

Tailored support for health care employees

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 many 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 employee assistance program tailored to the unique needs of this workforce.

With Emotional Wellbeing Solutions, we combine our suite of solutions that offer support for everyday life with 24/7 telephonic support from a dedicated team of specialists, custom tools and training resources, and a tailored critical incident response service to meet the needs of health care workers who might deal with critical incidents every day. Plus, a custom suite of communications materials helps drive engagement and a 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 emotional wellbeing specialists provide real-time telephonic emotional support 24/7/365. They're specifically trained in the unique needs of health care workers and trauma-informed care.

Specialists take the time to understand the unique stresses health care workers face, such as long work shifts, unplanned overtime, patient assaults or conditions such as PTSD, grief/loss, stress and burnout.

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



Nearly half of health workers reported feeling burned out often or very often¹

600,000+ nurses intend to leave their practice by 2027²

For health care customers:

Over 50% of designated emotional wellbeing specialists have experience working in health care settings.³



Online resources and care navigation

Employees who prefer to go online can visit 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 access to no-cost counseling 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.

Optum

After taking care of others, be sure to take care of yourself, too

Whether you're dealing with routine checkups or emergency procedures, you take care of others all the time. Be sure you're taking good care of yourself as well. Emotional Wellbeing Solutions can help.

Emotional Wellbeing Solutions is a modern, flexible employee assistance program (EAP) that offers support for everyday life.

Emotional Wellbeing Specialists are available by phone to provide help with a range of life concerns and stressors, including:

- Relationship problems
- Workplace conflicts and changes
- Parenting and family issues
- Stress, anxiety and depression
- Eldercare support
- Legal and financial concerns

Call anytime to speak with an Emotional Wellbeing Specialist who'll listen to your needs and connect you with resources that can help.

Visit liveandworkwell.com or call 1-800-000-0000

Optum

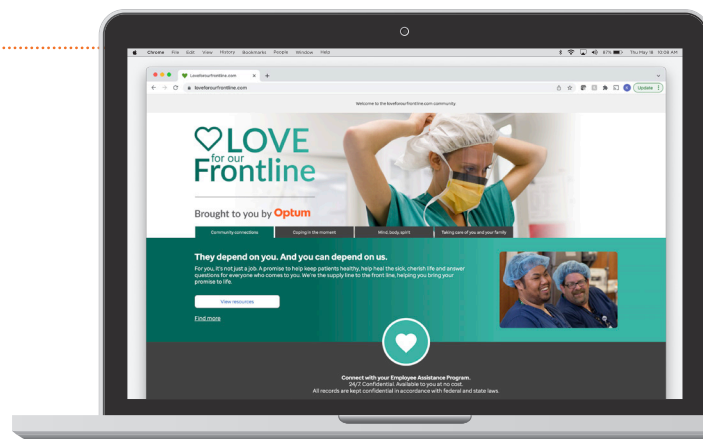
When life's making you feel overwhelmed

When you're dealing with the pressures of everyday life, it can be easy to struggle with stress and burnout. But sometimes, emotions like stress, sadness or even anger can linger.

In those moments, Emotional Wellbeing Solutions is here for you. It's a modern, flexible employee assistance program (EAP) that offers support for everyday life. Call anytime to speak with an Emotional Wellbeing Specialist who'll listen to your needs and connect you with resources that can help.

To learn more, visit liveandworkwell.com or call 1-800-000-0000

Get support for you, register with your health plan or enter your company access code.



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 educate and engage your workforce.



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.

Recommended addition

Dedicated Workplace Support

Our Dedicated Workplace Support 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 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

Dedicated Workplace Support includes virtual support to reach employees who work at home, travel between locations or choose to connect outside of a work setting.

95%+

of employees felt satisfied using our service.⁴



Connect health care employees with emotional wellbeing support that meets their needs. To learn more, contact your Optum representative.

1. Centers for Disease Control and Prevention. [Health Workers face a Mental Health Crisis](#). October 24, 2023.

2. American Hospital Association. [Study projects nursing shortage crisis will continue without concerted action](#). April 13, 2023.

3. Optum internal analysis, 2022.

4. Internal Optum analysis of the 2022 U.S. Onsite Quality Forum and IEAP Onsite Quality Forum Dashboards.



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

Optum is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer. Stock photos used.

© 2024 Optum, Inc. All rights reserved. WF12458948 01/24