

Wellness Refresh

Listening for Employee Retention + Engagement

Patricia Flynn

AVP, Employee Wellness + EAP

Northwell Health

Made for *this*™



Team Member stories



“At Northwell Health, employee wellness doesn't just live through an app - it walks and supports the streets and neighborhoods of those we serve.” – Sally Ann Lake

“Since using myWellness I have become more conscientious of my movement goals. The number of steps I take has been a priority. For example, before using myWellness, I use to run to catch the elevator now I am running up and down the stairs instead. From making this small change, I have noticed a difference in my mood throughout the day.” – Janiel Samuels



Kerry Donohue, MSN, RN · 1st
Manager of Patient Experience at Manhattan Eye, Ear, and Throat Hospital
17h · 🌐

Thank you [Michelle Milgrim, MS RD CDN CLC](#) from employee wellness 🙌🏻🌱 for hosting tonight's cooking class for the Manhattan region mentor mentee program 🥰
...my favorite was learning how to make the vinaigrette dressing 🥗 & the sodium free taco seasoning. 🌮



Danielle Henderson ▶ Northwell Life
5m · 🌐

I enjoyed last night's Northwell Health Healthy Choice Cook-Along -Spinach & Feta Frittata & Cornbread muffins Thank you [Michelle Michelle](#) for your expertise and thank you [#NorthwellHealth](#) for offering this free virtual healthy cooking class to us 🥰 We learned a lot of new skills 🙌🏻 everything was so delicious 🥰 and healthy!! 🥰 — with... See More



Word Cloud

In a word or two
describe the culture of
well-being at your
organization

Northwell's vision to be a healthiest employer

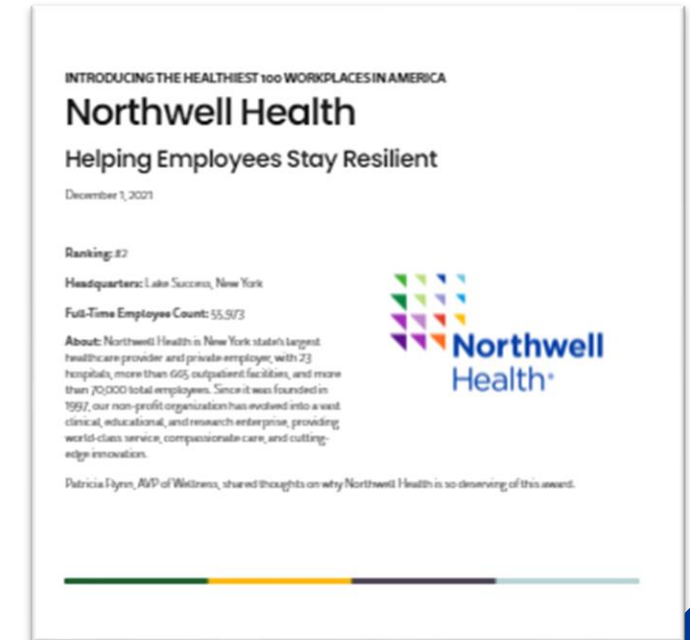


"We are proud to have begun to show evidence of our Northwell team members being healthier by virtue of them working for the organization. This begins with our approach to salaries, benefits we offer, engaging activities to make wellbeing fun, numerous programs we wrap around the team member plus their families, our consideration of their behavioral and emotional wellbeing, food and nutrition as well as all the necessary tools needed to create the safest work environment possible." - Joseph Moscola, EVP, Enterprise Services

"It is truly an honor to be recognized among similarly committed organizations as a Healthiest100 employer. Since our founding, Northwell has been leading a movement to raise the health of our workforce, patients, and communities we have the privilege of serving - inclusive of mental, emotional, physical, financial, and environmental well-being. Now, more than ever and consistent with our mission and values, we will continue to prioritize our well-being focus and investment to help ensure a better quality of life for all who we impact." - Maxine Carrington, Chief Human Resources Officer



