

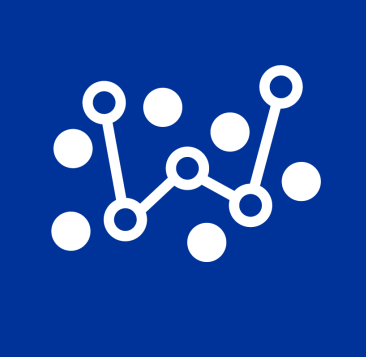


WELL-BEING

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Unlocking Organizational Success: Connecting Well-Being Initiatives to Tangible Outcomes

Champions of Wellness Virtual Summit 2023



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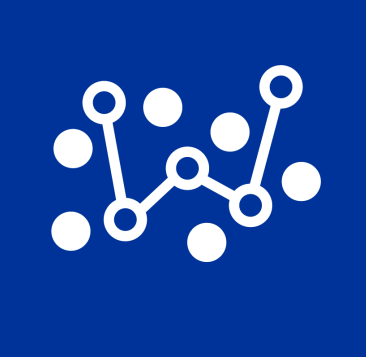
The revolutionary online self-assessment tool
invented by Mayo Clinic to measure and support the
mental health of medical professionals.

Our Mission

To equip individuals and organizations worldwide with the most advanced data, support, and tools needed to foster a workplace culture of wellness.

Used by 1,000+ Healthcare Organizations





Objectives

1. Viewing well-being as an all-encompassing cultural approach for success
2. Connecting well-being to organization-wide goals and objectives
3. Producing demonstrable results for securing buy-in and support for this approach



What does organizational success look like?

“When we are healthy and our best selves, we’re able to be better parts of our teams. We’re able to be better clinicians for our patients.”

- Dr. Jennifer Haggar, Sanford Health
Sioux Falls South Dakota



What contributes to the failure of organizational well-being initiatives?

- Lack of the organizational foundation needed to support the overall work



What contributes to the failure of organizational well-being initiatives?

- Lack of the organizational foundation needed to support the overall work
- Lack of cohesion in overall efforts



What contributes to the failure of organizational well-being initiatives?

- Lack of the organizational foundation needed to support the overall work
- Lack of cohesion in overall efforts
- Lack of defined goals and a targeted direction



What are the challenges that wellness leaders are facing?

- Lack of understanding among decision makers



What are the challenges that wellness leaders are facing?

- Lack of understanding among decision makers
- Lack of trust among professionals

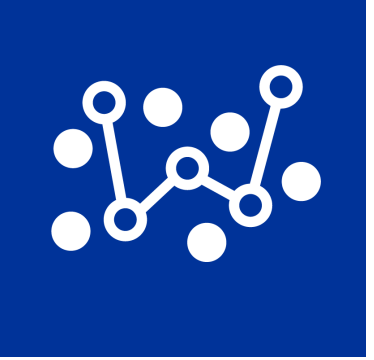


What are the challenges that wellness leaders are facing?

- Lack of understanding among decision makers
- Lack of trust among professionals
- Lack of long-term organizational commitment



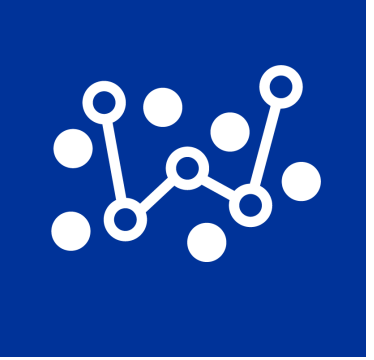
**Well-being as an all-encompassing
cultural approach for success**



Why is well-being work integral to the entire organizational ecosystem?

- Employee engagement, fulfillment, and productivity

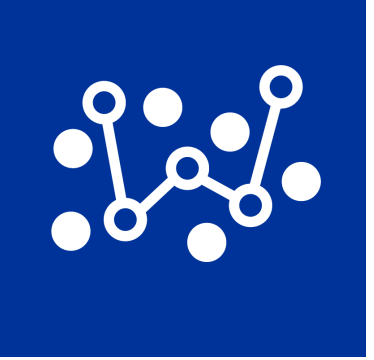




Why is well-being work integral to the entire organizational ecosystem?

