culture of well-being, increase workplace safety and efficiency, and improve personal and organizational resilience.
2. **Generate innovative solutions and initiatives**, to remove organizational barriers to well-being and to provide evidence-based care for the caregiver, in collaboration with our many strategic partners and key stakeholders.
3. **Demonstrate independent expertise** through education, training, and research, to raise awareness and advance our understanding of challenges to healthcare worker well-being. We are also committed to generating new knowledge and ideas to drive Hartford HealthCare's strategic initiatives, and to deliver resources for the broader community.

Hartford HealthCare is deeply committed to addressing burnout and improving professional fulfillment among all our colleagues by identifying what matters most and investing the resources needed to enact change. Consistent with the CHARM Charter for Physician Well-Being, we are dedicated to change primarily at the organizational level. We will achieve this through interventions designed to enhance team functioning, help others develop leadership skills, behaviors and competencies, and provide enhanced supportive services for all individuals. We will support our colleagues to develop and utilize their inherent resilience, to anticipate and respond to the challenges of their work and their workplace, to practice self-care, and to prioritize their mental health. At the societal level, we promise to foster a trustworthy and supportive healthcare culture, and advocate for policies that enhance well-being for all who dedicate themselves to a career in healthcare.