"At Northwell, at the core of our well-being philosophy, is the strong belief that by increasing the well-being of our team members, we also improve the well-being of our patients and communities. We continue to leverage many opportunities to offer innovative, comprehensive and valued programs to our team members, so that they can provide the best possible care to our patients, be the person they want to be at home and be proud and excited with their own personal well-being. We are especially proud of the many programs we implemented to help our team members and communities face and persevere through the challenges of COVID." - Gregg Nevola, Chief of Total Well-Being



Employee Wellness Cornerstones of success

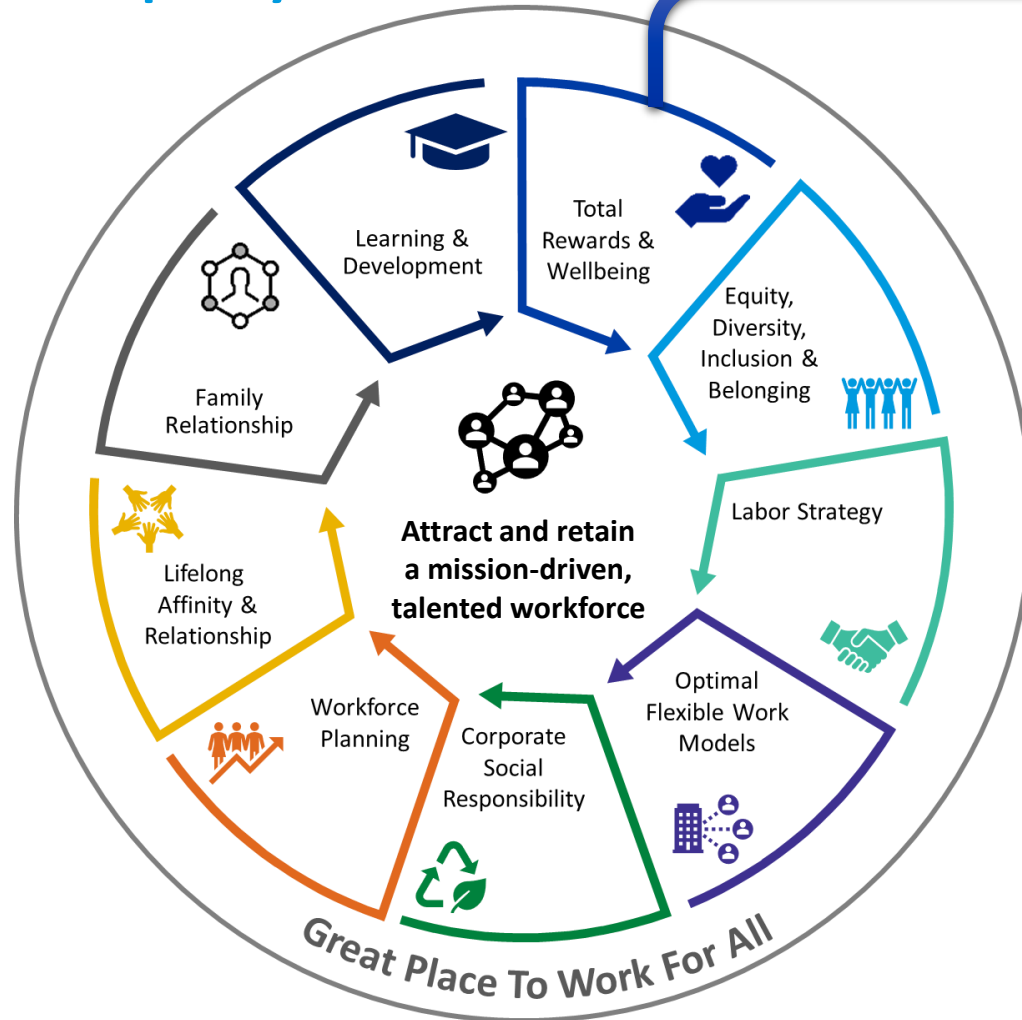
- Focus on the entire TM through the use of pillars

Holistic



People Strategy

Employee Wellness



Vision Our team members are healthier because they work at Northwell. We raise the health of our team members, their families and the communities we serve.

Mission To raise the health of our team members, equipping them to advocate and advance the well-being of their families and communities.

