

NewYork-Presbyterian Hospital Application for the Mental Health Corporate Excellence Award

Overview of NewYork-Presbyterian and NYPBeHealthy

NewYork-Presbyterian Hospital (NYP), the #1 hospital in New York based on U.S. News and World Report, is dedicated to preventing disease and improving the health and wellbeing of its patients, employees, and communities. Integral to this mission is the commitment to helping employees improve and maintain their health and overall wellbeing.

NYPBeHealthy is a comprehensive, employee-focused health and wellbeing program that offers a wide range of programs that promote the health and mental health of employees.

Programs to Promote Employee Health and Mental Health

Through **NYPBeHealthy**, employees have access to services such as confidential and complimentary on-site wellbeing coaching to support employees in reaching their personalized health goals, onsite and online restorative and stress management resources, annual health promotion challenges and events, and much more. Attachments 1 & 2 show the full scope of the **NYPBeHealthy** program. NYP employees can also participate in regular mindfulness and meditation sessions as well as onsite yoga and restorative classes.

NYPBeHealthy also offers employees access to **Healthy Mind**, NYP's Employee Assistance Program, which provides confidential counseling and crisis intervention services to all employees, their household members, and family members. Through this program, employees have a dedicated phone number to call 24/7 which connects them directly with a licensed professional who can form an intervention plan for face-to-face, telephonic, or video counseling. Counseling is for any concern including: depression, stress, anxiety, grief and loss, interpersonal relationship issues, family/couples issues, or difficulties with a life transition, etc. Anyone who accesses **Healthy Mind** is entitled to five no-cost counseling sessions per issue, per year. The program also offers a wide array of online resources such as tip sheets and webinars in all areas of healthy living.

NYP has established a multi-disciplinary **Employee Bereavement Committee** to provide emotional support to employees impacted by the death of a colleague. The offerings are tailored to the needs of the department but can include group debriefing, one on one counseling with our onsite Occupational Psychiatry providers, **Healthy Mind** referrals and educational material, memorial services, etc. NYP also offers a monthly drop-in Staff Grief Group to address both patient and personal loss. Furthermore, NYP offers **Critical Incident Debriefings** in the event a work group is impacted by a significant traumatic event. Debriefings are either facilitated with internal staff who have received specialized training or by a **Healthy Mind** crisis counselor.

Screening and Mental Health Support

Employees also have the opportunity to participate in annual onsite biometric screening events and an online wellbeing assessment, to help them monitor their physical and mental health. While the onsite screenings provide on-the-spot biometric results, the online wellbeing assessment evaluates total wellbeing, including screening employees for stress, anxiety, and depression. Employees have access to onsite and telephonic health coaches to discuss areas of concern, and are contacted by a telephonic coach if their assessments show them to be at-risk in any area.

Administered through NYP's Workforce Health & Safety Department (WH&S), all NYP employees are required to complete an Annual Health Review. Employees complete screening questions related to depression symptoms and substance use that is then reviewed by a WH&S clinician. If the employee answers 'yes' to any of the screening questions, the clinician will further inquire and if necessary refer to Occupational Psychiatry.

At NYP, **WH&S Occupational Psychiatry** services, led by an occupational psychiatrist and two occupational psychiatry clinical nurse case managers, provide a wide array of services. Services provided to all NYP employees include: crisis intervention, pre-placement evaluations and referrals, critical incident debriefings, supervisor consultations regarding difficult issues in the workplace, and educational workshops. Employees are also able to meet with any member of the Occupational Psychiatry team for any mental health related issue, and strict confidentiality is maintained for all services. Furthermore, NYP offers **House Staff Mental Health Services** to provide short-term, no-cost confidential care to medical residents and fellows. There are dedicated crisis phone lines where a resident or fellow can directly access an emergency psychiatry attending 24/7.

Support for Sick Employees

NYP has a generous sick leave policy that entitles benefit eligible employees to 12 sick days per year which can be used for their own personal illness. NYP has an onsite Leave Management Unit to coordinate leaves of absence longer than one scheduled work week. Mental and physical health conditions are viewed as the same – meaning that the employee is entitled to medical leave regardless if an employee has a physical or mental health condition. NYP has also included a mental health rider to their current voluntary short-term disability policy to extend coverage to employees with mental health conditions.

NYP also has a very unique program to assist severely ill employees. The **Critical Illness Support Program** was established two years ago to assist employees who have a severe health condition navigate the benefits and resources NYP has to offer. The program is administered through a dedicated registered nurse. The program has assisted employees who have been diagnosed with schizophrenia, depression, complicated grief, bipolar, and early onset dementia in addition to conditions such as cancer, end stage renal disease, recovery from a transplant, etc. Furthermore, the program has helped employees who are caring for a family member with a mental health condition by supporting them during their leave of absence. Healthy Mind is always offered to an employee enrolled in this program. Employees who wish to utilize counseling through Healthy Mind are able to request telephonic or video counseling in the event that attending an in-person appointment is not doable.

