

Your Office of Well-Being

FY26 in Review

Learn more about EmWELL
at emwell.emory.edu

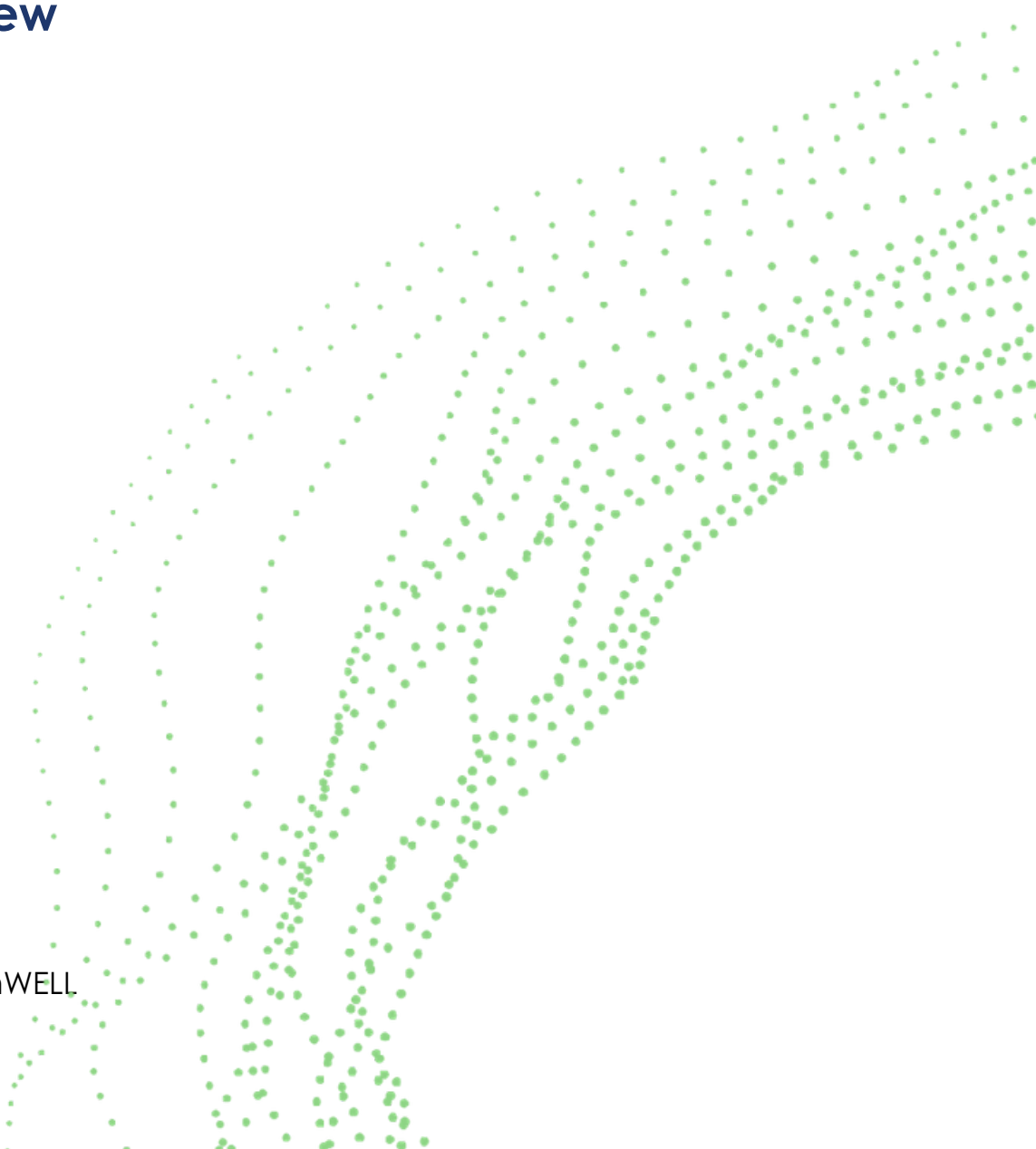


Table of Contents

Message from EmWELL	_____	02
About the Office	_____	03
Executive Summary	_____	04
Data Infrastructure	_____	05
Mental Well-Being	_____	06
Workplace Efficiency	_____	08
Frontline Empowerment	_____	09
Well-Being as Organizational Value	_____	11
Thank You	_____	12

Message From EmWELL

As FY26 comes to a close, the Office of Well-Being would like to acknowledge the meaningful interactions, partnerships, and collaborations that have led to successful program delivery this year. We often say well-being is a team sport, and looking at our collective accomplishments this year, this sentiment rings truer than ever.