Our healthy culture enables:

- ✓ Improved patient care
- ✓ Increased performance and productivity
- ✓ Recruitment and retention of top talent
- ✓ Healthy relationships at work, and at home
- ✓ Reduction in preventable chronic conditions
- ✓ Positive ripple-effect impact on families and communities

Listening for current team member challenges

Forces shaping our strategy

- Staffing challenges
- De-stigmatization of mental health
- Chronic conditions
- Workforce transformation
- Workforce diversity
- Economic stress
- Increased violence in the community



Growing demand

Employee Wellness	<ul style="list-style-type: none">▪ On-site support▪ Local Wellness Committees▪ Economic influences▪ Team member fatigue + burn-out▪ Consultative approach▪ Workshop/training requests▪ Site challenges▪ Budget▪ Special requests
Employee + Family Assistance Program	<ul style="list-style-type: none">▪ Acute cases▪ Critical incidents▪ Economic influence▪ Team member fatigue + burn-out▪ Workshops/trainings requests▪ On-site support▪ Workplace violence▪ Special requests



We're Listening

Engagement Survey

- 75% Northwell cares for my overall well-being
- 70% Northwell supports me in balancing my work life and personal life
- 84% my manager cares about my overall well-being

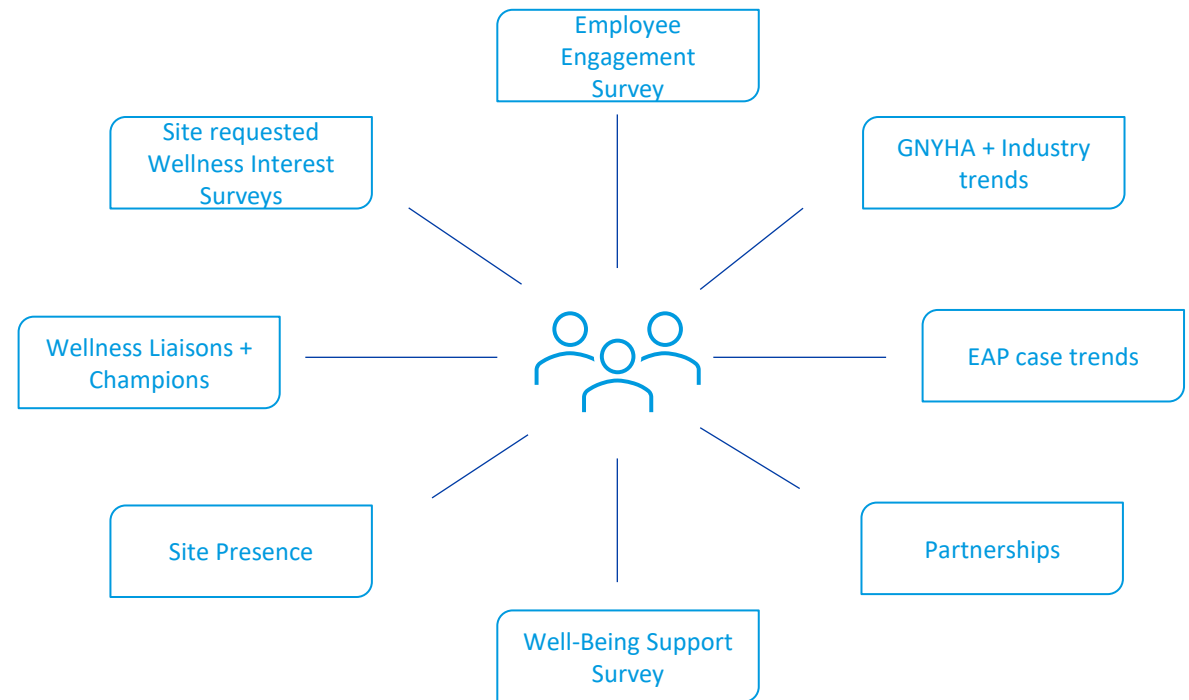
Well-Being Support Survey

Top 3 Concerns

- Financial
- Emotional
- Physical



“It feels great to be part of an organization that is making strong efforts to improve not only the lives of the patients and clients we care for but is looking to transform healthcare. All while caring for Northwell's employees and their well-being.”



