

Changes implemented or underway in response to feedback from the past year

Well-being Focus Initiated: Following the last Press Ganey Survey in 2023, Drs. Jobbins and Testo, as BMP Wellness Council co-chairs, were charged by Dr. Artenstein Chief Physician Executive and Chief Academic Officer, Baystate Health and President, Baystate Medical Practices, to seek more input and design strategies to address well-being. They have met with every department clinical chair, directors and all the service line leaders across BMP. Their discussions related to physician well-being gathered additional feedback, taking it to organizational leaders and ultimately helped BMP adopt the AMA's Joy in Medicine framework. More will be shared in coming months, including a follow-up organizational biopsy which is described below. Their next step will be working with division chiefs/medical director levels.

Removing swiping: Many physicians have asked to remove the daily practice of swiping in. Baystate Health leadership listened and is currently working on a process change. It is anticipated this change for physicians and some others will take place next year, in 2025 in line with the implementation of new software. Unfortunately, the change can not be made immediately without major implications to employee pay but the good news is that a change is being planned.

Streamlining of Annual Required Lessons: Changes are being planned for 2025 to streamline the annual lessons, both in number and in content. A team is working to ensure regulatory requirements are met as the lessons are streamlined.

Regular Communications Resumed: Dr. Andrew Artenstein took on a leadership role during the pandemic. As Dr. Artenstein's pandemic responsibilities have wound down, he has resumed regular communication through a redesigned publication called Your BMP Voice. This publication includes two-way communication by responding to questions that come in, a video component introducing colleagues focused on organizational priorities for BMP and the Health System, and celebrating recognition. You can find it [here](#).

Benefits & Resources Supporting Well-being: Baystate Health has invested in mental health resources for physicians including onsite Employee Assistance

Program support for residents, and for all the Marvin Teletherapy - Confidential teletherapy with nights and weekend appointments available. Visits are billed through your insurance (no-cost for BH-HNE plan members). Therapists are specialty-trained to work with healthcare workers. Visit Marvin [here](#) to schedule an appointment. Other benefits focus on financial well-being helping employees improve credit scores, pay off debt, save, invest and plan for retirement and more. Check them out [here](#) on the HUB.

Physician Leadership Job Postings: All BH leadership positions (supervisor level and above with direct reports) including physician leadership positions, are now internally posted for seven days, unless the position meets one of three narrow exceptions. Changes were made to support internal equity regarding hiring and promotion practices.

Survey Now Includes APPS: APP leadership have made the decision to be included in the version of the survey conducted with Physicians instead of the general employee survey. Beginning June 10, the Physician and APP survey will be conducted in the same timeframe as the general survey and it includes a focus on Engagement & Alignment with more specific items related to direct care providers such as physicians and APPS.