



Press Ganey’s Workforce Well-being Collaborative

Journey to Physician Well-being

Installation 6: Reflections from HX24

In this month's installment, Dr. Moskowitz and Marty Wright reflect on their experiences presenting Catholic Health's path to resilience and well-being at Press Ganey's HX24 annual conference. Enjoy!



Dr. Michael Moskowitz
VP Clinician Resilience and Well-Being
Catholic Health

Dear Clinical Colleagues,

Last month I had the honor of speaking at the Press Ganey Human Experience Conference (HX24) in Orlando, Florida with my colleagues Monique Ford, Assistant Vice President of Quality at Catholic Health and Marty Wright, Partner at Press Ganey LLC.

Our presentation, "Starting a Clinician Resilience and Well-Being Program from Conception to Inception," catalogued the first year of Catholic Health's resilience and well-being program, including its successes and pitfalls. The discussion highlighted our programmatic journey, including survey implementation, program development and initial steps taken to launch the endeavor. Key successes were highlighted during the presentation, including Catholic Health's continuing medical education, mental health support, peer support programs and training workshops tailored to the unique needs of our clinicians. Moreover, emphasis was placed on the importance of securing leadership buy-in and collaboration across the system to drive sustainable change.

My favorite part was having to pause throughout the presentation because attendees kept taking photos of our slides. Based on this experience, I'm motivated to present our data at next year's conference to demonstrate how these programs create meaningful change for our clinicians.

Presenting at HX24 was not just an opportunity to show case our achievements, it was also a platform to inspire and empower others to embark on their own journey towards fostering clinician resilience and well-being. It was exciting to learn that our presentation led to others in the audience to join this Well-being Collaborative to further their own workforce well-being journeys. As leaders in healthcare, we have a moral imperative to prioritize the well-being of those who dedicate their lives to caring for others. Together, let us continue to champion the need for clinician well-being and create a future in which every healthcare professional can thrive.

In Good Health,
Michael Moskowitz, DO



Martin Wright
Partner, Strategic Consulting
Press Ganey

A reflection on HX24

What a milestone to be able to attend my 19th Press Ganey conference, HX24. The energy was incredible among the attendees, and the agenda was full of insightful client lessons to learn. I left feeling more energized than I have in months and know that many others felt the same! The conference is always a wonderful time to connect with peers, to engage in dialogue focused on our important work, and to learn from each other. No other conference in healthcare brings this much thought leadership and excitement together!

I had the privilege of sharing the stage with Dr. Moskowitz and Monique Ford from the Catholic Health team, to talk more about the journey they've been on to build a wellness and well-being program. Monique did an exceptional job sharing our approach to measuring and reporting the clinician experience while Dr. Moskowitz laid out his plan for what to do about what we learned.

The Catholic Health team has been focused on creating space for clinicians to connect and talk about their passion, and commitment to Medicine. They are also focused on implementing the RISE program for peer support, which comes to us from Johns Hopkins University Health. And, the team is leaning in on education for their clinicians, based on input that we received from their survey results.

I shared information about our partnership and how we decided to do this blog series, which has been a really fun effort (to say the least). Our room was full of enthusiastic colleagues feverishly scribbling notes, taking pictures of the slides, and engaging in meaningful dialogue. It's a true testament to the importance of this work, and the need across all of healthcare. I want to thank Dr. Moskowitz, Monique and the Catholic Health team for their willingness to take us along on their journey, and for letting me partner with them.

Missed our last installment? [Read more here!](#)



Register for our upcoming webinar!

[Join us](#) on Tuesday, March 26th at 1pm ET for our upcoming webinar The State of Employee Experience in Healthcare.

[Register now](#)

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