



Baylor Scott & White-The Heart Hospital

Organizational Commitment to the National Academy of Medicine Action Collaborative on Clinician Wellbeing and Resilience

Baylor Scott & White-The Heart Hospital is a joint venture with Baylor Scott & White Healthcare System, and it includes three hospitals and three affiliated facilities located across three counties. The enterprise has over 1,500 employees including nurses and advanced practice professionals, over 800 credentialled physicians, and training programs for residents, fellows, and technical students. The Heart Hospital treats patients with the highest acuity across the entire Healthcare System and performs approximately 60% of all cardiovascular surgical procedures in the Dallas-Fort Worth metroplex. Baylor Scott & White Healthcare is the largest not-for-profit healthcare system in Texas and one of the largest in the US.

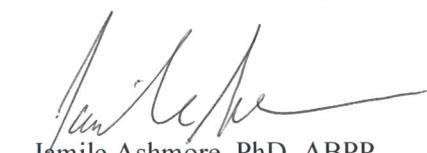
Baylor Scott & White Healthcare has developed the Zero Harm patient safety program, which drives the System's Mission of promoting the well-being of all individuals, families, and communities. The Heart Hospital recognizes that to achieve Zero Harm organizations must move from promoting the Triple Aim of health care (i.e., improving patient experience, reducing costs, and improving population health) to the Quadruple Aim. The fourth aim addresses physician well-being. This shift underscores the fact that provider well-being is an essential component of healthcare system management that affects the other aims driving optimal patient care. That is, we must take care of own, so they can take of others.

In 2021, The Heart Hospital added leadership and an organizational structure dedicated to the Quadruple Aim. A long-term strategic plan was created to guide the development and implementation of infrastructure, processes, and programs focused on provider well-being and professional fulfillment.

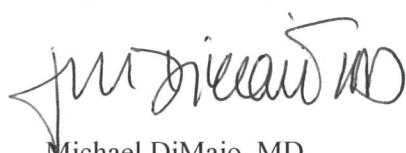
The Heart Hospital strategy includes:

- **Evidence-based** models, processes, and interventions that improve well-being
- Assessment, tracking, and reporting provider well-being and associated constructs using **validated instruments**
- Efforts that require examination and change across **intra-personal** and **system level** factors
- Efforts targeting system-based interventions, which address the **root causes** of occupational distress and meaning from work as discovered through **work-unit level** analyses that focus on teams
- Implementation of projects and programs chosen to **have high impact** but also **high fidelity** across our organization

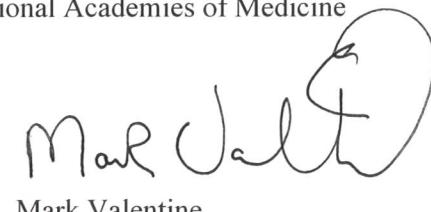
The Heart Hospital is dedicated to fostering meaningful work, mitigating occupational distress, caring for mental health needs, and cultivating a culture of respect, team cohesion, and wellness among all that work at The Heart Hospital and affiliated clinics. The Heart Hospital is committed to furthering the National Academies of Medicine Collaboration and the unity it provides in this important landscape.



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