- Employee engagement, fulfillment, and productivity
- Talent attraction and retention / organizational reputation

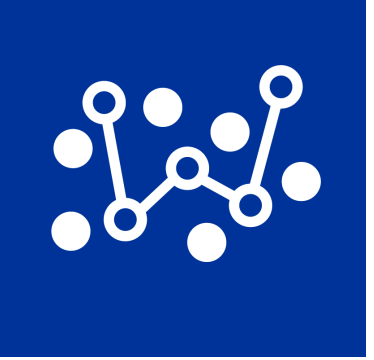




Why is well-being work integral to the entire organizational ecosystem?

- Employee engagement, fulfillment, and productivity
- Talent attraction and retention / organizational reputation
- Institutional reductions in cost & improve long-term sustainability

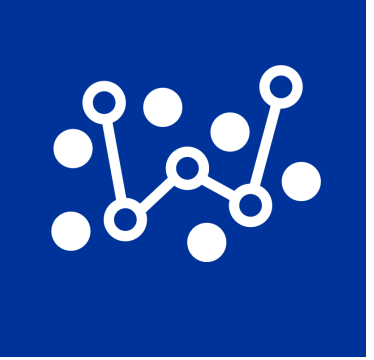




What does well-being as an all-encompassing approach look like?

- Not a facet by itself but woven into the fabric of the organizational structure

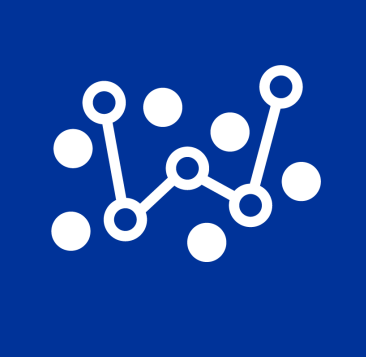




What does well-being as an all-encompassing approach look like?

- Not a facet by itself but woven into the fabric of the organizational structure
- In coordination with the work being done by Human Resources

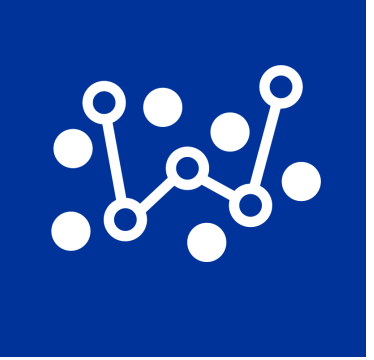




What does well-being as an all-encompassing approach look like?

- Not a facet by itself but woven into the fabric of the organizational structure
- In coordination with the work being done by Human Resources
- Wellness-informed systems and policies designed to support approach

