

CASE STUDY: COMPREHENSIVE EAP SUPPORT FOR A LEADING NONPROFIT HOSPITAL



Our client is a nonprofit hospital, recognized as one of the most distinguished hospitals in the United States. The hospital serves the medical needs of patients through innovative research and a highly qualified staff. Acknowledging that their employees are among their most important assets, the hospital has partnered with **eni** since 2011 to provide a robust Employee Assistance Program (EAP). Currently, **eni** supports over 15,000 hospital employees, helping them balance the demands of their professional and personal lives through **NexGen EAP**.

CHALLENGES

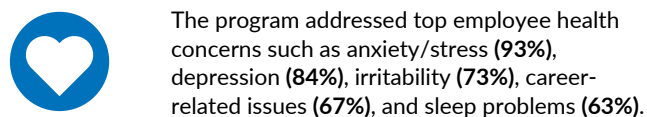
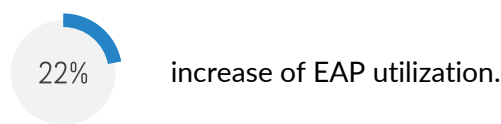
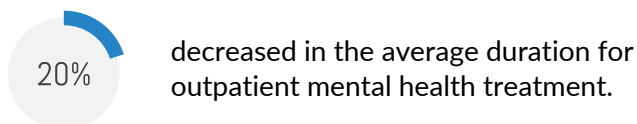
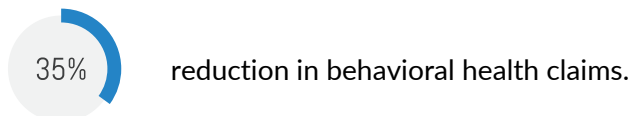
The hospital faced several critical challenges that needed to be addressed to ensure the well-being and productivity of their staff:

- **Emotional Burden:** Medical staff were heavily weighed down by the nature of their work, leading to significant emotional stress.
- **Unhealthy Coping Mechanisms:** Some employees turned to unhealthy coping mechanisms, such as smoking, to deal with their stress.
- **Need for Constant Support:** There was a critical need for 24/7 support to help employees manage issues of trauma and grief.
- **Lack of On-site Resources:** The hospital lacked sufficient on-site resources to support employees in their challenging work environment.

SOLUTIONS

- **24/7 Access:** Employees had round-the-clock access to licensed counselors and support services via a toll-free number and mobile platform, crucial for managing stress and mental health.
- **Holistic Well-Being Focus:** The EAP addressed personal, professional, and emotional challenges, improving overall well-being and job performance.
- **Enhanced Communication:** The mobile platform and virtual concierge facilitated better engagement, ensuring employees were well-informed about their benefits.
- **Comprehensive Services:** The program offered counseling, child/elder care resources, health advocacy, and wellness programs, helping employees manage their lives more effectively.
- **Proactive Health Advocacy:** Licensed Care Guides helped employees navigate health plans and manage healthcare claims, reducing their burden and improving healthcare experiences.

RESULTS



TOP 5 EMPLOYEE HEALTH CONCERNS ADDRESSED IN EAP:

1. Anxiety/Stress: **93%**
2. Down or Depressed: **84%**
3. Irritability: **73%**
4. Career: **67%**
5. Sleep: **63%**



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.