This year, EmWELL was able to engage more employees than ever before. Peer supporters and Stress First Aid Ambassadors carried conversations about stress into their teams and departments, normalizing workplace conversations about stress and utilization of mental health resources. Frontline employees named the frustrations that get in the way of working efficiently, and leaders acted on them through the GROSS program. Teams across the system were awarded funding through the EmWELL Micro Funding Program to bring new well-being ideas to life.

Most significantly, the results from the Workplace Well-Being Survey showed that well-being initiatives across the system are leading to meaningful change for employees. Intent to leave and burnout both dropped, and professional fulfillment rose, compared to 2023 data. This success belongs to every employee who engaged with and advocated for our work, the leaders, Ambassadors, Peer Supporters, and teams across the system.

Thank you caring for yourselves and each other this year; it's because of you we've been able to create a more people-centered work environment. We look forward to continuing to build what comes next together, as One Emory.

The EmWELL Team

*Emory Woodruff Health Sciences Center
Office of Well-Being*



About the Office

Established in 2022, the Emory WHSC Office of Well-Being (EmWELL) is dedicated to fostering a culture where well-being and professional fulfillment are prioritized. Our mission is to support and improve individual, team, and organizational well-being in the Woodruff Health Sciences Center (WHSC).

We advance this mission by developing and implementing programs that enhance psychological safety, ensure equitable access to employee resources, and remove operational obstacles that impede productivity. The goals of the office include leading, partnering, and facilitating system-wide changes that enable team members to practice effectively within a culture that prioritizes and promotes well-being and professional fulfillment.

EmWELL has **five core programs** that serve to advance our mission:

- **EmBRACE Peer Support** - free and confidential peer support for work-related stressors
- **Stress First Aid** - a simple framework to help employees recognize stress early and proactively manage it
- **Getting Rid of Stupid Stuff (GROSS)** - a team-based approach to identify and eliminate unnecessary or low-value tasks in the workplace
- **EmWELL Micro Funding Program** - funding for evidence-based well-being projects to improve workplace well-being
- **Workplace Well Being Survey** - assesses workplace professional fulfillment and burnout of employees every two years

The Emory Workplace Well-Being model recognizes that professional fulfillment and burnout are influenced by three drivers:

- personal resiliency (individual coping strategies)
- nature of work (operational efficiency)
- workplace culture (supportive environments and relationships)

Together, these factors shape the overall well-being of individuals, teams, and the organization.

Adapted from the Stanford WellMD Model with permission.
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Executive Summary



36,300+
employee
Interactions (**140%**
increase from FY25)

In FY26, the Emory WHSC Office of Well-Being (EmWELL) deepened its impact across Woodruff Health Sciences Center (WHSC), engaging employees across mental health support, workplace efficiency improvements, frontline well-being projects, and data-driven strategy.



11%
decrease in
intent to leave

6%
decrease in burnout

6%
increase in
professional
fulfillment

System-wide data collection through the Workplace Well-Being Survey showed encouraging trends compared to the 2023 baseline. These insights drove targeted initiatives such as Teams That Thrive, which recognizes teams with high professional fulfillment and produces actionable strategies for other teams.



34.7%
increase in
EmBRACE Peer
Support referrals

Mental Well-Being programs grew in reach and impact. The EmBRACE Peer Support program trained 102 new peer supporters, bringing the active roster to 250. Stress First Aid expanded its ambassador network, reaching 22,602 employees across 260 departments, building a culture that normalizes conversations about workplace stress.



1,011%
growth in Stress First
Aid ambassador
network

The GROSS (Getting Rid of Stupid Stuff) program completed two projects, driving measurable gains in efficiency, communication, and productivity.



74
resolved operational
issues through GROSS
(**19.4% increase** in # of
issues resolved per
project from FY25)

Frontline empowerment efforts included well-being projects executed through the EmWELL Micro Funding Program, which has now impacted more than 3,300 employees, alongside the expansion of Serenity Rooms (40% reduction in stress after use) and five new employee food pantries.

Together, these efforts reflect EmWELL's continued progress in anchoring well-being as a core organizational value, building a more resilient, connected, and fulfilled workforce across WHSC.

Data Infrastructure

Evaluating outcomes and informing well-being strategies

Workplace Well Being Survey

The Workplace Well-Being Survey is administered bi-annually by EmWELL in partnership with the Stanford-led Healthcare Professional Well-being Academic Consortium (PWAC). The survey engages employees across WHSC and assesses professional fulfillment, burnout, intent to leave, and key drivers of workplace well-being. Well-being metrics were tracked by comparing 2025 results with the 2023 baseline.

