

This document provides extra guidance around standard 2.F under the Patient-Centered Primary Care Home Program's 2020 Recognition Criteria. The full technical specifications for this measure are available in the [2020 PCPCH TA Guide](#).

2.F.1	PCPCH uses a structured process to identify opportunities to improve the vitality of its staff.	5 points
2.F.2	PCPCH develops, implements, and evaluates a strategy to improve the vitality of its staff.	10 points

### Intent of Standard 2.F

Staff vitality contributes to the sustainability of providing high quality, patient-centered care. Activities that support the safety, well-being, work satisfaction, growth, and the overall morale of practice staff may positively influence the quality of life for everyone at the primary care home, including patients.

### Relevant Definitions

**Vitality:** the state of being strong and active in energy, morale, and/or within physical, mental, and emotional realms

### Why Health Vitality Matters<sup>1</sup>

- Professional Satisfaction (e.g. turnover)
- Patient safety (e.g. errors)
- Patient Satisfaction
- Quality of care (e.g. hospital admission/readmissions)
- Health Care Costs (e.g. quality, unnecessary testing)

### Examples of Opportunities to Improve Health Vitality<sup>2</sup>

- Resources to promote resilience and self-care (e.g. Employee Benefits – EAP, skills training on mindfulness, work-life integration, etc.)
- Peer support (e.g. trainings, peer support groups/meetings, childcare options)
- Professional support (e.g. career development, using staff to top of their licensure, workflow enhancements)
- Celebrations (e.g. birthdays, holidays, professional and/or personal milestones)
- Other areas that have been called out by staff as impacting their stress levels or work satisfaction

### Resources

- Lee & Upenieks (2020). [Healthcare Team Vitality Instrument](#). *Institute for Healthcare Improvement*.

<sup>1</sup> <https://www.healthaffairs.org/doi/10.1377/hblog20170328.059397/full/>

<sup>2</sup> <https://www.mayoclinicproceedings.org/action/showPdf?pii=S0025-6196%2816%2930625-5>