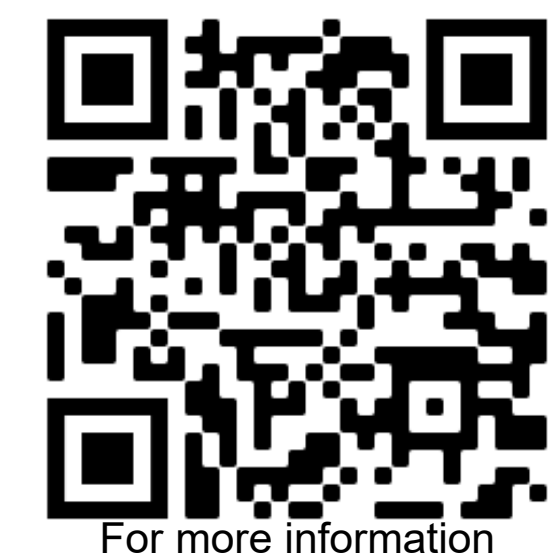


First Call: A Comprehensive Employee Wellness and Outreach Program

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Learning Objectives:

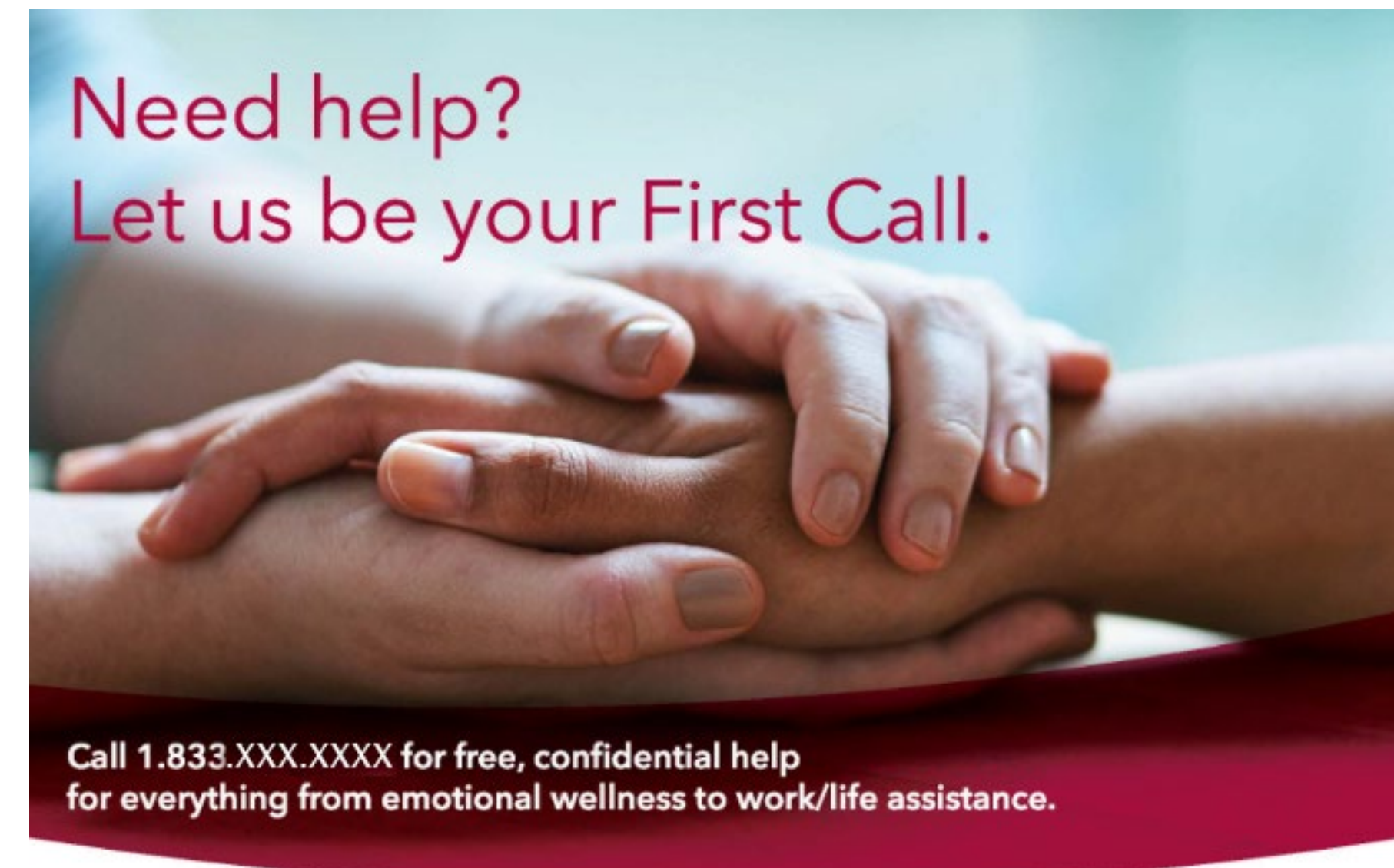
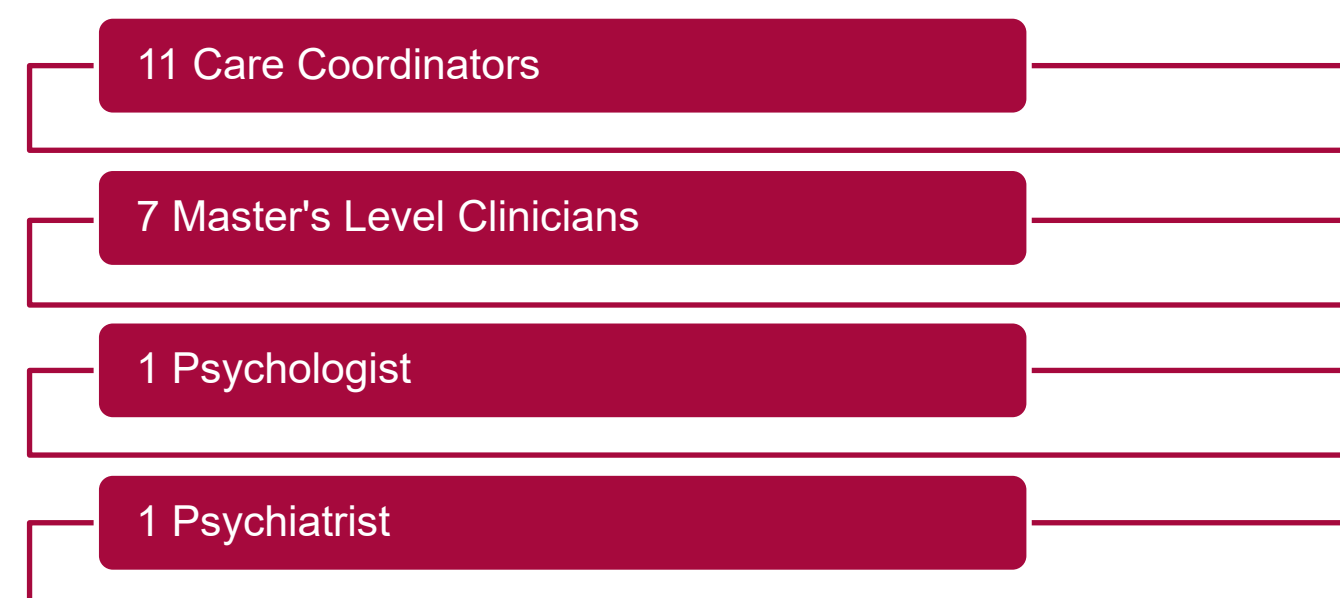
- Identify the core mental health concerns faced by the health care workforce during the COVID-19 pandemic.
- Outline the essential components necessary to plan and implement an effective employee wellness and outreach program.

