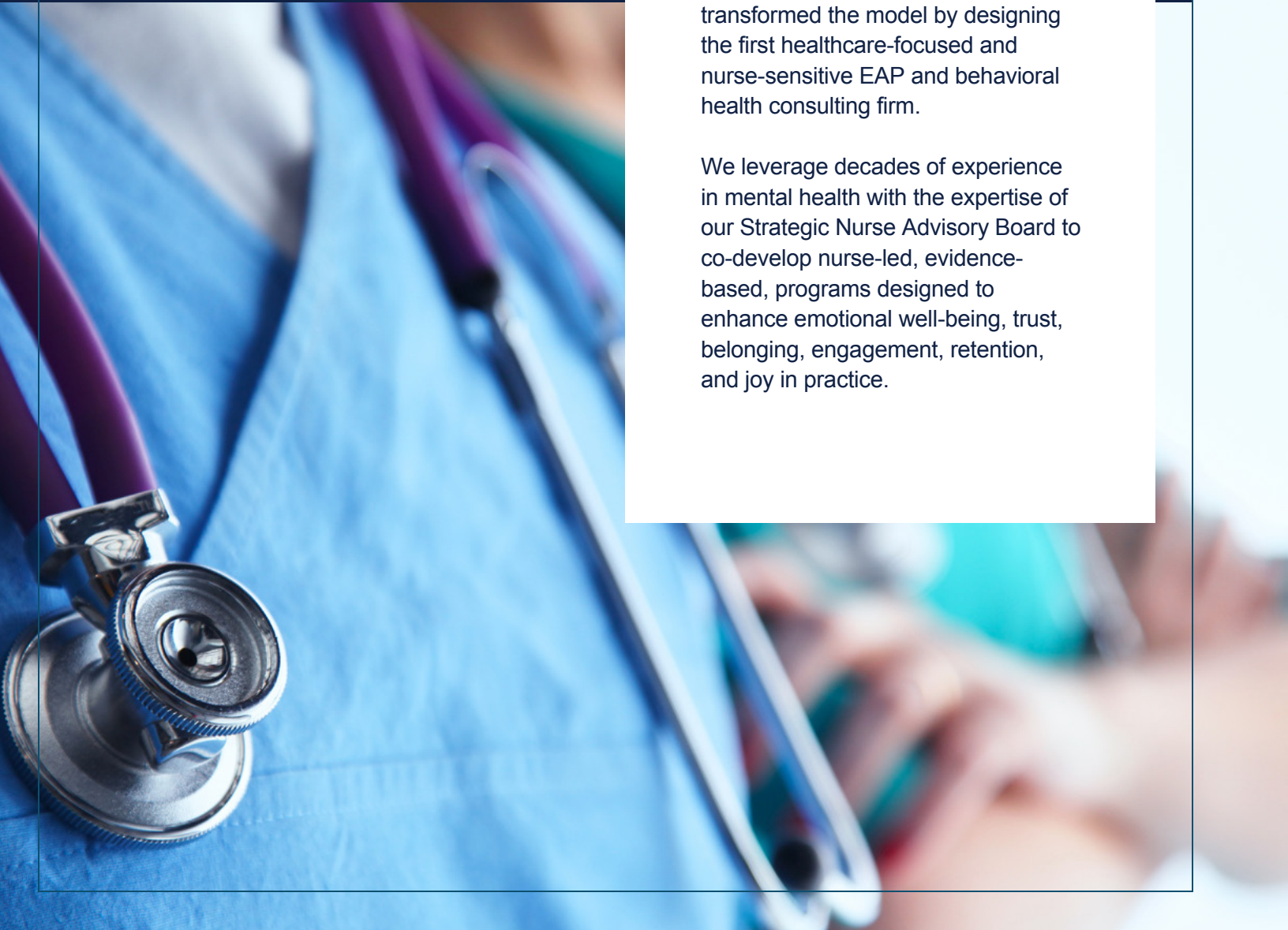


Transforming Mental Health in Healthcare

As a behavioral health consulting firm and premium employee assistance program, CCA helps healthcare organizations improve the emotional well-being of their workforce and workplace culture. Traditional mental health resources are missing the mark and not meeting the needs of healthcare professionals. While the emotional toll has increased, utilization of resources has remained alarmingly low. Barriers include stigma, eroded trust, concerns over loss of licensure, limited bandwidth, negative previous experiences, and lack of prioritization of self. CCA has transformed the model by designing the first healthcare-focused and nurse-sensitive EAP and behavioral health consulting firm.

