

# CASE STUDY HEALTHCARE

Our client is a nonprofit hospital and among the most distinguished hospitals in the United States. They serve the medical needs of their patients with innovative research and highly qualified staff. In view of this, their employees are one of their most important and valuable assets.

eni has been the hospital's EAP provider since 2011, and we are currently supporting their population of more than 15,000 employees with balancing the demands of their work and personal lives. eni's NexGen EAP has been a trusted partner to help them get back on their feet.

## Challenges

- Medical staff was weighed down by the nature of their work
- Employees turned to unhealthy coping mechanisms, like smoking
- Employees needed 24/7 support to assist with issues of trauma and grief
- Employees lacked onsite resources to support them in their often challenging work

## Solutions

eni understands the unique challenges each hospital employee faces day-to-day.

NexGen EAP caters to individuals' needs in the most beneficial and appropriate ways. Employees and their family members have round-the-clock access to all program services via a dedicated toll-free number, and an integrated mobile platform. By providing NexGen EAP that 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 since 2015, the hospital has experienced:

- **35% decrease** in behavioral health claims
- **20% decrease** in average duration for outpatient mental health treatment
- **22% increase** in onsite EAP utilization



### Top 5 Employee Health Concerns:

Anxiety/Stress	93%
Down or Depressed	84%
Irritability	73%
Career	67%
Sleep	63%

## Our Solutions

Our **NexGen EAP** deliver the individual attention your employees need and want to stay focused, challenged, and lead a more productive work and balanced personal life.



**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.

**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.

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

## Results *continued ...*

- **22% increase** in new clients enrolled
- **22% increase** in the number of sessions scheduled
- **8.05%** utilization rate
- **29% increase** in the number of hours of outreach, training, and department engagement efforts.

**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 *BalanceBenefits* and 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.

With NexGen EAP, simply select a life event, such as pregnancy, buying a house, or retirement, to access benefits that are available to address your life event.



**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.