

CASE STUDY: COMPREHENSIVE EMPLOYEE ASSISTANCE PROGRAM FOR A LEADING HOSPITAL



Our client, a highly regarded hospital known for its quality healthcare and family-like treatment of patients, serves a wide array of medical needs, from outpatient procedures to a high-volume emergency room. For over 15 years,

eni has been the hospital's trusted Employee Assistance Program (EAP) provider, currently supporting over 10,000 employees. eni's NexGen EAP has been integral in helping the hospital maintain a fully functioning medical and support staff, balancing their demanding professional responsibilities and personal lives.

CHALLENGES

The hospital faced significant challenges exacerbated by recent events, leading to increased stress and emotional burden on the staff:

- **Post-Traumatic Stress Disorder (PTSD):** Many staff members were grappling with PTSD due to a surge in patient deaths, impacting their mental health and job performance.
- **Depression and Compassion Fatigue:** The medical staff experienced high levels of depression and compassion fatigue, compounded by long working hours and heightened stress.
- **Feelings of Hopelessness:** There was a notable rise in feelings of hopelessness among the employees, affecting their overall well-being and morale.
- **Need for Constant Support:** The intensity and demands of their work required the medical staff to have access to support services 24/7.

SOLUTIONS

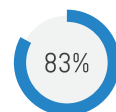
Understanding the unique challenges faced by hospital employees, eni's NexGen EAP provided a holistic solution designed to support their well-being:

- **Comprehensive Counseling Services:** NexGen EAP offers around-the-clock access to licensed counselors, available via an integrated mobile platform. This ensures that employees can receive support anytime, anywhere.
- **Holistic Well-being Services:** The program addresses all aspects of life's challenges, from personal issues to professional stressors, ensuring a comprehensive support system.
- **Enhanced Accessibility:** The mobile platform ensures that services are easily accessible, providing convenience and immediate support to the hospital staff.
- **Focused Employee Well-being:** By addressing personal problems that could affect job performance, NexGen EAP aims to enhance overall employee productivity, satisfaction, and holistic wellness.

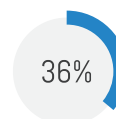
TOP 5 EMPLOYEE HEALTH CONCERNS ADDRESSED IN EAP:

1. Stress/Anxiety: **69%**
2. Marital/Partnership: **10%**
3. Depression: **9%**
4. Trauma/Grief: **4%**
5. Occupational: **3%**

RESULTS



of counseling sessions were initiated by employees.



increase in EAP utilization.



The hospital achieved an overall cost avoidance of \$5,742,585.



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.