We leverage decades of experience in mental health with the expertise of our Strategic Nurse Advisory Board to co-develop nurse-led, evidence-based, programs designed to enhance emotional well-being, trust, belonging, engagement, retention, and joy in practice.





Lori Armstrong, DNP, RN, NEA-BC For over 25 years, Lori Armstrong has mastered best practices for nurse leaders as a CNO at top hospitals across the country. She helps nurses increase their leadership capacity, capabilities, and engagement to deliver great outcomes for themselves professionally and for their patients. Using her extensive clinical and executive experience combined with humanity, humor, and contagious energy, Lori transforms leadership, improves operational excellence, and increases patient safety and patient satisfaction.



Donna Beecroft, MSN, RN, NE-BC Donna is the Chief Nursing Officer with Memorial Hermann in Houston, TX. Donna's expertise is in nurse leadership and operations for large healthcare systems. Her progressive, innovative, and open approach to leading with heart inspires her team of nurse leaders and direct care workers.



Judy Davidson, DNP, RN, FCCM, FAAN As a leading nurse researcher with the University of California, San Diego, Dr. Davidson is an advocate for suicide prevention. Her adaptation of the evidence-based Healer Education Assessment and Referral (HEAR) suicide prevention program has been recognized by the American Academy of Nursing for its positive impact and as an Academy Edge Runner as a best practice for addressing at-risk nurses.



Michelle Doran, DNP, RN, NPD-BC Michelle has more than 25 years of experience in clinical and administrative nursing practice and leadership. As the Director for the Healthcare Division for CCA, Michelle has been instrumental in creating nurse-focused solutions. Her background includes pediatric clinical practice, and leadership roles in academic medical centers and the health plan industry. She has supported organizations in achieving Magnet, Baby Friendly designation, Transition to Practice accreditation, and ANCC provider unit accreditation in nursing continuing education.



Kim Meeker, MBA, BSN, RN Kim has served as the Vice President of Patient Care Services and the Chief Nursing Officer for Henry Ford Wyandotte Hospital and Henry Ford Health Center—Brownstown since January 2021. She also serves as the President for the Michigan Organization for Nursing Leadership. As a motivational leader, she has demonstrated throughout her career the importance of sustaining and building teams dedicated to patient and team member excellence. Kim possesses expertise in continuous improvements, such as introducing frameworks that drive strategies and workflows for improved patient outcomes.



Teri Pipe, PhD, RN Dr. Pipe serves as the Founding Director of Arizona State University's Center for Mindfulness, Compassion and Resilience. Dr. Pipe was the inaugural Chief Well-Being Officer for ASU and served as Dean of the Edson College of Nursing and Health Innovation from 2011-2018. In 2014 she was selected as a Robert Wood Johnson Foundation Executive Nurse Fellow. Before joining ASU, she served as director of Nursing Research and Innovation at Mayo Clinic Arizona and was an associate professor of nursing at the Mayo Clinic's College of Medicine.



Cynda Hylton Rushton, PhD, MSN, RN, FAAN Dr. Rushton is the Anne and George L. Bunting Professor of Clinical Ethics at the Johns Hopkins Berman Institute of Bioethics and School of Nursing. She is the editor and author of *Moral Resilience: Transforming Moral Suffering in Healthcare*. Dr. Rushton is also a member of the American Nurses Association Center for Ethics & Human Rights Ethics Advisory Board and American Nurses Foundation Well-Being Initiative Advisory Board, as well as a Hastings Center fellow, chair of the Hastings Center Fellows Council, and a fellow of the American Academy of Nursing.

The Impact of Investing in Well-being



Proactive Wellness Check-In

This transformative mental health program addresses barriers to care by shifting from the traditional paradigm of the opt-in, crisis-mode approach to a model that proactively fosters mental wellness.