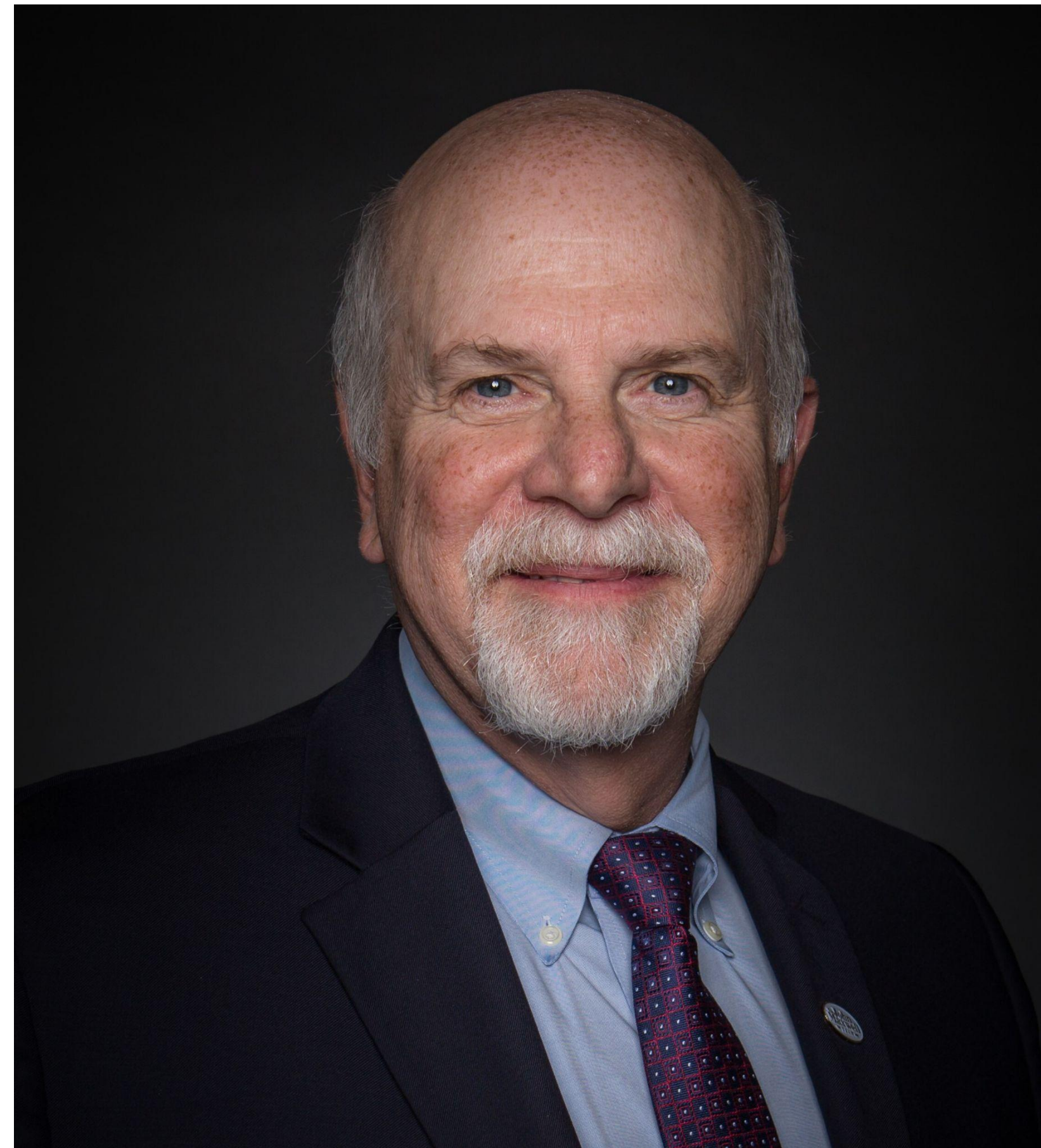




Case Study: Creating a Culture of Wellness

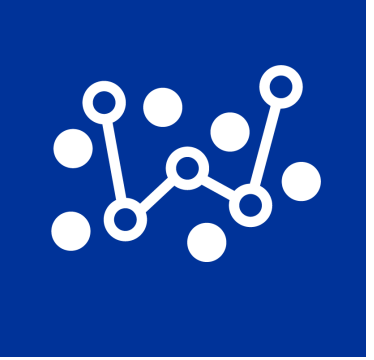
“A culture of wellness and professional fulfillment is the sustaining lifeforce that will keep well-being going over the next generation of physicians”

- **Dr. Keith Frey, Chief Medical Officer of CommonSpirit Health Arizona Division**



A blurred background of a modern office hallway with blue walls, white ceiling lights, and people walking in the distance.

**Connecting well-being
to organization-wide goals**

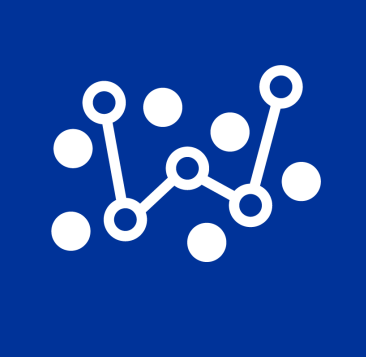


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Well-being as part of the mission