Notable Survey Results:

11% decrease in intent to leave

6% decrease in burnout

6% increase in professional fulfillment

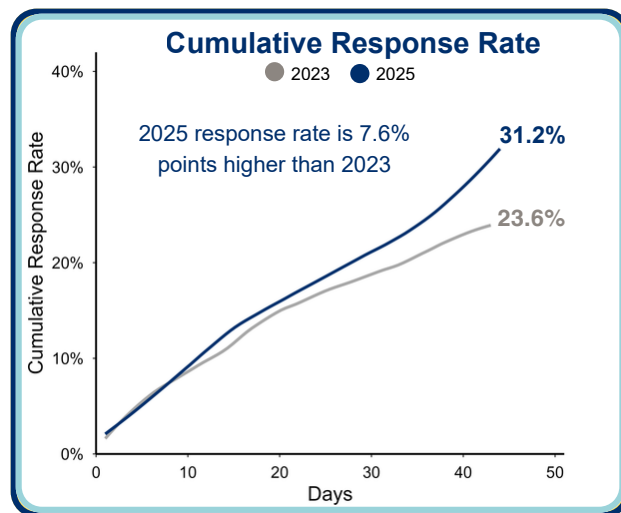
Well-Being Dashboard

Using the survey results, an interactive dashboard was built and shared system-wide through:

- EmWELL Infrastructure (Committees, Workgroups, and Advisory Council)
- Leader meetings/townhalls
- Workplace Well-Being Survey Insights Webinar
- EHC Minute and local newsletters

From Insights to Action

- 39 custom reports created
- 13 unit reports & presentations shared
- Open-ended responses analyzed for key themes, creating:
 - 4 role-specific reports, 1 EHC-level report
- Survey findings informed:
 - 11 teams identified for Teams That Thrive initiative, celebrating teams with high professional fulfillment scores
 - EHC-wide expansion of Serenity Rooms



Learn more about the survey results at bit.ly/EmWELLDashboard



Mental Well-Being

EmBRACE Peer Support

Emory's Building Resilience and Compassion Enculturation (EmBRACE) Peer Support provides confidential, one-on-one support from trained Emory employees who offer a listening ear during challenging times. Whether someone is coping with a difficult patient event, workplace stress, or simply needs someone to talk to, peer supporters matched with employees based on role (e.g., nurse to nurse,) provide connection, empathy, and guidance to resources.

Unlike counseling or employee relations services, EmBRACE focuses on human connection and support from colleagues who understand the realities of healthcare.

Accomplishments in FY26

- Facilitated 3 trainings for new peer supporters in FY26.
- Increased utilization of peer support services.
- Strengthened partnerships with leaders, Revive & Thrive, FSAP, and other support resources.
- Increased awareness of peer support resources, generating 500+ clicks to learn more about EmBRACE.



Peer support when work feels overwhelming.

“While many can provide understanding, an ear to listen, or support, there is a particular kind of empathy that only a peer who has shared experiences or space can offer.”

— Amy Richards
Peer Supporter at Task Force for Global Health

34.7%

growth in formal peer support referrals

Top Reasons for Peer Support Referral*



*From referrals in 2026

102

 newly trained peer supporters

250

 active peer supporters

To request a peer support session or apply to become a peer supporter, visit:
emwell.emory.edu/our-work/embrace.html

Mental Well-Being

Stress First Aid

Stress First Aid (SFA) is a tool designed to help recognize and respond to stress early. SFA equips individuals and teams with a shared language and practical tools to strengthen connection, support well-being, and create a culture where people look out for one another.

At Emory, SFA is implemented through a growing network of trained ambassadors who help bring the framework to life within their teams, departments, and work environments.

Accomplishments in FY26

- Integrated Stress First Aid into leadership development and new employee onboarding to build a shared language for recognizing and responding to stress.
- Launched a centralized resource hub, creating a single destination for support resources.
- Partnered with Office of Health Impact to create a community based version of the framework.

SCALE

22,602

WHSC Employees Reached*

260

WHSC Departments Reached

300

Active SFA Ambassadors**

GROWTH

273

New Ambassadors Trained
An 1,011% increase YoY

IMPACT

73

Ambassador Recommendation Score (NPS)

76%

Use SFA at Least Weekly

2,507+

Instances of resource sharing reported by ambassadors (conservative)

A framework for recognizing stress and responding **early**.



“Stress First Aid helps normalize conversations about stress and better support each other as challenges come up.”
– SFA Ambassador at EUH



“Stress First Aid helps us create a people-centered culture where employees feel seen, supported, and valued.”
– Rock Anderson, Chief People Officer

Learn more about Stress First Aid at bit.ly/m/EmWELLSFA

*Through presentations, expos, tabling, rounding, orientations, SFA Hub, and more

**Representing hospitals, WHSC entities, Northlake, remote employees, and the Physician Division

Workplace Efficiency

GROSS

GROSS (Getting Rid of Stupid Stuff) empowers frontline employees to identify unnecessary processes, inefficiencies, and barriers that make their work more difficult. In FY26, GROSS 2.0 was implemented with EUH Pharmacy and EUHM Anesthesiology, creating a structured process for employees to share concerns, propose solutions, and partner with leaders to improve the work environment.

