



Employee Assistance Program (EAP) for health care workers

Tailored support for a stressed workforce

Health care workers put others first every day – whether they’re offering direct medical care, supporting patients with administrative and billing tasks, or keeping health care facilities running. It’s a challenging field any day, and during the pandemic, health care workers are feeling especially burned out.

As one of the nation’s largest employers of clinicians, Optum understands the unique needs of health care employees. That is why we’ve developed an EAP tailored to meet their needs.

Our solution combines on-demand telephonic support from a dedicated team of specialists for health care clients with custom tools and training resources to deliver comprehensive support. A custom suite of communications materials helps drive engagement and digital portal ensures employees have access to resources anytime.

Support that fits any schedule

Using a consultative approach and solution-focused techniques, our master’s-level EAP specialists provide real-time telephonic emotional support 24/7/365. They are specifically trained in the unique needs of health care workers and trauma-informed care.

EAP specialists take the time to understand employees’ needs, including the unique stresses health care workers face, such as long work shifts, unplanned overtime, assaults from patients or conditions such as PTSD, grief/loss, stress and burnout.

In addition to in-the-moment support, they can connect employees with in-person or virtual therapy and additional resources to meet their ongoing needs.



The pandemic placed an unprecedented toll on health care workers:

25-40%

of first responders and health care workers will **experience PTSD as a result of COVID-19**¹

450K

health care employees have **left the workforce** since February 2020²

FOR HEALTH CARE CUSTOMERS:

Over 50% of designated Optum EAP specialists **have experience working in health care settings.**³



Online resources and care navigation

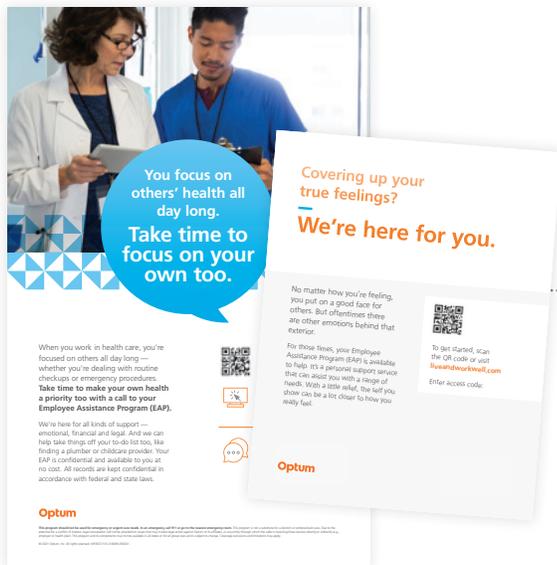
Employees who prefer to go online can visit [liveandworkwell.com](https://www.liveandworkwell.com) for 24/7 confidential access to professional care, self-help programs, on-demand trainings and resources specific to their needs – whether they’re dealing with stress and burnout at work or a personal or family challenge at home.

Our portal puts the resources and tools employees search for most at their fingertips and offers a new guided experience to help employees access the right care faster.

Employees simply answer a few questions about how they’re feeling – and their goals – to receive personalized recommendations for resources that can support them. The site makes understanding benefits, getting authorizations for EAP visits and finding providers easy.

Customized tools and training

Employees get 24/7 access to content, resources and tools created especially for health care workers. In addition, Optum® Health Education offers courses that provide CEUs at no cost to employees.



Communications that engage

Getting the attention of a workforce that’s incredibly busy and often hesitant to admit they need support can be tough. We’ve tested language, tone and imagery to find out what resonates with health care workers, and we offer custom communications to engage your workforce and drive EAP use.



Support for critical incidents

If your workplace experiences a crisis event, our critical incident response services can offer immediate support: in person or virtually. Our specialists are trained in helping health care clients through situations of violence, loss and other events that may cause stress, burnout or PTSD.

During the COVID-19 pandemic, they’ve supported many health care settings with issues related to grief, reduction in workforce and suicide. In 2021 alone, Optum coordinated over 800 critical incident responses for health care customers.⁴

RECOMMENDED ADDITION

On-site EAP

Our On-site EAP consultants are embedded in your culture, and have experience working in a health care setting. Consultants become deeply aware of what your team is facing each day, and tailor support to meet their needs. The EAP consultant provides convenient, confidential support, including:

- One-to-one employee consultations – in-person or virtually
- Management consultations
- Critical incident response and care team debriefs
- Training for managers and employees

On-site EAP includes virtual support to reach employees who work at home, travel between locations, or choose to connect outside a work setting.

97%

of employees felt **satisfied** using our on-site consultation service⁵



Connect your health care employees with an EAP that truly meets their needs. To learn more, contact your Optum representative.

[optum.com](https://www.optum.com)

1. NBC New York. Mount Sinai takes on mental health impact of COVID-19 crisis among health workers. [nbcnewyork.com/news/coronavirus/mount-sinai-takes-on-mental-health-impact-of-covid-19-crisis-among-frontline-health-workers/2396501/](https://www.nbcnewyork.com/news/coronavirus/mount-sinai-takes-on-mental-health-impact-of-covid-19-crisis-among-frontline-health-workers/2396501/). April 30, 2020. Accessed April 29, 2021.

2. U.S. Bureau of Labor Statistics. Compensation costs up 1.0% Sep 2021 to Dec 2021 and up 4.0% over the year ending Dec 2021. [bls.gov/news.release/pdf/empisit.pdf](https://www.bls.gov/news.release/pdf/empisit.pdf).

3. Optum internal analysis, 2022.

4. 2021 Optum EAP Book of Business Data.

5. Optum EAP 2019 Employer Satisfaction Survey.

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