



National Academy of Medicine Action Collaborative on Clinician Well-Being and Resilience
University of North Carolina at Chapel Hill School of Medicine and UNC Health Care
Joint Formal Organizational Commitment Statement

The University of North Carolina (UNC) School of Medicine is a nationally recognized institution and top ranked medical school. UNC Health Care is an integrated, not-for-profit health care system, owned by the State of North Carolina and based in Chapel Hill, North Carolina that provides comprehensive patient care and promotes the health and well-being of all North Carolinians via UNC Health Care. Together, these institutions submit a formal organizational commitment statement to the National Academy of Medicine's Action Collaborative on Clinician Well-Being and Resilience.

Last August, in response to the national epidemic of provider burnout, the UNC School of Medicine and Health Care System (HCS) formally adopted the [Quadruple Aim](#), introducing a systemic initiative to add wellness as a critical metric to the collective performance measures of the institution. In addition to the traditional triple aims of enhancing patient experience, improving population health, and reducing costs, we now include a fourth aim, improving provider work life.

Since August 2016, we have launched new initiatives to:

- 1) actively measure stress in faculty and trainees,
- 2) expand and further develop emotional support programs to help those in distress, and
- 3) develop departmental wellness initiatives.

UNC has been a leader in providing assessment and treatment for provider burnout through the successful [Taking Care of Our Own Program](#), founded in 2012 and directed by Dr. Samantha Meltzer-Brody. We have invested in a number of other programs to encourage personal resilience and foster a culture of wellness, and we continue to measure the impact of investments in innovative mental health support programs and humanistic education to assess the effectiveness of these interventions.

We are pleased that the adoption of the Quadruple Aim has created the climate for vigorous dialogue about ways to address burnout and increase engagement. Importantly, this dialogue across the institution has made clear that next steps should address the structural components of healthcare delivery, and that is where we now direct our focus.

An integrated approach that involves leaders from across the School of Medicine and Health Care System is now underway to address efficiency of practice, a key driver of physician burnout. Ultimately, the goal is to identify interventions that most effectively decrease provider bureaucratic burden and improve satisfaction.

We are encouraged by the number of individuals across the institution who are dedicated to improving provider wellness, engagement, and satisfaction. This national issue is one that will require all of us to work together to develop innovative ways of addressing the challenges facing today's healthcare system, and we are delighted to be a leader in this space.