Creating a Just Culture of Support

• The overwhelming source of healthcare workforce burnout is the professional environment and culture where they work. Burnout is associated with healthcare professionals leaving the healthcare sector which can result in a national shortage of healthcare workers, limiting patients’ access to health care.

• Therefore, the National Academy of Medicine recommends the following evidence-based program that hospitals can implement to improve their healthcare workers’ well-being, increase their medical facility’s retention rate, and improved access to care per the Surgeon General’s 2022 report on burnout.

1. Leadership establishes a psychologically safe (e.g., anonymous) reporting system that encourages their healthcare workforce to disclose problems experienced or witnessed without fear of retaliation.

2. Leadership periodically communicates with their workforce about ongoing investigations as a demonstration of accountability.

3. Leadership organizes teams to investigate healthcare workers’ concerns and suggestions for improvement.

4. Leadership communicates to healthcare workers the findings of the investigation and any needed changes.

5. Leadership surveys healthcare workers or interviews them intermittently to determine the impact and feasibility of the decisions made with the intention towards continual improvement.