

National Academy of Medicine: Action Collaborative on Clinician Well-Being and Resilience

Children's Mercy Commitment Statement

Children's Mercy (CM) is one of the top pediatric hospitals in the United States. CM consistently ranks in all 10 pediatric subspecialties evaluated by US News & World Reports. CM is a free-standing, 354 bed academic pediatric medical center located in Kansas City, Missouri that provides comprehensive primary and quaternary specialty care to children from 189-county region in Missouri and Kansas, as well as referrals from more than 40 other states.

At CM, the health and wellbeing of our team members is a top priority. We seek to provide transformational care to our patients and their families. We realize our ability to accomplish this task depends on having an engaged and flourishing workforce. CM is committed to addressing team members' moral distress and burnout and enhancing engagement by addressing contributing system-level factors. The CM Center for Wellbeing is responsible for strategically developing approaches to address health care workers wellbeing through developing and supporting workplace improvement projects, partnering to create a culture of wellbeing and belonging, and promoting personalized resilience to ensure team members have the resources they need to flourish in the workplace.

We are committed to:

- Assessing our workforce wellbeing and engagement and supporting organizational partners in maintaining robust leadership development programs.
- Developing educational opportunities for leaders related to team member wellbeing.
- Providing Leadership Coaching to enhance and impact leadership growth and development.
- Evaluating policies and procedures that may have a detrimental effect on wellbeing through decreased autonomy and professionalism.
- Elevating meaningful work in tandem with reducing non-meaningful work.
- Improving the sense of community.
- Analyzing and addressing the impacts of moral distress and burnout on patient safety, patient satisfaction, healthcare worker turnover and other key elements of a healthy medical organization.
- Recognizing and celebrating team member's contributions.
- Our Chief Wellbeing Officer and the Medical Director for the Center for Wellbeing provide organizational wellbeing guidance and expertise. Collaborating with all CM team members to ensure they receive the support they need in times of moral distress and during crisis situations. Promoting personal resilience through mindfulness-based stress reduction courses and other opportunities such as counseling services, educational classes, and meditation sessions.
- Integrating a Culture of Wellbeing and Belonging through enterprise-wide engagement to influence the overall culture.
- Focusing on Workplace Improvement by evaluating systemic operations to identify opportunities for improvement that will impact the wellbeing of team members. Kids come first at Children's Mercy. Everyday team members strive to fulfill an important mission: Improve the health and well-being of children by providing comprehensive family-centered health care, committing to the highest level of clinical and psychosocial care, and exhibiting research, educational and service excellence. This mission can only be accomplished

through engaging and developing the highly trained and compassionate individuals who save and improve the lives of children every day.

<https://www.childrensmercy.org/>

For collaboration or more information:

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