



ALL IN: Caring for North Carolina's Caregivers

ALL IN: Caring for North Carolina's Caregivers builds a learning community to assist hospitals and medical groups in improving workplace policies and practices that reduce burnout, normalize help-seeking, and strengthen professional wellbeing—**accelerating impact to improve health workers' wellbeing and mental health.**

Guided by experts, hospitals and medical groups participate in three phases of work to **implement the evidence-informed strategies in the *Impact Wellbeing™ Guide*** to go beyond encouraging self-care and individual resilience to focus on operational-level improvements.

Our Three Phased Approach

1

Break Down Barriers for Help-Seeking

Intrusive, stigmatizing questions on credentialing applications prevent many healthcare workers from seeking mental health care because they fear losing their job. Auditing and updating credentialing applications removes barriers to care, and communicating about this change sends a clear message to health workers that an organization supports their mental health and wellbeing. **Phase 1 supports hospitals and health systems in participating in the Wellbeing First Champion Challenge for Credentialing and ensuring their applications are free from intrusive mental health questions and stigmatizing language.** *

2

Learn the Wellbeing Systems Approach

Building a Professional Wellbeing Team ensures time and resources are committed by leadership to protect, improve, and sustain the professional wellbeing of your health workers. This team is critical to ensure that professional wellbeing stays centered in your hospital's operations without putting the work on a single position or department. **Phase 2 provides a digital curriculum to support teams in gaining the knowledge necessary to be an effective leader in improving professional wellbeing.**

3

Integrate Wellbeing into Operational Improvement

Integrating Professional Wellbeing into Quality Improvement helps ensure that quality improvement projects do not compromise professional wellbeing. This integration is critical to ensure health workers can provide safe, quality patient care, while limiting administrative and operational burdens. **Phase 3 supports teams with technical assistance and a peer-to-peer learning community to accelerate a quality improvement project that evaluates improving professional wellbeing alongside improving patient experience (quality and satisfaction), improving population health, and reducing costs.**

* Phase 1 is not a prerequisite for Phases 2 and 3.



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Break Down Barriers for Help-Seeking

Become a Wellbeing First Champion

Intrusive, stigmatizing questions on credentialing applications prevent many health workers from seeking mental health care because they fear losing their job. Auditing and updating credentialing applications removes barriers to care, and communicating about this change sends a clear message to health workers that an organization supports their mental health and wellbeing.

Phase 1: Break Down Barriers for Help-Seeking supports hospitals and health systems in participating in the Wellbeing First Champion Challenge for Credentialing and ensuring their applications are free from intrusive mental health questions and stigmatizing language.

What To Expect



All hospitals and health systems in North Carolina participating in ALL IN: Caring for North Carolina's Caregivers use the *Symphony* platform to access the **Credentialing Toolkit for Hospitals and Health Systems** to take three steps.

- **Audit** all credentialing applications, addendums, and peer review forms.
- **Change** any invasive or stigmatizing language around mental health.
- **Submit** applications to verify they are free from intrusive questions.



Once applications are verified, organizations are recognized as a Wellbeing First Champion and provided a toolkit to **Communicate** these changes to their workforce and assure them it is safer for them to seek care.

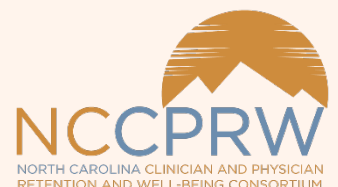


The Wellbeing First Champion Badge serves as a **visual recognition** for health workers. When health workers are deciding in which state or organization to work, the Badge serves as a **standardized form of communication** that a location will not require health workers to answer intrusive mental health questions.

Download
Toolkit



* Phase 1 is not a prerequisite for Phases 2 and 3.





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Learn the Wellbeing Systems Approach

Set Your Professional Wellbeing Team Up for Success

Building a Professional Wellbeing Team ensures time and resources are committed by leadership to protect, improve, and sustain the professional wellbeing of your health workers. This team is critical to ensure that professional wellbeing stays centered in your hospital's operations without putting the work on a single position or department.

Phase 2: Learn the Wellbeing Systems Approach digital curriculum supports your team in gaining the knowledge necessary to be an effective leader in improving professional wellbeing.

What To Expect



All hospitals and medical groups in North Carolina participating in ALL IN: Caring for North Carolina's Caregivers will **assemble a Professional Wellbeing Team of up to 10 leaders** for your organization to participate and complete the digital curriculum.

- 2-3 Executive Sponsors (CEO, CMO, CNO, Chief of Staff, CWO, CHRO)
- 2-3 Accelerators (CMIO, CQO, or equivalent)
- 3-4 Leaders in a department or site that are excited to engage in the Phase 3 quality improvement project



Through the *Symphony* platform, each team member will experience approximately **3 hours of on-demand courses** on wellbeing leadership topics including reviewing current operations, building a professional wellbeing team, breaking down barriers for help-seeking, prioritizing two-way and stigma-free communication, and integrating wellbeing into quality improvement.



Team members will also participate in **Community Wellbeing Conversations** during the courses and have access to a curated **Wellbeing Resource Library**.

**Phase 1 is not a prerequisite for Phases 2 and 3.*



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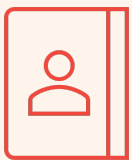
Integrate Wellbeing into Operational Improvement

Take Action to Improve Professional Wellbeing

Integrating Professional Wellbeing into Quality Improvement helps ensure that quality improvement projects, such as EHR optimization, do not compromise professional wellbeing. This integration is critical to ensure health workers can provide safe, quality patient care, while limiting administrative and operational burdens.

Phase 3: Integrate Wellbeing into Operational Improvement supports your team with technical assistance and a peer-to-peer learning community to accelerate a quality improvement project that evaluates improving professional wellbeing alongside improving patient experience (quality and satisfaction), improving population health, and reducing costs.

What To Expect



All hospitals and medical groups in North Carolina participating in All In: Caring for North Carolina's Caregivers will **identify a team leader*** from their Professional Wellbeing Team to represent their organization and provide updates on your project's progress throughout this 12-month Phase.



Through the *Symphony* platform, each team leader will access the **WELL-OPS digital curriculum** with step-by-step guidance for their Professional Wellbeing Team to successfully undertake their quality improvement project and complete the phase with an impactful case study.



Team leaders will also participate in **Learning Community sessions** to learn from leading experts, share best practices and learnings with peers, and have access to a curated **Wellbeing Resource Library**.

**All Professional Wellbeing Team Members from Phase 2 have access to the WELL-OPS digital curriculum and the opportunity to participate in the Learning Community sessions*

**Phase 1 is not a prerequisite for Phases 2 and 3.*