- Patient care

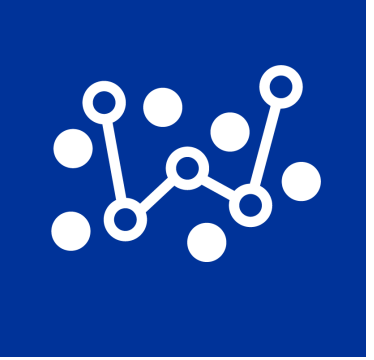




Well-being as part of the mission

- Patient care
- Professional fulfillment

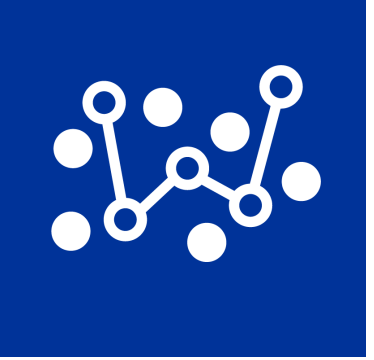




Well-being as part of the mission

- Patient care
- Professional fulfillment
- Quality and Safety

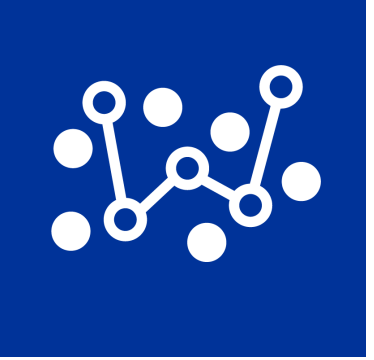




Making the business case

- Turnover

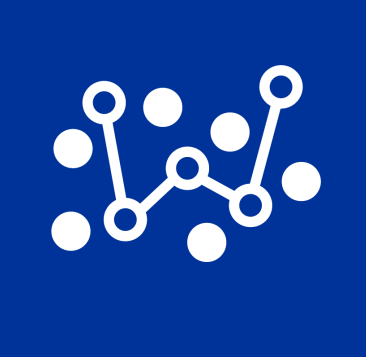




Making the business case

- Turnover
- Productivity





Making the business case

- Turnover
- Productivity
- Medical error & malpractice

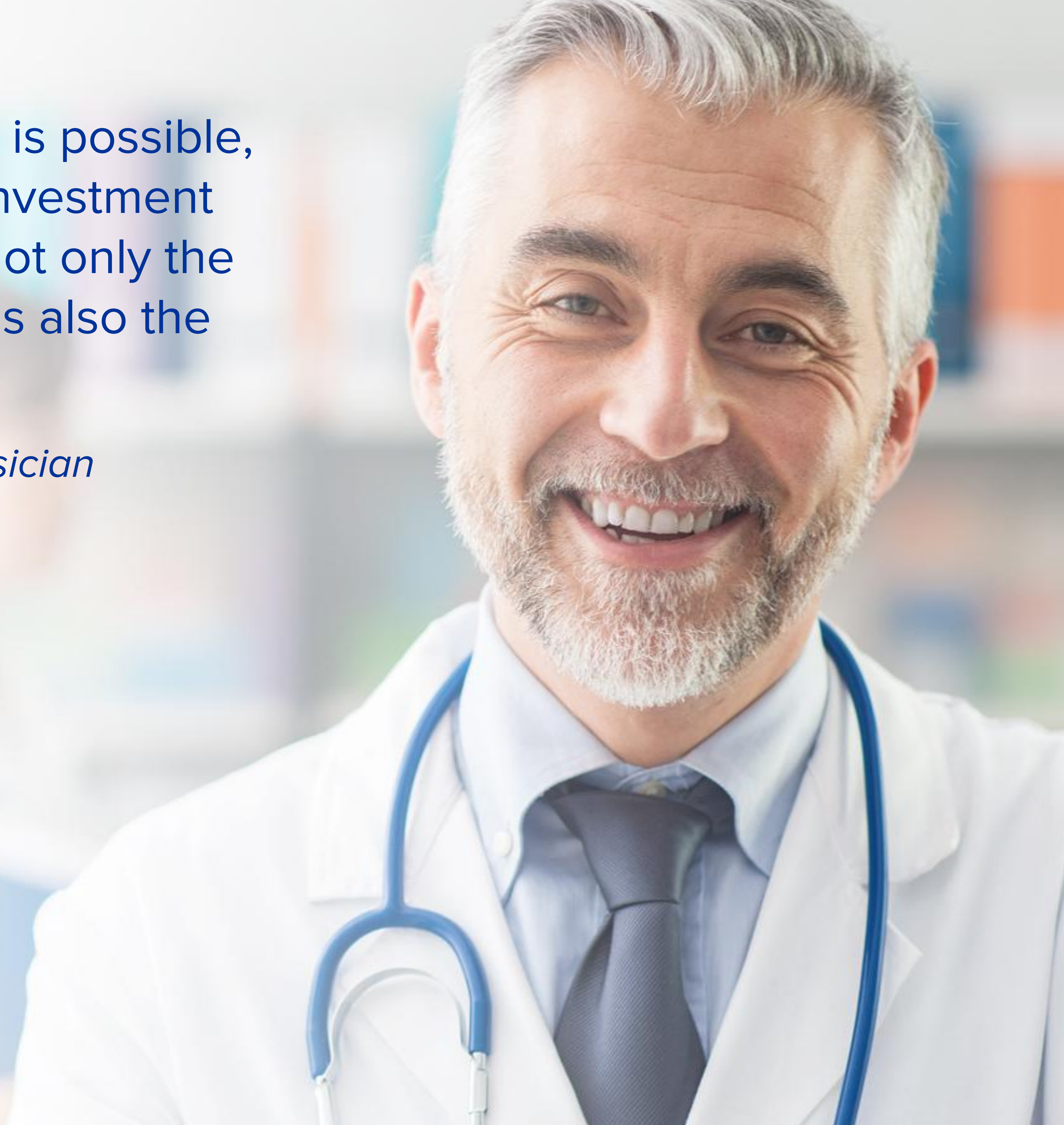


“Evidence suggests that improvement is possible, investment is justified, and return on investment measurable. Addressing this issue is not only the organization's ethical responsibility, it is also the **fiscally responsible** one.”

- *The Business Case for Investing in Physician Well-Being, JAMA Intern Med*



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**Producing demonstrable results
for securing support**

“You need data to be able to present to leadership. The step allowed me to get the buy-in was measuring well-being.”

- *Dr. Lisa MacLean, Director of Physician Wellness
Henry Ford Health System*



Measurement is key.

“In this resource-constrained world that we live in, if you don’t have a baseline for what’s going on it’s hard to know if the resources you’re applying to the problem are effective.”

- **Dr. Lisa Bellini, Senior Vice Dean for Academic Affairs, Perelman School of Medicine**



