

Our client is a highly regarded hospital with a proven track-record of delivering quality healthcare and for treating their patients like family. They serve a variety of medical needs, from outpatient procedures to a high-volume emergency room.

eni has been the hospital's EAP provider for more than 15 years. We are currently supporting their population of more than 10,000 employees as they work to maintain a fully functioning medical and supporting staff as they balance the demands of their work and personal lives. eni's NexGen EAP has been a trusted partner to assist them as they work to keep their staff at full function.

Challenges

- Staff grappling with PTSD stemming from the recent surge in patient deaths.
- Medical staff suffering from depression and compassion fatigue coupled with long hours and increased stress.
- Increased feelings of hopelessness.
- Medical staff needing 24/7 support to deal with the increased intensity of their work.

Solutions

eni understands the unique challenges hospital employees face on a day-to-day basis.

NexGen EAP is a holistic, total wellbeing solution that provides around the clock access to licensed counselors and a suite of services meant to enhance their individual and collective human experience. An integrated mobile platform ensures that NexGen EAP is available wherever your employees are. NexGen addresses all of life's events, challenges, and concerns that contribute to personal problems which may affect job performance. Hospital staff will ultimately benefit from higher employee productivity, satisfaction, and overall holistic wellness.

Results

In partnership with eni, the hospital has experienced:

- More than 83% of counseling sessions were initiated by employees
- 34% increase in EAP utilization
- Overall cost avoidance of \$5,742,585



Top 5 Employee Health Concerns Addressed in EAP:

Stress/Anxiety	69%
Marital/Partnership	10%
Depression	9%
Trauma/Grief	4%
Occupational	3%

Counseling - Our counselors are Mental Health Professionals who provide confidential counseling in-person or over the phone for a variety of stressful issues such as marital, family, substance abuse, depression, stress, grief, health, and more.

Child/Elder Care Resources - We can assist you with finding a pediatrician, babysitter/nanny, camps, sports lessons, music lessons, and college applications and financial aid. Eldercare resources include help with housing options, assisted living facilities, Medicare, doctors, financial planning, and transportation.



Virtual Concierge - The Virtual Concierge Service is available 24/7 and features dedicated Personal Assistants available to provide you with research, referrals, or information on just about any topic.

Online Resources - Access your Total Wellbeing Program virtually via a personalized web portal. Access work/life, health advocacy, and wellness resources right from your computer. You can also submit requests directly to your Personal Assistant, access exclusive entertainment discounts, chat live, and start a financial or legal request.



Wellness - Your comprehensive, personalized Wellness Program encompasses all areas of wellbeing from nutrition and fitness to relaxation and restoration.

Health Advocacy - Our licensed Care Guides are available to provide benefit information and assistance navigating your health plan. Care Guides provide healthcare claims and appeals management, healthcare billing assistance, prescription information and costs, as well as healthcare provider research.



Legal & Financial Resources - Half-hour legal and financial consultations can be done over the phone or in-person, and can be used for a wide range of issues including divorce, wills, debt consolidation, tax questions, student loans, and ID theft.

