

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

- Help employees understand the value of the EAP benefit
- Increase EAP utilization as a way to retain employees
- Leverage employee training as a retention tool

Solutions

eni understands the challenges hospitals face when it comes to utilizing their EAP as an active tool for employee retention.

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. **eni** partnered with our client to increase communication with hospital staff by 50% as well as provide more targeted training sessions that specifically addressed employee concerns. A 24/7/365 integrated mobile platform ensures that NexGen EAP is available wherever your employees need help dealing with life's challenges.

Results

In partnership with **eni**, the hospital has experienced:

- More than 87% of counseling sessions were initiated by employees
- 28% increase in EAP utilization
- Overall cost avoidance of \$1,027,523



Top 5 Employee Health Concerns Addressed in EAP:

Stress/Anxiety	68%
Depression/Sadness	13%
Trauma/Grief	8%
Marital/Partnership	5%
Loss/Bereavement	4%

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.