Latest tools for demonstrating impact

- Validated assessment



Latest tools for demonstrating impact

- Validated assessment
- Cost of Burnout Calculator



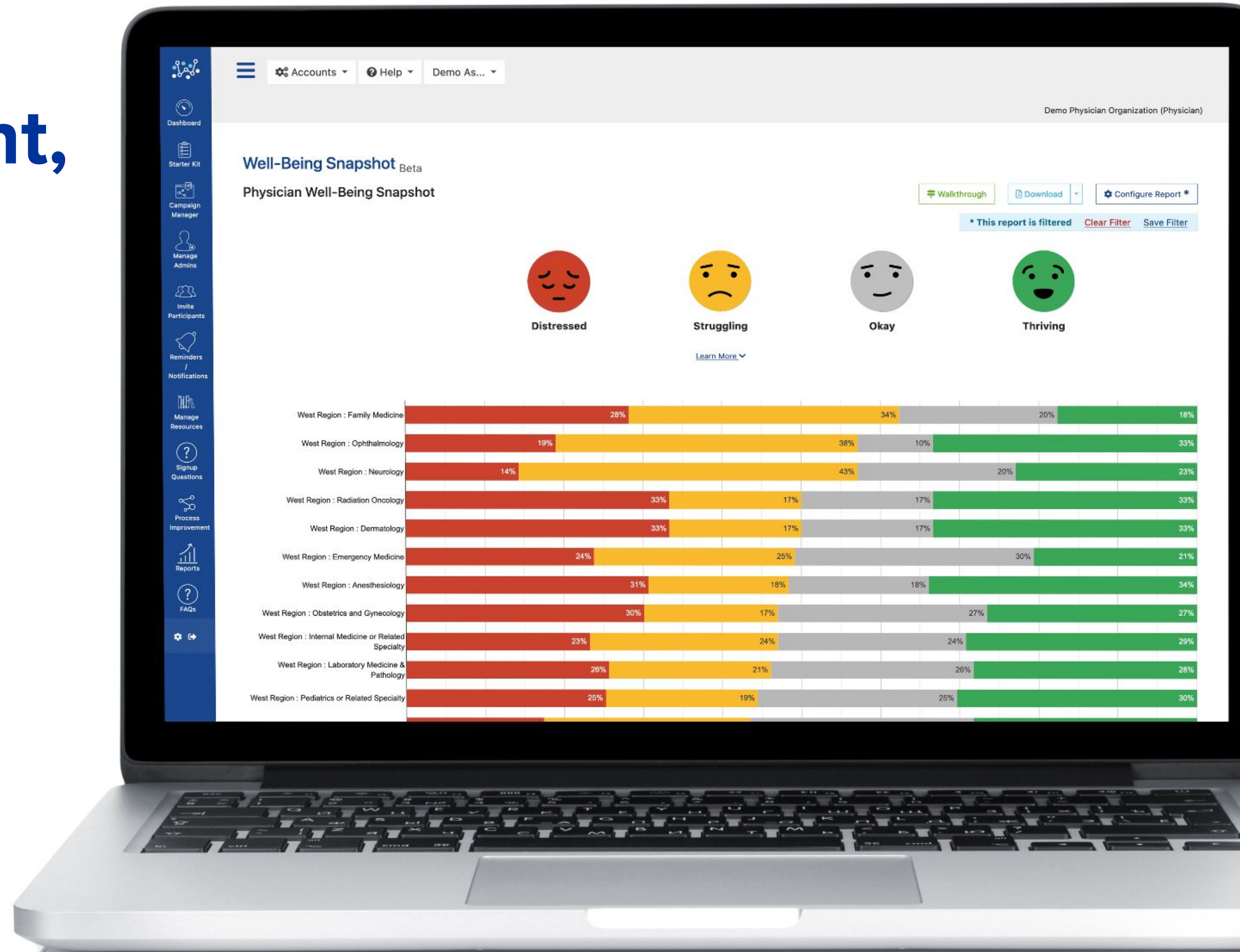