Accomplishments in FY26

- 305 submissions received from 398 employees across EUH Pharmacy and EUHM Anesthesiology.
- 214 distinct workplace issues identified, with 201 within the scope of GROSS.
- 74 issues resolved, with 86 additional issues currently in progress.
- Employees reported positive impact across key areas including efficiency, communication, engagement, and overall work experience.
- Established a repeatable, employee-driven process for identifying and addressing operational barriers.



Reducing friction.
Restoring joy at work.



78.7%

said GROSS reduced inefficiencies and improved their work experience

305

submissions

74

issues resolved

78.7%

said GROSS fostered feeling heard and valued

“GROSS helped initiate changes to improve the work environment that otherwise may have been ignored, pushed aside, or taken much longer to implement.”

Frontline Empowerment

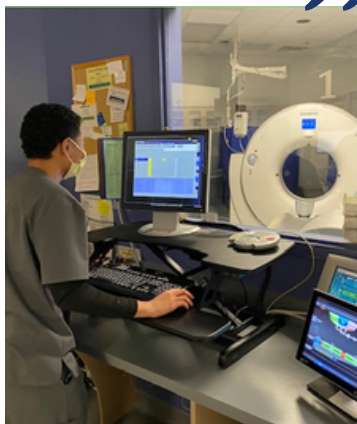
EmWELL Micro Funding Program

EmWELL offers an annual micro funding opportunity of up to \$5,000 to support teams in executing well-being projects. Projects with a focus on belonging, collegiality, and ability for long-term impact are prioritized. Project applicants are required to include an evaluation plan including how the proposed intervention will influence burnout, professional fulfillment, or belonging.

Accomplishments in FY26

- 5 projects completed as part of 2024-2025 cohort, including:
 - Ergonomic workstations** - rating of workstation design rose from 3.23 to 4.1/5.0
 - Enhanced Stress Resilience Training (ESRT)** - decreased burnout and perceived stress on MBI-HSS (MP)
 - Lifestyle medicine and professional practice** - increase in professional fulfillment ($r = 0.26$, $p = 0.044$) and lower burnout ($r = -0.29$, $p = 0.025$)
- >400 employees impacted, spanning 8 operating units

“Thank you for your leadership, support, and belief in this work. Partnerships like this remind me that meaningful change happens when people come together with compassion, vision, and a shared commitment to caring for the caregivers.”



Meaningful and sustainable change begins with empowering our frontline employees



3,300+

employees impacted by projects to date

5

completed projects this FY

11

projects currently in progress

100%

of completed projects show measurable well-being impact (lower burnout and stress/higher professional fulfillment and productivity)

Frontline Empowerment

Serenity Rooms

Serenity Rooms are safe and quiet spaces employees can use when they are experiencing stress, fatigue, or overwhelm. These rooms provide immediate safety, emotional support, and tangible stress reduction techniques/items.

Serenity Rooms promote psychological safety and addresses moral distress. Rooms across EHC have shown measurable reductions in stress and burnout when implemented:

- 40% reduction in stress after using the room
- Significant decreases in emotional exhaustion (27.8-->23) and depersonalization (9.5-->6.8) on the Maslach Burnout Inventory - Human Services Survey for Medical Personnel (MBI-HSS (MP))

Meaningful and sustainable change begins with empowering our frontline employees

4

sites with
EmWELL
funded rooms

6

add'l sites
selected for
funding this FY



Employee Food Pantries



[Learn more](#) about food security resources across Emory.

100%

of surveyed users of the Northlake pantry strongly agree the pantry helps create a sense of belonging and feeling of being valued within the organization

950

food items
donated

339

engagements in
food access hub

5

food pantries
now open

Pantries created in response to leader feedback regarding employees experiencing food insecurity.

10

Well-Being as an Organizational Value

When employees feel seen, heard, and valued, employee satisfaction and patient care improve. This year, EmWELL scaled its reach across WHSC, incorporating well-being into key moments of the employee experience, starting from day one. From onboarding to ongoing outreach, these touchpoints help build a workforce that is more fulfilled and connected. As WHSC continues to grow, EmWELL remains committed to integrating well-being into the foundation of the employee experience.

Establishing well-being as a driver for employee satisfaction and retention

36,300+

total employee interactions
(140% increase from FY25)

6,000+

new employees reached through New Employee Orientation (NEO) and New Leader Orientation (NLO)

750+

employees reached through educational events (28.6% increase from FY25)



“Professional fulfillment and work satisfaction often come from small acts, like listening to patients, providing compassionate care, and working as part of a team to make someone’s hospital stay safer and less stressful.”

Thank you.

Learn more about EmWELL
at emwell.emory.edu