In coordination with leadership, confidential, voluntary virtual sessions will appear on participants' personal calendars and they can opt-out of scheduled appointments at any time.

There are many barriers to accessing mental health support, especially for nurses and other healthcare professionals. Seeking help for the trauma and emotional burdens is not a sign of weakness and the caregiver "hero" concept can no longer prevail. Too often, however, individuals wait until they're in crisis before they get needed services. Others are simply less inclined to raise their hands and ask for assistance — they lack awareness of available behavioral health resources or the time and energy to schedule appointments, or they're concerned about the stigma associated with seeking mental health support.

This approach aims to increase utilization of emotional health resources through easier access to care. This novel program includes pre-scheduled, optional, wellness assessments and up to five counseling sessions for all enrolled participants.

How It Works:

- Individual wellness assessments and sessions are scheduled in coordination with leadership, by default, for all enrolled employees. Employees can choose to opt-out or reschedule.
- Unit managers participate in a 30-minute orientation session that explains the program components, guidance on implementation, scheduling, and messaging around program endorsement.
- CCA provides project management and oversight of the program, coordinating delivery of all services with organizational leadership.
- Aggregate outcomes data, including utilization rates, average number of sessions attended per individual, number of referrals, and anonymous program evaluations are collected, and shared with participating organizations.
- Participants have the option to participate in up to 5 counseling sessions.
- All sessions are confidential and optional. Any identification of risk of harm to self or others is managed through standard of care processes and procedures.
- If agreed upon and based on identified issues, participants may be referred for ongoing mental health support or work-life services.

Don't wait until your employees are in crisis to seek help. Invest in their well-being with CCA's Proactive Wellness Check and empower them to be their best selves.



Nurse Leader Well-being Is a Healthcare Imperative

PATIENT WELLNESS RELIES ON NURSE LEADER WELLNESS

Not only can stressed and exhausted nurse leaders negatively impact **employee engagement, satisfaction, well-being, and retention**, but they also place positive patient experiences, safety, and outcomes **at risk**.

BUILD NURSE LEADERSHIP from the INSIDE OUT with a unique, nurse-led, evidence-based program rooted in positive psychology and designed to cultivate both individual and team well-being.

THE ESSENTIAL WELLNESS WORKSHOP FOR NURSE LEADERS

In this 6-hour workshop, nurse leaders take part in expert-facilitated virtual or in-person group sessions consisting of guided exploration of topics, wellness assessments, and group processing. The program equips participants with evidence-based strategies for self-stewardship and cultivating well-being. Using dynamic, feedback-based delivery modalities and flexible cohort scheduling, the program provides an adaptable, efficient platform for engagement, healing, and growth.

TOPICS EXPLORED:

- Self-stewardship, compassion, and regulation
- Accountability/boundaries
- Persevering through uncertainty
- Trauma-informed/mindful leadership
- Leading an exhausted/burned-out workforce
- Cultivating psychologically safe and healthy practice environments
- Rebuilding trust, community, and belonging
- Reinvigorating joy and meaning in practice

SUBJECT MATTER EXPERTS:

Teri Pipe, PhD, RN Professor and Dean Emerita Founding Director, ASU Center for Mindfulness, Compassion and Resilience

Jay Sandys, PhD, LCSW Vice President of Organizational Development and Executive Coaching, CCA

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CCA has developed a model of the Healer Education Assessment and Referral (HEAR) program, in partnership with the **American Foundation for Suicide Prevention (AFSP)**, and with the guidance of **Dr. Judy Davidson**, nurse researcher on nurse suicide at University of California, San Diego. Nurses and physicians are at higher risk for suicide. This program reduces barriers to seeking help while increasing utilization of available mental health services by providing a safe, anonymous way for people to connect with the help and support they need.

The HEAR program is an anonymous mental health and suicide risk assessment and emotional support protocol. Through a customized encrypted web portal, individuals are invited to take a brief mental health self-assessment. The assessment is a valid, reliable tool provided by the American Foundation for Suicide Prevention. Results are stratified by risk and sent to a CCA mental health counselor (encrypted and anonymous). Individuals are contacted by a CCA mental health counselor within 24 to 48 hours, dependent on risk level.