Latest tools for demonstrating impact

- Validated assessment
- Cost of Burnout Calculator
- Actionable data reporting



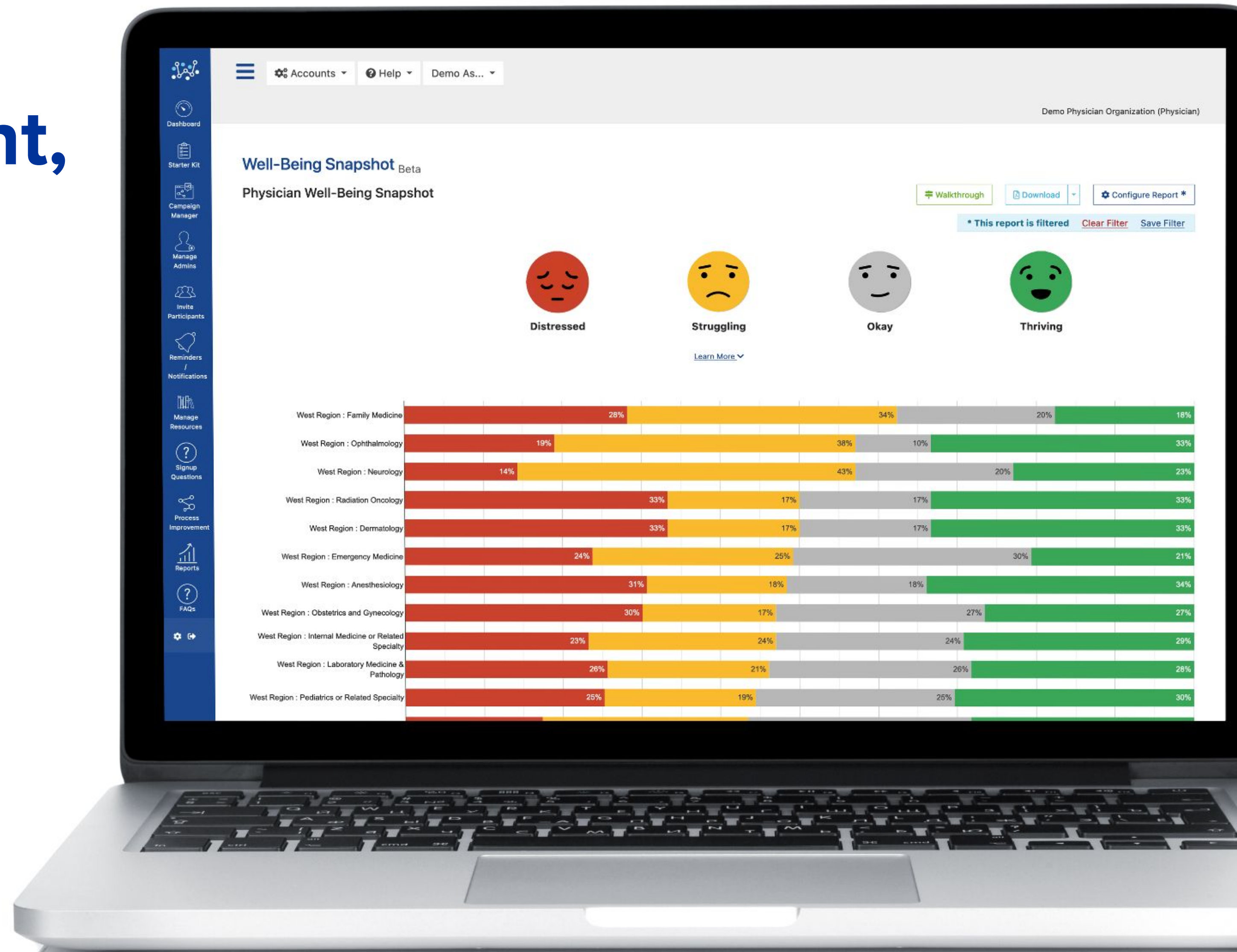
Innovative measurement, actionable reporting

