

Pediatric Insight Recap

Fostering Healthy Cultures

A healthy culture is a systems issue, broad and critical to quality care. Attributes of healthy cultures are woven into measures and assessments across the board, not just a temporary or isolated measure, but a core value. Therefore, conversations that reinforce a healthy culture would benefit the organization at all levels, starting with the leadership.

Key takeaways from this conversation

- Healthy cultures are mission driven, inclusive, compassionate, honest, value-based, have shared aspirations and integrity
- A healthy culture is foundational, supporting a positive work and learning environment, reducing burnout and supporting well-being in an organization
- A negative culture eats strategy – one is less likely to have success unless a positive culture is nurtured
- Setting the expectation for a healthy culture begins with communicating the message at the time of recruitment and continues with on-boarding and the demonstration by all players that they are committed to supporting a healthy culture
- Leaders need to get outside of their offices and be visible, listening to members of the organization and modeling the attributes of a healthy culture, especially open communication
- Organizations with healthy cultures are more adaptable to external changes and crises, such as the Covid pandemic, the unwinding of Medicaid, reproductive health restrictions, and changes to workforce roles secondary to educational training guidelines
- Be prepared for dissonance between the cultural values of the department, the medical school and the health system and work to build a culture of respect and understanding aligned with the institutional common values, aspirations and commitment

“A negative culture eats strategy for lunch,” – Danielle Laraque-Arena, MD, FAAP

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