In this month's installment, Dr. Moskowitz reflects on the importance of peer support and Catholic Health's decision to implement the RISE (Resilience In Stressful Events) program. To learn more about RISE and how Johns Hopkins supports caregiver resilience, watch their presentation from Tuesday, May 14th.
Dear Clinical Colleagues,

As healthcare professionals, we find ourselves navigating highly stressful situations on a daily basis. The weight of critical decisions, emotional highs and lows, and exposure to traumatic events can take a significant toll on our mental and spiritual well-being. Sadly, we frequently overlook the importance of self-care and neglect to prioritize our own emotional needs. This can lead to burnout, compassion fatigue, and a host of other psychological challenges.

At Catholic Health, we recognize the vital role that peer support plays in helping clinicians to weather stressful incidents while fostering a culture of psychological safety. When clinicians feel supported and valued, they are more likely to experience higher job satisfaction, improved mental well-being, and a reduced vulnerability to burnout.

This in turn can lead to better patient outcomes, improved teamwork, and a more positive work environment overall. That's why we chose to implement the RISE (Resilience In Stressful Events) program developed by Johns Hopkins in conjunction with the Maryland Patient Safety Center.

Catholic Health’s implementation of the RISE program is unique in that it’s designed by clinicians, for clinicians and empowers clinicians to support one another through facilitated discussions that create a safe space to share experiences, thoughts, and feelings, without intimidation or repercussions.

We began our implementation of RISE with an executive session where we introduced the program to our Clinical, RISK, and Information Technology leaders. This opening session also allowed us to begin framing the program, its workflow, and the subsequent roll-out strategy.

Before moving forward, I wanted to see the program in action at the prestigious Johns Hopkins University Hospital. During this visit, the team from Johns Hopkins and Maryland Patient Safety allowed me and my team to tour the building, see the RISE recovery spaces, and view simulations of the interactions during a RISE encounter.

This grounding was indispensable, ably preparing us to begin our formal start to the program on May 9th 2024, which included training of our first 16 volunteer clinical responders and executive support. I was grateful that so many colleagues gave up their day for such a noble cause. We plan to fully launch the program early third quarter, 2024 and I am highly confident we will make a meaningful impact for our clinicians. I look forward to sharing some of our success stories in the months ahead to keep this group abreast of our progress.
At Catholic Health, we firmly believe that prioritizing the well-being of our clinicians is not just a moral obligation but also a strategic investment in the caliber of the care we provide.

By embracing the RISE program and fostering a culture of peer support, we are taking a proactive step towards nurturing a resilient, compassionate, and emotionally intelligent workforce – one that is better equipped to navigate the challenges of our noble profession while maintaining their own mental well-being.

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 Wellbeing 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