- Identify where the need is greatest



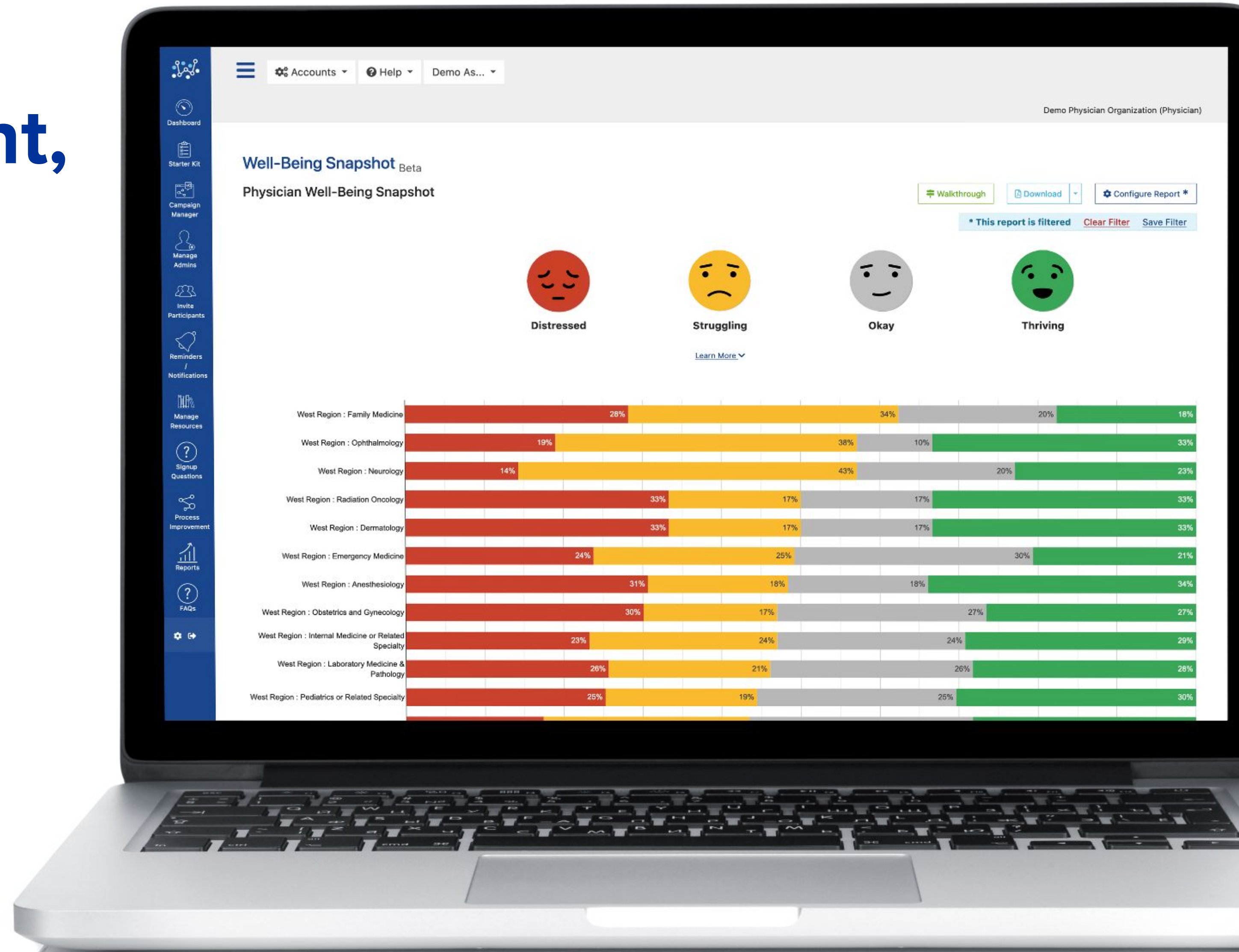
Innovative measurement, actionable reporting