Background:

- Healthcare worker burnout had pre-dated COVID-19 pandemic
- Mental health concerns for healthcare workers increased during the pandemic
- UHealth faced a two-fold crises:
 - Caring for the critically ill
 - Sustaining the mental health and well-being of the workforce

Intervention:

- Model for emotional wellness for employees proposed to executive leadership in November 2020
- Purpose: Advance outreach, resiliency training, and treatment for employees
- Concept: Create a single point of access for supportive needs, including 24/7 triage, real time support, mental health care, and crisis management for all employees
- Program launched in December 2020
- Director of Workplace Well-being Psychologist hired February 2021
 - System wide outreach, education, support, and training implemented



Core Program Initiatives



Results

First Call Data	Totals
Resource Requests	194
Support Sessions	282
Therapy Intakes	637
Total Therapy Sessions	2,992
Psychiatry Initial Sessions	156
Psychiatry Follow-Up Sessions	359
TOTALS	4,620

Workplace Well-being Outreach	Totals
Mental Health Toolkit Presentation	2,491
System Wide Webinar (July 7, 2021)	381
Webinar Reply Views	405
Workplace Well-being Video Views	2,167
Post Traumatic Growth Presentation	653
Post Traumatic Growth Webinar (May 11, June 2, July 20)	572
Other Sessions (Follow-Up, Mindfulness)	1,594
Total Volume	8,263

"For several years now, I have known I needed to see a therapist or counselor. My anxiety was getting gradually worse and I didn't have the tactics to handle the stress of my job. I felt that I just didn't have the time to find a mental health professional that was covered by insurance, had open appointments, and I could meet with outside of my work day. It was also daunting to know I may have to talk to several professionals before finding one for me.

Finally, I made the leap and called First Call. They were so patient and answered all of my questions. I was able to get in to see a [Licensed Professional Counselor] within 3 business days. The process was so easy, it made me wish I had reached out months ago. Not to mention, my LPC is incredible. I connected with her immediately and after only 2 appointments I feel so much better. I hope others get a positive mental health experience like I did! Thank you to the entire team who helped get First Call set-up."*

-UHealth Employee

*LPC – Licensed Professional Counselor

Key Takeaways

- Implementing free mental health and well-being services for all employees of a large-scale medical center is uniquely innovative
- First Call expands beyond an Employee Assisted Program (EAP) by in-sourcing our care model
- Outreach efforts to de-stigmatize mental health and provide well-being education and training enhances the First Call program
- Executive and senior leadership are vital to program launch and sustainability

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Companion Resources:
 See QR Code Link

Disclosures:

Elicia Bunch, Justin Ross, Kathy Deanda, and Adeel Faruki: The authors have no relevant financial relationships to disclose.



Workplace Well-being Videos