Accommodations

At NYP, all qualified applicants and employees with disabilities will be afforded equal opportunities with respect to hiring terms and conditions of employment in accordance with applicable federal, state, and local law. If an employee in recovery from a serious mental illness were to request an accommodation, the employee's department in consultation with WH&S, Occupational Psychiatry and HR would evaluate the accommodation request and participate in the interactive process. Qualified individuals with disabilities are provided reasonable accommodation as long as there is no undue hardship to NYP. NYP also offers the **WH&S Transitional Work Program** that works to provide short-term temporary modified work within an employee's department or external department for eligible employees. This program is administrated by a registered nurse.

Respect

NYP promotes a culture of wellbeing and respect across the organization. All newly hired employees receive orientation that includes information on how to access health and wellbeing resources, including key programs such as Wellbeing Coaching and Healthy Mind. Further, NYP's RESPECT credo, in effect across the organization, fosters a culture of respect, support, and understanding, by emphasizing that everyone at NYP be treated as a valued human being (feelings, needs, ideas, and preferences are valued and respected) and is to be supported by their colleagues when they are in need of help.

Promoting Mentally Healthy Living among External Stakeholders

NYP identified Mental Health as a priority health need in conducting the 2016 Community Health Needs Assessment (CHNA) and subsequent creation of the 2016 NYPH Community Service Plan (CSP), that can be accessed here: <http://www.nyp.org/pdf/communityserviceplan2016.pdf>

Mental Health First Aid Training

NYP Trainers offer Mental Health First Aid (MHFA) for Youth and Adults, an 8-hour certification program that has been recognized in the SAMHSA National Registry of Evidence-based Programs and Practices. Through the training, people gain skills to help individuals who may be developing a mental health problem or experiencing a mental health crisis. Mental Health First Aid is also part of the NYC Office of the First Lady's NYCThrive Initiative. NYP trainers offer this course to community members across the city including members of the Eastside Taskforce on Homeless Outreach and Services (ETHOS). To date, NYP has trained over 400 clergy and community members across the city in MHFA.

Mental Health Taskforce Program

Working together with several community based organizations, a mental health prevention program has been established in the Lower East Side of Manhattan. Through the training, people gain skills to help individuals who may be developing a mental health problem or experiencing a mental health crisis. Since its establishment, Mental Health Taskforce has gained much recognition in the Asian community and has expanded their membership. Recently, Gracie Square Hospital has been invited to participate in their workshop.

Military Family Wellness Center

Military Family Wellness Center at NYP connects U.S. military service members of any duty status and service era and their families with high quality, evidence-based mental health services. This innovative program, which is available at both NewYork-Presbyterian/Columbia University Medical Center and NewYork-Presbyterian/Weill Cornell Medical Center, helps address the unique health challenges of service members and their loved ones in a confidential and secure environment. The Military Family Wellness Center is on the cutting edge of clinical care for mood and anxiety disorders, and trauma related to military service, including both combat and military sexual trauma (MST). Guided by our armed forces research programs, we create evidence-based treatment plans for service members and their families who are coping with post-traumatic stress disorder (PTSD), depression, anxiety and other mental health issues. Every new patient receives a thorough intake assessment which allows us to get a deeper understanding of the challenges each patient faces. At the Center, patients are an integral part of the care team. Treatment planning decisions are collaborative, and ultimately, patients choose what form of therapy best fits their needs. Available treatment options include individual therapy, telehealth, couples therapy, group therapy, and emerging treatments including Equine-Assisted Therapy for PTSD and Attention-Bias Modification Treatment (ABMT).

Turn 2Us Program

Turn 2Us Program is a partnership between NYP, Columbia University Community Pediatrics, and Derek Jeter's Turn 2 Foundation. The program strives to promote mental health and academic success in children at risk for a mental health disorder. It empowers the school community (students, parents, and school staff) to engage in healthy lifestyle practices that promote well-being and reduces the stigma that impedes individuals from seeking mental health-related services.

NewYork-Presbyterian Hospital Westchester Division Outreach

NYP Westchester Division provides the following outreach to the community for mental health awareness:

- Hosts community health lectures on campus throughout the year on mental health topics
- Provides speakers to schools, religious institutions, organizations on mental health
- Issues community newsletter
- Has community advisory board to inform the community and solicit feedback
- Hosts annual mental health fair and recovery fair for the community and organizations
- Hosts support groups
- Participates in annual Mental Health Awareness month – lecture; anti-stigma ribbon campaign
- Provide sponsored content to lohud.com on subjects related to mental health

NYP Westchester Division has a Patient and Family Advisory committee that consists of staff as well as former patients and family members/loved ones who work together to improve our services and promote mental wellbeing.

Social Media Outreach

One month per year, NYPBeHealthy does a Refresh & De-Stress campaign via social media. The goal is to educate the community about stress, pausing and assessing one's stress levels, how to relax and de-stress, and tips to build resilience. During this month, a daily #NYPBeHealthy tweet was shared via @nyphospital's Twitter handle and several NYPBeHealthy-developed infographics were tweeted. In November in advance of Thanksgiving, NYPBeHealthy had a "10 Days of Gratitude" campaign on social media. Every day, a #NYPBeHealthy tweet was tweeted via @nyphospital so the community could learn practical ways to practice gratitude. Additionally, every Wednesday, @nyphospital shares a #WellnessWednesday tip created by NYPBeHealthy on a wide variety of wellbeing and health promotion topics.