



For Release: Thursday, October 5, 2023

CONFLUENCE HEALTH HONORED BY AMA, FORBES FOR PROMOTING WELL-BEING OF HEALTHCARE WORKERS

Wenatchee, WA: Confluence Health was recently selected for two recognitions for efforts in supporting the well-being of healthcare workers.

Confluence Health has earned silver recognition from the American Medical Association (AMA) as a Joy in Medicine™ recognized organization. The prestigious AMA distinction is granted only to organizations that attest to the rigorous criteria of the [Joy in Medicine™ Health System Recognition Program](#) and demonstrate a commitment to preserving the well-being of clinical care team members through proven efforts to combat work-related stress and burnout.

In addition, Confluence Health was also recently recognized as one of [America's Best Employers By State from Forbes](#). The fifth annual list is the result of Forbes' partnership with the market research firm Statista and surveys 70,000 workers across the United States to ask if they would recommend their employer to others and to evaluate their workplace on compensation, growth potential, diversity, company image, working conditions, and more through an anonymous survey.

"Healthcare is a crucial industry, and it is important that we as an organization support and care for those who work so hard to support and care for our patients," remarked Katina Maier, chief people and strategy officer for Confluence Health. "We are honored to have been selected for this recognition and want to ensure each day that we are truly the employer of choice for our region's healthcare professionals."

Burnout rates among the nation's physicians and other health care professionals [spiked](#) dramatically as the COVID-19 pandemic placed acute stress on care teams and exacerbated long-standing system issues. While the worst days of the pandemic have passed, the lingering impact of work-related burnout remains an obstacle to achieving national health goals. A concern in each state in the country, Confluence Health has been leading efforts to ensure it provides a workplace that supports its staff and providers in an effort to counter the nationwide trend.

"Health organizations that have earned recognition from the AMA's Joy in Medicine Health System Recognition Program are leading a national movement that has declared the well-being of health professionals to be an essential element for providing high-quality care to patients, families, and communities," said AMA President Jesse M. Ehrenfeld, M.D., M.P.H. "Each Joy in Medicine recognized organization is distinguished as among the nation's best at creating a culture of wellness that makes a difference in the lives of clinical care teams."

Since its inception in 2019, the Joy in Medicine™ Health System Recognition Program has recognized more than 100 organizations across the country. In 2023, a total of [72 health systems nationwide](#) earned recognition with documented efforts to reduce system-level drivers of work-related burnout and demonstrated competencies in commitment, assessment, leadership, efficiency of practice environment, teamwork, and support.

"The goal of the Joy in Medicine Health System Recognition Program is to unite the healthcare community in building a nationwide culture committed to the well-being of clinical care teams by helping health organizations invest in action plans promoting professional fulfillment and meaning that clinicians find in caring for their patients," said Christine Sinsky, M.D., AMA vice president of professional satisfaction.

At Confluence Health, work towards ensuring professional satisfaction and a commitment to well-being takes many forms. To support physicians and advanced-practice providers (APPs), efforts to provide connections and advocate for wellness are led by the Provider Experience Committee directed by Dr. Makrina Shanbour. Among other benefits and services, the committee also works to connect providers and their families to one another through activities and outings.

The organization's employees are also supported through the Confluence Health Employee Engagement and Recognition (CHEER) program which works to recognize employee achievement. For October, they're planning various employee contests and activities, culminating in an all-employee costume party in honor of "CHEER month". Employee advancement is also supported through various growth opportunities and training put on by the Organizational and Leadership Development department, including leadership classes and English as a second language courses. Internally, Confluence Health has also worked to develop and grow their own certified nursing assistants (CNAs) and medical assistants (MAs) through dedicated paid training programs and apprenticeships, respectively.

"We are proud as an organization to invest in our most valuable resource: our people," commented Dr. Andrew Jones, Confluence Health CEO. "We still have a long way to go, but [our newly adopted Vision](#) calls on us to dedicate ourselves to 'enabling joy and pride in our work' as one of our four major aims. We are thankful for these recognitions for the work we have done so far, and are excited to see what the future will hold."

About Confluence Health

Confluence Health serves the largest geographic region of any healthcare system in Washington State, covering over 12,000 square miles of Okanogan, Grant, Douglas, and Chelan counties. Confluence Health is one of only two locally-lead healthcare systems in the state with the purpose of maintaining availability and access to high-quality, cost-effective healthcare services for North Central Washington. The Confluence Health Board of Directors provides governance for Confluence Health and includes nine community board members and six physician board members.

For More Information

Adam MacDonald, *Corporate Communications Program Manager*

adam.macdonald@ConfluenceHealth.org

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