



 **Press Ganey**

Data in black and white, stories in color



Journey to Physician Well-being

June 2023

Press Ganey's Workforce Well-being Collaborative: Introducing our new ongoing partner spotlight



Martin Wright

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Michael Moskowitz, DO

VP, Clinician Resilience and Well-being
Catholic Health

From Martin:

As many organizations grapple with what to do about the health and wellness of their staff, some are making important moves to secure a **long-term strategy that focuses on retention, resilience, and revitalization** of their workforce. One such organization is **Catholic Health** located on Long Island, NY. This integrated health system is made up of six acute care hospitals, 17,000 employees, and a full complement of services across the health system including long-term care, home health, hospice, rehabilitation, cancer care services, and more.

In January of 2023, Catholic Health **took strategic action to better support the wellness, well-being, and resilience** of their more than 4,300 medical staff by creating the role of “**Vice President of Clinician Resilience and Well-Being.**” This role is a commitment to **understanding the needs** of the medical staff, **acting on those findings**, and **ensuring long-term health** (both mental and physical) for those practicing medicine within the system.

A family practice physician, Dr. Michael Moskowitz, was selected for this role due to his strong ties to the community, his commitment to patient and family experience, and his dedication to serving his colleagues in support of their goal to **deliver safe, high quality, patient-centered, and error-free care** to “Every patient. Every experience. Every time.”

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Over the course of the next 12 months, **Dr. Moskowitz will share his experience through monthly updates.** Some will be blogs or vlogs. Some will be personal reflections or learnings he’s capturing along the way. Some will be data and insights gathered through methods for continuous listening. All will be **raw, honest and transparent.** This series is built on **vulnerability.** It’s about **learning.** It’s about helping other health systems who are on a similar journey understand what might work for them and what pitfalls they might avoid. But most importantly, **it’s about action and doing something to support** those who are suffering the impact associated with the many changes and challenges in healthcare.

To begin, we’ve asked Dr. Moskowitz to share his perspective on the current healthcare environment, why Catholic Health made the decision to create his new role and what we can expect from him as he catalogues his journey. Enjoy!

A note from Dr. Michael Moskowitz

June 2023

Hi, I'm Dr. Michael Moskowitz. Starting in 2023, I have taken on a new role as Vice President of Clinician Resilience and Well-Being at Catholic Health. Burnout was a known problem before the pandemic; the Pandemic made it worse. For example, recent studies show that 60% of physicians report at least one symptom of burnout, and we want to find out if we have similar issues at Catholic Health.

To me, this job is about working with our Chief Medical Officer, Dr. Jason Golbin, and our medical staff to continue to build a culture and work environment where we know we can thrive. We want to increase provider engagement and experience, but this is not about improving Catholic Health's scores, it's about true health and wellness. As it relates to this topic, we often hear about resilience and individual "self-care strategies," such as meditation, yoga, diet, and exercise. Those things are important, but not what we'll focus on. This project is more about building a culture of respect, collegiality, and mutual support. The practice of medicine has become increasingly corporate and regulated; that's understandable, but we need to refocus on why we got into this field, which is to see patients, help them through hard times, and support them when they need it most.

Throughout this year I am going to document my journey as I roll out this important program. I will do so via periodic video journals, providing blog updates, and sharing data in an effort to keep everyone abreast on our progress. I am also going to incorporate some of the strategies in my day-to-day life as a practicing family physician. By publicly documenting my journey, I hope we can all learn from my successes and failures and that other organizations can help improve clinician resilience and well-being as well.

I look forward to sharing my experiences with you and thank you for your interest in this important initiative.

In Good Health,
Michael Moskowitz, DO
Vice President, Clinician Resilience and Well-Being
Catholic Health

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.