2022 Well-being survey results summary and action plan

Supporting a healthier Northwell



In early summer of 2022, we surveyed all Northwell team members to understand how they were feeling and their experiences of stress/burnout and mental health distress. We also wanted to understand if people knew about our well-being resources and how to access them. Over 22,000 people responded and here is what they shared.

The top sources of stress in personal life were...

#1



Caregiving

#2



Money

#3



Loneliness

No Wrong Door:

- EAP
- Center for Traumatic Stress Resilience and Recovery
- Team Lavender
- Chaplaincy
- Employee Wellness

Our actions at a glance...

Addressing burnout



Enhancing our electronic medical record to provide clinical staff with the best technology to support our patients

Stress first aid in 19 hospitals, trained over 12000 team members, and furthering expansion and launch of Mental Health Awareness month



Encouraging leaders to better understand burnout and explore ways to address it in the team through forums, training and communications

Combating stigma



Removed questions around mental health from credentialing and privileging applications

Brought 15-minute well-checks and wellbeing resources into the floors and teams



Launched BeHealth an emotional well-being app. Doubled the number of team members connected to behavioral health by our Care Navigators

Promoting Financial Health



Implemented substantial raises and bonuses this past year and offered 21 financial well-being workshops on various topics

230 team members received financial support through EAP application to the Caregiver Fund



Free 1:1 credit counseling appointments offered and hired social workers to connect team members to financial assistance support and resources

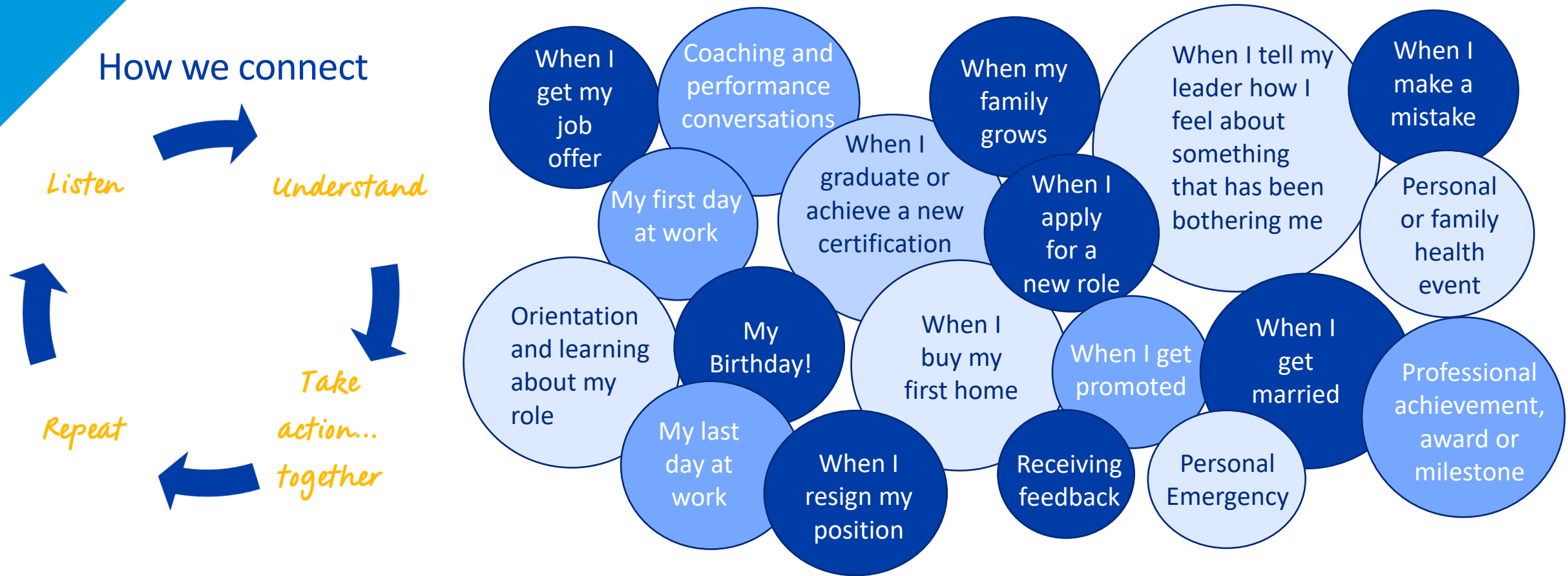
Need well-being support?

