

## CASE STUDY: ENHANCING EMPLOYEE WELL-BEING AND RETENTION IN HEALTHCARE



Our client is one of the largest and most respected hospital systems in the country with an emphasis on delivering a positive and local healthcare experience. They maintain acute care hospitals and ambulatory centers for communities.

eni has been the hospital's EAP provider for more than 6 years. We are currently supporting their population of more than 6,000 employees as they work to maintain their staff as they balance the ever increasing demands and stresses of their work. eni's **NexGen EAP** has been a trusted partner to assist them as they work to retain their staff and attract top talent as they continue to grow into the future

### CHALLENGES

- **Employee Retention:** The hospital aimed to save money by retaining employees and reducing turnover.
- **Employee Engagement:** There was a need to create a sense of feeling valued and engaged among employees.
- **EAP Utilization:** Many employees were unaware of the range of services provided, limiting their utilization of the program. Increasing EAP utilization was crucial for improving employee retention.
- **High-Stress Environment:** The high-stress environment often led to burnout, necessitating robust support through the EAP to mitigate this.
- **Employee Training:** Leveraging employee training as an effective retention tool was essential to maintain a stable and motivated workforce ready to meet the increasing demands of their roles.

### SOLUTIONS

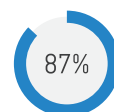
eni recognized the difficulties hospitals face in effectively using their EAP for employee retention. The following solutions were implemented:

- **Comprehensive, Holistic Well-Being Solution:** NexGen EAP provided 24/7 access to coaching and counseling and an array of services aimed at enhancing both individual and collective well-being.
- **Increased Communication:** eni collaborated with the client to increase communication with hospital staff by 50% and provided more focused training sessions addressing specific employee concerns.
- **Accessibility:** The barrier-free mobile app and web portal ensured that **NexGen EAP** was accessible whenever employees needed support.
- **Awareness:** eni implemented targeted strategies to raise awareness of the EAP benefits, including regular informational sessions and easy-to-access online resources.

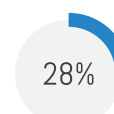
### TOP 5 EMPLOYEE HEALTH CONCERNS ADDRESSED IN EAP

1. Stress/Anxiety: **68%**
2. Depression/Sadness: **13%**
3. Trauma/Grief: **8%**
4. Marital/Partnership Issues: **5%**
5. Loss/Bereavement: **4%**

### RESULTS



of counseling sessions were initiated by employees.



increase in EAP utilization.



The hospital achieved an overall cost avoidance of \$1,027,523.



### Pre-paid Behavioral Health Counseling & Coaching Sessions

Personalized, barrier-free access to mental health and life services through technology, supporting employees through every stage of life with professional care. Options for 3, 5, and 8 Sessions (per issue) are available.



### Bree Health Virtual Coaching Platform & AI Solution Path Recommendations

- Seamlessly connects members with professional support through an intuitive digital interface.
- Advanced AI algorithms that create tailored wellness journeys for employees, optimizing their health and well-being.



### Full-Service Health Advocacy

Offers expert guidance through healthcare complexities, including claims, appeals, billing, prescriptions, and provider research, ensuring a stress-free and informed healthcare journey.



### Personalized Wellness Services

Easily submit a wellness request and effortlessly book a session with a Wellness Coach, providing members with a personalized suite of tools and resources. This service is crafted to assist members in achieving their specific health and wellness objectives, ranging from nutrition to comprehensive well-being.



### E-Learning Courses

Through our partnership with Mineral, NexGen EAP offers members access to over 300 e-learning courses available in both English and Spanish, catering to a wide range of educational and developmental needs.



### Virtual Concierge Services

Designed to lighten the load for your employees, offering them personalized assistance with everything from travel planning to finding reliable elder and child care. It's a convenient, versatile tool that ensures your team can find help with life's tasks, making it easier for them to stay focused and productive at work.



### Legal & Financial Consultations

Provides employees with confidential consultations with experienced professionals for guidance on a broad range of legal and financial issues, from debt management to legal rights; empowering them to tackle life's challenges with well-informed confidence and peace of mind.



### Employee Discounts

Through our partnership with Working Advantage, NexGen EAP's Employee Discounts service provides exclusive savings on entertainment, travel, wellness, and retail products and services, enriching employees' lives with valuable perks.



### Mindfulness Training

Offers employees an extensive suite of tools and resources, including meditation services, designed to foster mental resilience and emotional management. Accessible via engaging online masterclasses and a rich content library, this program supports personal growth and stress reduction, enhancing overall well-being.



### Dedicated Care Team

The Dedicated Care Team is comprised of Life Services Navigators, who specialize in helping users navigate the EAP and make personalized recommendations, and Health Advocates, who assist in transitioning individuals to the appropriate care providers, ensuring a seamless and personalized support experience.