Participants and their counselors communicate anonymously via encrypted web portal. Participants determine if/how/when anonymity is broken and continued method of communication. Individuals receive support, personalized feedback, recommendations, and explore service options—including a referral for continuation of individual professional therapy—in a safe and confidential way.

This protocol addresses the stigma attached to seeking 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.

HEAR is peer reviewed and evidence-based, receiving recognition from the National Academy of Medicine, the U.S Surgeon General's Advisory, the American Hospital Association, and as an Edge Runner for the American Academy of Nurses.



EMPOWERING WORKPLACE
MENTAL HEALTH SUPPORT

Mental Health Champions Program



The Mental Health Champions Program is a transformative initiative focused on workplace mental health. This comprehensive program empowers individuals across the organization to be advocates for mental health, promoting a more supportive and inclusive work culture. Through mental health first aid training, peer support, and the establishment of mental health champions within the organization, we drive positive change and well-being.

PROGRAM BENEFITS

- **Mental Health First-Aid Training:** Champions are empowered with proactive support skills, including coping strategies for trauma and self-care.
- **Peer Support:** Champions are trained to become peer coaches offering real-time, confidential, and informal emotional support to colleagues.
- **Mental Health Advocates:** Champions normalize mental health by advocating to reduce stigma through education and open discussions.
- **Foster a Supportive Work Environment:** A psychologically safe culture is cultivated.
- **Expert Clinical Guidance:** CCA's mental health clinicians provide ongoing support and consultation to ensure successful outcomes.



IMPLEMENTATION

- Built-to order to achieve goals and objectives of each organization
- Cohorts consist of 16-20 designated participants and can include HR professionals, managers, supervisors, and employees at any level
- 12 hours of live, instructor-led interactive workshops delivered virtually or in-person
- Role plays and experiential learning enhance application of new skills and ability to support colleagues
- Engaging self-learning modules

Support your teams with resources that increase engagement and promote mental health--and a healthier work environment.

CUSTOMIZABLE CONTENT

- Psychological/mental health first-aid
- Understanding the impact of mental health and substance abuse
- Effective counseling basics
- Identifying high-risk warning signs
- Empathetic listening
- Understanding trauma response
- Program scope and understanding when to seek additional clinical support and guidance

ONGOING SUPPORT AND CONSULTATION

- 24-hour access to experienced CCA clinicians for continuous support and guidance
- Quarterly check-in meetings to share best practices and learn from one another
- Clinical support to Champions around crisis intervention and referrals
- Debriefing for Champions following difficult interactions
- Consultation and quality assurance provided by a senior account executive
- Assistance with program implementation, participant selection, promotion, and stakeholder engagement
- Electronic/written tip sheets and promotional materials to facilitate communication and awareness



MEPRA



The **Mindful Ethical Practice and Resilience Academy** (MEPRA) program was developed by Cynda Hylton Rushton, PhD, RN, FAAN of The Johns Hopkins University Hospital and School of Nursing. CCA has replicated this evidence-based model, designed to cultivate a culture of mindfulness, ethical competence, and resilience for both novice and experienced nurses.

At its core, MEPRA upholds that we are at our very best when we stand in and for our core values— both individually and collectively. We tap into these values repeatedly to help guide decision-making, relationships, nursing practice, and nurses' desired impacts. The MEPRA curriculum is designed to help nurses cultivate their moral compass, and practice mindfulness and self-stewardship to foster self-renewal and to restore their integrity. Skills in constructive communication and values-based action are highlighted. These are essential elements to support nurses in daily practice and to heal. The framework for building ethical competency and moral resiliency includes skills involving:

- Self-regulation, stewardship, renewal
- Mindfulness
- Moral sensitivity, discernment, and action
- Targeted communication

OUTCOMES:

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.

The pre/post data shows a significant positive impact on:

- Ethical confidence and competence
- Depression
- Anger
- Mindfulness
- Work engagement
- Resilience
- Intent to stay



Since 1984, CCA has been helping organizations improve performance by optimizing the potential of their greatest asset—their people. As a nurse-focused premium EAP and corporate behavioral health 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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