Confidential and available 24/7 for Employees and Family Members
877-327-4968
eap@northwell.edu



Scan here to learn more

Moments that matter to our team members



Saturating your message

Saturating the message

We are going where people already are to inspire and draw them in, enticing them to attend training and learn more about our cultural amplification.



Executive
1:1s



Existing
Leadership
Forums



BERGs and
Team member
forums



Leveraging
existing
champion
infrastructure



Embedding
into existing
processes and
associated
comms



Communication
Channels & site
communicators



Tabling and
site visits to
gamify and
excite



Social
Media



Leader
Education

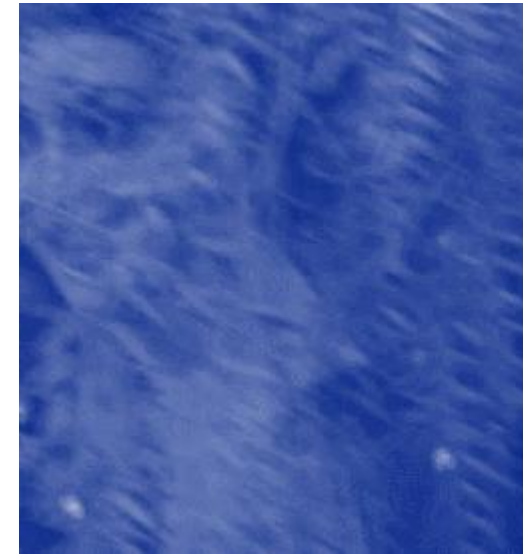


Open forums
for team
members



Empowering
others with
simple tools

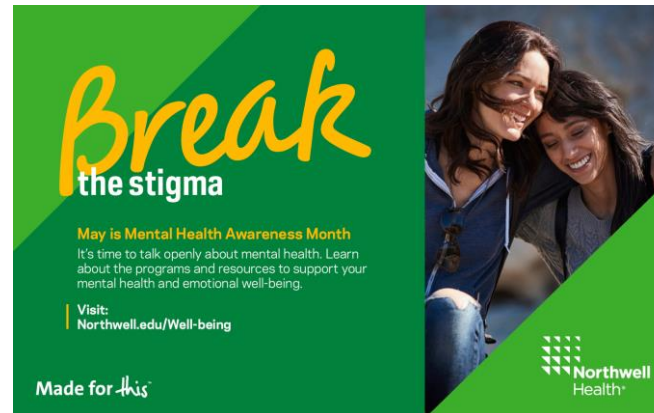
Actual footage of us
creepin' on agendas



Meaningful touchpoints

Methods of communication:

- Newsletters
- Screensavers
- Text messaging
- Platform announcement sections
- Intranet highlights
- Handouts
- Home mailers
- Team Meetings
- Wellness Liaison Network
- Team member testimonial videos



Introducing radical flexibility

Our ability to pivot

- **One size does not fit all**
 - Generational differences
 - Night shift
- **Hybrid environment**
 - WorkWell Hubs
- **Access to well-being has increased**
 - Employee Wellness YouTube Channel
 - Wellness Workshops
- **Business Employee Resource Groups (BERGs) integration**
- **Social Climate**
- **Family Involvement**
- **Alumni Network creation**
- **Returnship Program creation**



Radical Flexibility

Wins

- Work Well Hubs
- Respect for local cultures
- Bringing support to front lines
- No cost well-being activities

Challenges

- Convenient time
- Fear of confidentiality
- Blur between work and home
- Leader permission

