



Press Ganey's Workforce Well-being Collaborative

Journey to Physician Well-being

Installment 8: Reflection on applying for the American Medical Association's (AMA) Joy in Medicine Recognition Program



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VP Clinician Resilience and Well-Being
Catholic Health

Dear Clinical Colleagues,

Applying for the American Medical Association's (AMA) Joy in Medicine Recognition Program is a significant step towards fostering a culture of well-being and addressing the pressing issue of physician burnout. This program recognizes and celebrates organizations that prioritize the well-being of their healthcare professionals, acknowledging the multifaceted nature of a very real challenge and the collective effort required to create a sustainable and supportive environment. Catholic Health actually applied for this program in March 2024 and I wish to share my thoughts on why I deem it so highly worthwhile.

Achieving recognition from the AMA's Joy in Medicine program demonstrates a health care organization's commitment to creating a positive and supportive work environment for physicians. It acknowledges the multifaceted efforts taken to promote work-life balance, reduce administrative burdens, enhance workplace efficiencies, and overall to foster a culture of respect, appreciation, and collegiality. Like other areas in medicine, we can measure our efforts against those of other healthcare systems.

Before starting the program, the [Collaborative for Healing and Renewal in Medicine \(CHARM\) Charter](#) was signed by our senior leadership. Like the AMA's Joy of Medicine program, the CHARM Charter on physician well-being is intended to inspire collaborative efforts among individuals, organizations, health systems and the profession of medicine to honor the collective commitment of physicians to patients and to each other.

The AMA Joy of Medicine recognition program reviews six critical elements in evaluating an organization's readiness and implementation. These include: assessment, organizational commitment, operational efficiency, teamwork, leadership, and how to cultivate a supportive environment.

The process for application includes documentation in detail of practical work to describe how an organization has addressed and operationalized these tasks. The most difficult part of this process for our team at Catholic Health was framing the work that we had already completed, and to encourage other team members to produce data and information on work that was within their scope. For example, we needed to document a process where we reviewed and measured operational efficiency in our EHR.

This work required us to collaborate with our EHR vendor and IT partners to execute and produce the data to measure "[pajama time](#)" for our providers. The tight timeline needed to gather and assess the data and memorialize the process for the application was challenging.

The best thing about this process was the support our executive team at Catholic Health provided enabling us to not only document the importance of this award but also expand on the program to ensure we are able to apply and achieve a higher

level of recognition in the future. We are confident that we will receive the bronze this year.

Moreover, as society evolves and the importance of mental health and well-being gains greater recognition, healthcare organizations that prioritize physician well-being position themselves as leaders in the industry. By proactively addressing this critical issue, they not only attract and retain top talent but also demonstrate their dedication to providing high-quality patient care. We remain focused on continuous growth and learning in this area that is essential in order to provide the best possible care and services. I encourage your organization to do the same.

In Good Health,
Dr. Moskowitz



Register for our upcoming webinar!

[Join us](#) on Thursday, July 18th at 1pm ET to hear Dr. Moskowitz present live about Starting a Strategic Clinician Resilience and Well-being Program: Catholic Health's Well-being Journey.

[Register now](#)

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

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



Data in black and white, stories in color.



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