

Customized Health Care Programs

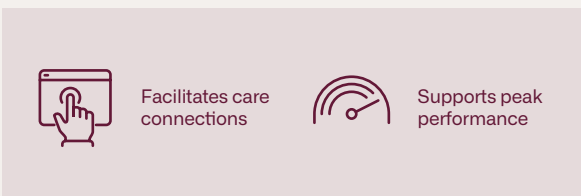


CCA recognizes there are certain segments of the healthcare workforce that do not utilize traditional services due to stigma and concerns about confidentiality. Relative to seeking support from counselors and therapists, physicians and nurses tend to be more comfortable speaking with peers. We have found that customizing our program to cater to the unique needs of different constituent populations significantly increases program utilization, as well as the health of the organization.

Peer Support Programs

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To address these barriers, CCA has created a peer-to-peer support program that offers easy and discreet access to trained peer coaches who can provide prompt consultation and short-term support. They also facilitate connections to mental health professionals who can provide confidential referrals related to acute distress, substance abuse, grief, burnout, PTSD, family concerns, and other issues impacting physician and nurses.



The Peer Support Program is served by experienced CCA clinicians with master's or PhD credentials, clinical licensure, and at least 15 or more years of pertinent experience. All team members have extensive clinical experience, have served healthcare clients including Physicians and high-level executives, and have management and executive coaching experience. Facilitates care connections
Supports peak performance.

The Peer Support Program includes:

- Overall design of the program such as program parameters, processes for recruiting and training peer coaches, and setting up a system for tracking and reporting.
- Comprehensive peer training involving live, instructor-led training, written materials, and communications to peer coaches providing pertinent resources, and updates about the program.
- Intake, connection to peer coaches, and backup support as well as referrals to specialized services and crisis intervention, as needed.
- High-touch account management including consultation, quality assurance, and oversight on every case as well as regular communication/promotion.
- Virtual support groups led by training professionals who are also licensed clinicians, designed to provide a forum for participants to air questions and concerns and receive information and guidance.



The HEAR Program

The Healer Education, Assessment and Referral (HEAR) Program was designed to detect at-risk healthcare providers. There is a higher risk for suicide among physicians and nurses compared to the general public. This program has been successful in identifying risks and addressing them with the goal of preventing escalation



Through a confidential website customized for the organization, individuals are invited to take a brief questionnaire to assess how stress and depression may be impacting them. The questionnaire is a valid, reliable tool provided by the American Federation of Suicide Prevention. The results are stratified by risk and sent to an EAP counselor (encrypted and anonymous). Depending on risk factors, a personalized response is sent back to the individual within 24-48 hours. Participants review the counselor's response and can exchange messages with the counselor over the program website, providing them the opportunity to ask questions and learn more about the services that are most suitable for them. They receive personalized feedback, recommendations, and support, and explore service options—including a referral for individual professional therapy—in a safe and confidential way. All exchanges are conducted anonymously.

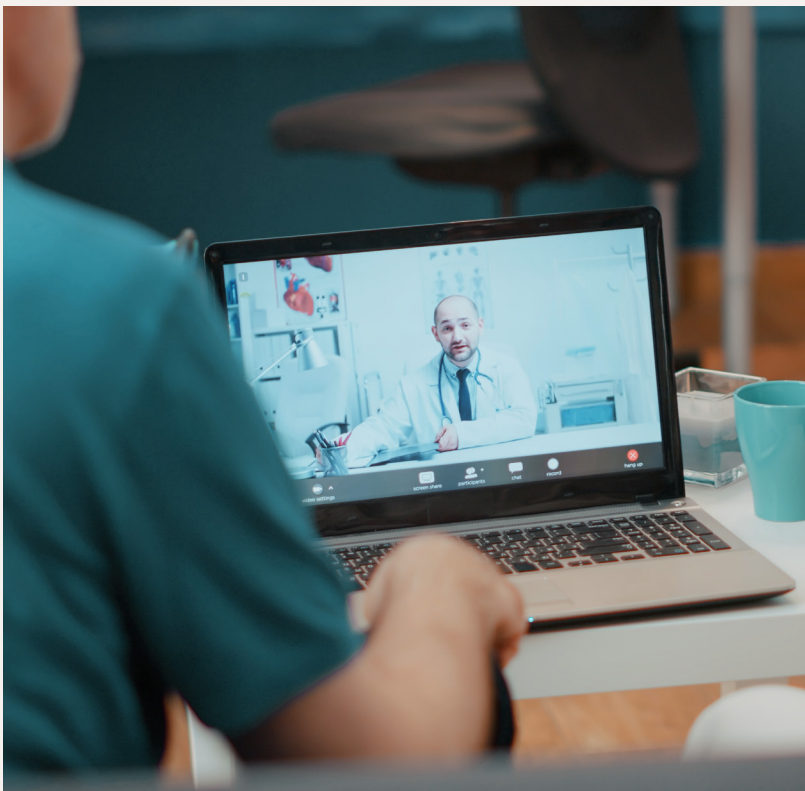
The program addresses the stigma attached to reaching out for help for emotional health and/or substance use issues and the risk to one's job, career, and licensure by making the process anonymous, unless the individual wishes otherwise.




The MEPRA Programs


The Mindful Ethical Practice and Resilience Academy (MEPRA) is the product of an academic and practice partnership at The Johns Hopkins University Hospital and School of Nursing, and is designed to cultivate a culture of mindfulness, ethical competence, and resilience for novice and experienced nurses. The framework for building ethical competence and moral resiliency includes self-regulation; mindfulness; moral sensitivity, discernment, and action; and targeted communication skills. MEPRA has four essential, interconnected components 1) Foundational program, 2) Communities of Practice, 3) Retreats, 4) Unit-based Champions. Modalities include in-person facilitation, reflective practices, roleplay, simulation, and multi-media platforms.

The program is the footing for unit-based and system-wide interventions to influence a culture of ethical practice in healthcare. MEPRA graduates share a common experience, vocabulary, skills, and practices that organically create community and experience in using a common model for culture change.



Since 1984, CCA has been helping organizations improve performance by optimizing the potential of their greatest asset—their people. As a premium EAP provider and corporate consultant, we provide support to management, HR, and employees through our counseling, learning and development programs, coaching, and consulting. CCA's high-touch services have put us ahead of the curve in helping leaders to mitigate risk and elevate their businesses to the next level.

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