- Identify where the need is greatest
- Determine where to use limited time and resources



Innovative measurement, actionable reporting

- Identify where the need is greatest
- Determine where to use limited time and resources
- Distill data into digestible, relatable, and actionable information



Gaining support: Case study

**Measuring the Economic Cost
of Burnout and Proving ROI**

Gaining support: Case study

Measuring the Economic Cost of Burnout and Proving ROI

- Measured initial burnout rate at 57%

Gaining support: Case study

Measuring the Economic Cost of Burnout and Proving ROI

- Measured initial burnout rate at 57%
- Looked to their physician turnover rate, measured at 13%

Gaining support: Case study

Measuring the Economic Cost of Burnout and Proving ROI

- Measured initial burnout rate at 57%
- Looked to their physician turnover rate, measured at 13%
- Using data along with Cost of Burnout Calculator, determined department was losing roughly 4 physicians to burnout annually, with a cost of roughly **\$1.9 million per year.**

Gaining support: Case study

Measuring the Economic Cost of Burnout and Proving ROI

- Strategic initiatives:
 - Organizational psychologist
 - Peer mentorship program
 - Physician leadership intervention
 - System processes and practice efficiency improvements

Gaining support: Case study

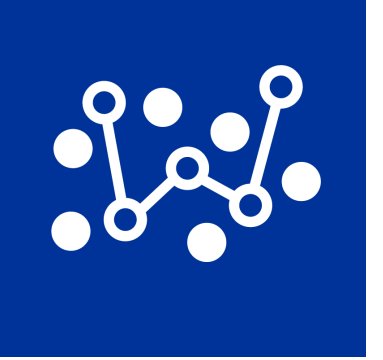
Measuring the Economic Cost of Burnout and Proving ROI

- Wellness programming costs: \$120,000
- Projected reduction in burnout: 20%

Gaining support: Case study

Measuring the Economic Cost of Burnout and Proving ROI

- Wellness programming costs: \$120,000
- Projected reduction in burnout: 20%
- **Savings: \$370,000+**
- **210% Return on investment**



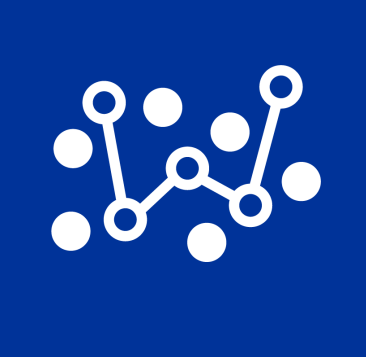
Review

- Well-being is more than a committee or band-aid fix
- Well-being is connected to all organizational outcomes
- Impact of well-being support can be proven through cutting edge resources



Final Thought

Reframing professional well-being and proving its impact is the key to continued organizational success.



Thank you for attending!

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