Importance of collaborative partnerships



Refreshing existing well-being offerings

Poll – top challenge area for your employees

- ☐ Physical
- ☐ Financial
- ☐ Social
- ☐ Spiritual
- ☐ Emotional/mental

Holistic Well-being

Wins

- Leadership support
- Reduced stigma on seeking help
- Strong foundation for wellness
- Listening through surveys
- 24/7 emotional care support

Challenges

- Staffing
- Increase in alcohol, substance use
- Leader inconsistencies
- Communications
- Financial concerns

Pillars of well-being

Physical



Making better choices and committing to a healthy lifestyle helps us prevent illness and stay active. Northwell offers numerous programs and resources to support your physical well-being, including health and welfare benefits, nutrition, fitness, health services, and family planning resources.

Emotional



Building resilience helps us navigate and adapt during the tough moments and enjoy the good ones. Northwell offers numerous programs and services to support your emotional well-being, including crisis support, counseling, stress management resources, and substance use prevention and cessation programs.

Financial



Making wise decisions to meet current financial obligations and planning for a secure financial future helps us enjoy life. Northwell offers several programs and resources to support your financial well-being covering topics such as paying for education, financial planning, family planning and childcare and retirement.

Spiritual



Finding purpose, hope, connection and comfort on the good days and the tough days strengthens our spiritual well-being. Northwell offers several programs and resources to support your spiritual well-being from chaplaincy services.

Social



Connecting makes us feel good. Think well-being challenges or exploring your creativity. Northwell offers numerous programs and resources to support your social well-being, including the BERGs, myRecognition, our Northwell Life Facebook Group and much more.

Culture of well-being

Engagement



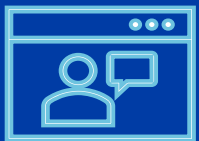
Creating networks

- Partnerships
- Wellness Liaisons
- Physician Wellness Liaisons
- Care Collaborative
- Union



Education on resources

- Site-requested workshops
- System wellness workshops
- Site support
- National Health Awareness



Accessibility

- EW YouTube channel
- Weekly Employee Wellness newsletter
- Monthly Benefits + Well-Being newsletter
- Well-Being Resources page
- Employee Wellness myBenefits website
- myWellness/Virgin Pulse

