

Helping healthcare workers improve overall wellbeing with 24/7 personalized mental health support



Large Health System in Indiana

Background

- One of the largest networks of physicians in Indiana
- 10,000+ staff

Virtual Care Offering

Mental Health

- Flexible, comprehensive digital program available on-demand via smartphone app
- Customized emotional health support
- 24/7 access to personalized support and content recommendations

Preventing burnout by proactively providing mental health support to healthcare employees

The leadership team of a large health system in Indiana identified rising rates of anxiety and depression among its employees. With a company mission to improve health across the state of Indiana, and a clear understanding of the links between mental health, physical health and chronic condition management, the system recognized that they needed to be proactive in expanding mental healthcare for their employees in order to provide the best possible care for their patients.

To support their commitment to whole-person health for both employees and members, the system wanted to provide the support needed to ensure high-quality, integrated care for their employees' physical and mental health and chronic conditions. The system sought to strengthen their existing wellness program by adding a flexible virtual mental health solution that could provide robust, on-demand support across a range of channels and modalities — and help destigmatize mental health care.

RESULTS

300%

increase in enrollment after highlighting the virtual mental health solution on their wellness portal¹

60%

of members seeking treatment for depression symptoms saw meaningful improvement²

40%

of members seeking treatment for anxiety symptoms saw meaningful improvement²

The system knew that poor employee mental health could lead to decreased productivity and lower employee retention rates, along with potential increases in mistakes, and a corresponding impact on patient outcomes. The system wanted a robust solution that would enable them to provide individualized mental health support, and help proactively prevent burnout, improve work quality and support the health of their large employee population.

Improving lives by expanding access to personalized mental health resources

After evaluating the available virtual solutions on the market, the health system partnered with Teladoc Health in 2018, well ahead of the recent expansion of virtual mental health services in the wake of the COVID-19 pandemic.

The health system selected Teladoc Health's virtual mental health solution based on the powerful depth and breadth of its mental health resources, as well as the convenience of 24/7 access to personalized self-care. The virtual health solution is provided for all the system's employees, and all commercial clients who are enrolled in the system's health plan.

Communications best practices

The health system consistently promotes Teladoc Health's virtual mental health solution through a variety of communication channels including:



Flyers at on-site screening



Website banners



Monthly articles



A dedicated wellbeing page on their internal intranet



An annual 6-week Emotional Health Wellness Challenge



“

As a large healthcare system, employee burnout was on our radar. We wanted to increase employee access to and engagement with mental health care. When we were looking for a new mental health solution, Teladoc Health's outstanding commitment to whole-person care made our decision easy.”

— Benefits Manager, Large Health System, Indiana

RESULTS

7-10%

of enrolled members return to use the platform^{2,*}

3-4%

of returning members complete activities^{2,*}

Self-help app usage rates

Many patients use digital mental health platforms primarily during times of acute need and discontinue use after seeing improvement.

- Real-world sustained use (after 6 weeks) of digital self-help apps is as low as 0.5%.²
- ~50% of participants enrolled in studies of psychological interventions for depression and/or anxiety experience clinically meaningful improvement in the first 4 weeks.³
- Most digital self-help programs offer short-term, evidence-based lessons intended to be consumed over the course of 8-12 weeks.⁴



“

Taking care of our team members is an essential part of fulfilling our mission to deliver excellent patient care. Teladoc Health’s mental health solution has empowered our employees to take charge of their mental health and we’ve seen significant improvement in wellbeing scores across our employee population.”

— Program Manager, Large Health System, Indiana

By offering 24/7 access to customized virtual mental health support through Teladoc Health, the Indiana health system has been able to mitigate burnout rates, improve overall employee wellbeing and support lasting behavioral changes. Providing support that meets employees where they are today has enabled the health system to strengthen overall workforce resilience and enhanced its ability to deliver excellent patient care for the people of Indiana.

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1. Client reported data

2. Teladoc Health Business Review for an Indiana Health System with Member outcome data through January 30, 2023.

3. Fleming et al., 2018

4. Beard and Delgadillo, 2019

5. Weitman, 2020

*The health system’s clinical outcomes are significantly higher than industry standards (see sidebar).

The testimonials, opinions, and statements reflect one member’s personal experience with Teladoc Health. Results and experiences may vary from person to person and will be unique to each member. The testimonials are voluntarily provided and are not paid. The individual in the photo is not the member who provided this testimonial.

About Teladoc Health: Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.

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