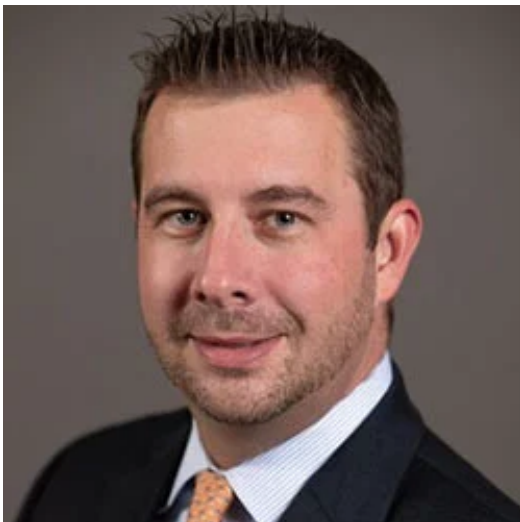




Press Ganey's Workforce Well-being Collaborative

Journey to Physician Well-being



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Installment 3: Launching the Wellness and Well-being Survey

From Marty:

In this month's installment of our blog series, Dr. Moskowitz discusses the importance of measuring clinicians' perspectives on wellness and well-being. Along with the listening tour he shared about last month, Dr. Moskowitz spearheaded the design and deployment of Catholic Health's first "Clinician Wellness and Well-being Survey."

In partnership with Press Ganey, he developed a custom survey asking for input on key attributes of the clinician experience, such as burnout, well-being, resilience, perceptions of safety and connection to senior leadership across the system. These insights were designed to establish a baseline for the current state of well-being and allowed for demographic breakouts across site, specialty, tenure, and generation. The survey was deployed to 4,441 employed and voluntary physicians, as well as employed nurse practitioners and physician assistants across Catholic Health, with administration lasting three weeks. In line with what Press Ganey sees nationally in other clinician engagement surveys, Catholic Health had a 35% response rate that included 1,558 unique clinician voices.

Below is an open letter to his colleagues in which Dr. Moskowitz shares his thoughts on the importance of data collection and why this custom listening tool was included as part of their strategy. In next month's post, we will share the findings of this survey and the areas of focus selected by Catholic Health as they build their plan for action!

Dear Colleagues,

In our unyielding pursuit of clinician well-being, one truth emerges as unwavering: the indispensable role of generating and interpreting data. Just as a skilled physician deciphers vital signs to diagnose, we must decode the signals within the data to foster a resilient and thriving clinician workforce. Data is the compass guiding us through the labyrinth of clinician well-being. By harnessing its power, we cultivate an environment where resilience is nurtured and burnout is subdued. It is because of this that we have chosen to generate a baseline of insights in partnership with Press Ganey, by designing and deploying a clinician wellness and well-being survey. Once this baseline is established, these data will become our "North Star" for our system-wide improvement efforts. Your voice matters and will guide us on this journey.

Here's why data is our North Star:

First, data will **Inform our Interventions**: Data showcases pain points, enabling us to tailor interventions with pinpoint accuracy and without wasted expense. From well-being programs to support networks, data ensures resources are where they're most needed.

Second, consistent measurement will allow us to **Track Progress**: Just as a patient's recovery is tracked, our journey towards well-being must be measured. Data provides a tangible reflection of progress and empowers us to amplify what's working. It will also tell us if we need to modify our course to create the best work environment possible for you and your colleagues.

Finally, data allow us to **Identify Trends**: Subtle patterns often hold profound meaning. Data helps us identify emerging trends, enabling proactive adjustments that stave off potential challenges.

These points have guided me in my initial journey as Vice President of Clinician Resilience and Well-Being at Catholic Health and will ensure that our outcomes are both targeted and impactful. Working with Press Ganey has given me insight into how we both gather feedback on, and cultivate solutions to improve, the most important aspects of the clinician wellness and well-being experience. Our journey will not be perfectly linear. We will experience challenges: for example, we had to put a “pause” on our initial survey due to a competing survey administered by Modern Healthcare, but we will persevere. However, although that delay was initially considered a negative, the change in timeline gave us a moment to recalibrate and tailor our survey to meet our needs in a more effective way. So, as we traverse this journey together, let's embrace the fluidity of time and organizational shifts, for in doing so, we enhance the resilience of our healthcare community.

Thank you, in advance, for sharing your voices and for being part of the solution to reduce the risk of burnout, promote well-being and support one another on this journey at Catholic Health.

In Good Health,

Michael Moskowitz, DO

About Dr. Moskowitz

Dr. Michael Moskowitz is the VP of Clinician Resilience and Well-Being for Catholic Health. In addition to these duties, he is the Associate Chair of the primary care service line for Catholic Health, and is a practicing family medicine physician at Bellmore Family Practice. He is board certified in family medicine and completed his residency at Good Samaritan Hospital where he was chief resident. He also holds the role of head team physician for Molloy University and is a board member Catholic Health Physician Health Partners Accountable Care Organization where he serves as the chair of Contracting and Funds Flow Committee.

Please email us at workforcewellbeing@pressganey.com with any questions.

We look forward to your continued participation in our Workforce Well-Being Collaborative!

Sincerely,

The Press Ganey team