Holistic Programming



myWellness



Breastfeeding support



Healthy Choice



EAP + PRN



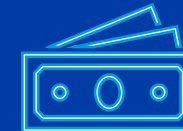
myHealthyBody



Caregiver BERG



Site activations



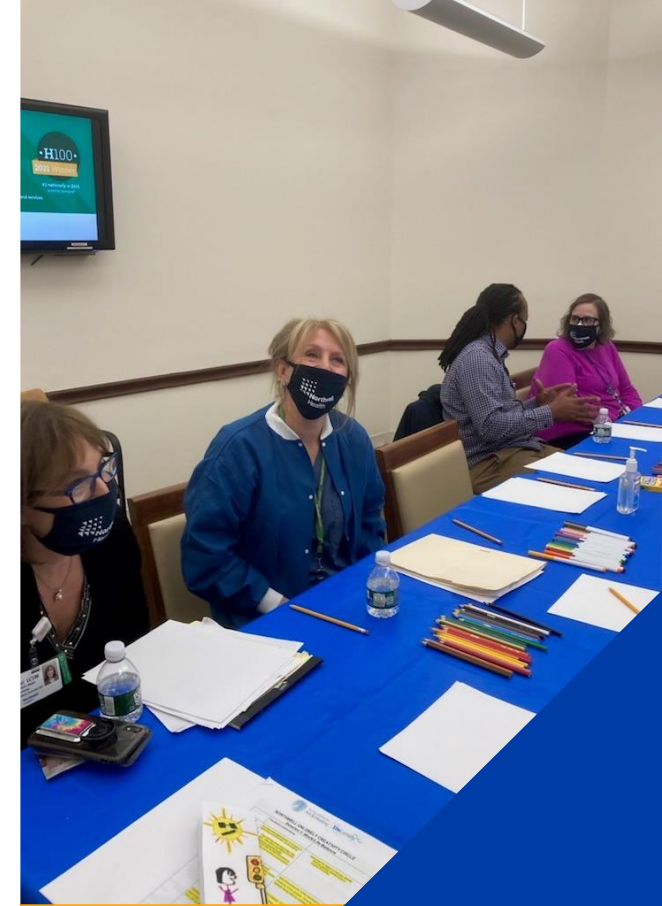
Financial Programs



Well-Being Credits

Expansion of Offerings

- New offerings from growing interest:
 - Cook-Along
 - Reflective Writing
 - Resiliency
 - Creativity Circles
- Thrive Global
 - Western region pilot
 - System-wide launch
 - Leadership Journeys - LeadNEXT
- Transcendental Meditation
- WaQi program
- Northwell Direct well-being fulfillment
- Financial workshops + education
- Foundation for Arts + Healing
 - Unlonely Project
- Tailored special event requests (i.e., ACPs)
- Northwell Health Foundations Walk support
- Region specific strategy requests
- Substance Use Committee
 - Summit Request
- Celebrations campaign
 - Fitness Center launches
 - Northwell Kids initiative



Employee Wellness by numbers



Virgin Pulse



52,932 Platform registrations



28,248 Health Risk Assessment completions system-wide



16,421 team members registered for Walk across Asia
3,068 teams of 6
>5.6 billion steps taken

Healthy Choice



115 Healthy Choice recipes and
2 seasonal cookbooks



23 New Healthy Choice recipe videos created



>600 team members and their families educated in cook-along teaching kitchens

At the Sites

301 site requested workshops delivered
71 system wellness workshops delivered
234 Wellness Liaisons for on-site engagement incl. night shift and
21 union represented Wellness Liaisons
143 Physician Wellness Liaisons to help engage the physician population
Launched the *Fitness Center Playbook*
52 weekly Employee Wellness newsletters released and **12** monthly newsletters

Northwell Health®

Healthy Programs

>50k views on Employee Wellness YouTube Channel with over **226** well-being videos available
16,118 enrolled on myHealthyBody
5 Northwell UnLonely sessions incl. Creativity Circles and Front Row
11 Health awareness months observed
>180 team members screened for Hypertension
601 Heart-to-Heart sessions offered
17 Prayer circles offered
52 Inspiration Call Line messages

Family + Maternal Health

>400 Baby Gifts sent to team members
57 Lactation room spaces to support breastfeeding team members
Launched the *Working Parent Community* as part of the Caregiver BERG
4 Working Parent workshops offered
1 Working Parent Support Group session
Launched the *myHealthyBody Diastasis Recti* exercise and education program
Launched maternal heart-to-heart line

Employee + Family Assistance Program

by numbers



6,172 total calls to EAP



2,877 team members receiving EAP services

Comprehensive counseling and referrals that promote emotional well-being of team members and their families, aimed at helping individuals remain productive and engaged in their work and home lives. Consultative assistance to support Northwell leaders in challenging situations and difficult conversations.

Top 3 Concerns

2,137

Behavioral health Presenting with concerns such as anxiety, depression and stress.

1,330

Family/couple Notable increase of parents seeking support for children who are depressed, anxious and have special needs

1,272

Stress/personal Interpersonal issues at home and at work

Northwell Health®

Support for life's difficult situations

EAP also supports these team and family member concerns

- ✓ Job Performance/Issues
- ✓ Grief
- ✓ Financial/ECFAS support
- ✓ Substance Use, 70 return to work
- ✓ Domestic Violence
- ✓ Substance use
- ✓ Diversion
- ✓ Unexpected/crisis events

Manager Training, Workshops + Support Groups

The EAP team provides training managers and leaders on suicidal ideation, reasonable suspicion and domestic and intimate partner violence.

25 training sessions, 700 managers reached

Workshops + Caregiver BERG Support Groups

55 About EAP, stress management and Road to Resiliency workshops presented

10 Caregiver BERG Support Groups

3 Working Parent Community support and perinatal loss groups

Let's continue the conversation....

**Families, remote workers,
generational considerations, inclusion,
other.....**

Thank

you

Patricia Flynn

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AVP, Employee Wellness + EAP