

ESM CASE STUDY: HEALTHCARE

Mental health and lifestyle optimization clinic focuses on proactive stress solutions



CLIENT PROFILE

- They are an advanced behavioural and medical health provider that is on a mission to empower individuals toward improved quality of life in a timely manner using breakthrough treatments
- 9 locations across 6 states and growing
- 120+ employees



THE SITUATION

Their nationwide expansion was fuelling the need for a scalable stress solution to deliver proactive and holistic stress management programs for both employee and patients to improve health, safety, and performance indicators.

THE SOLUTION

We worked alongside the CEO, Director of Wellness, and Director of Research to develop a wearable-based stress monitoring solution to (1) reduce burnout rates and increase retention rates of clinic employees and (2) continuously monitor patient vitals and safety during and after treatment to improve quality of patient care services and subsequent patient outcomes.

THE ACHIEVEMENTS

Stress Pulses

We conducted Stress Pulses to identify sources of stress, risk of burnout, and use of existing stress management tools including wearable devices and mobile health apps.

Stress Clinics

We identified gaps in the existing employee health program and developed tailored webinars focusing on the latest evidence-based stress management and burnout prevention strategies to complement existing tools and practices used by employees to increase engagement.

Stress Monitoring

We developed a continuous stress monitoring solution using wearable devices to monitor vitals, stress levels, and sleep to predict the risk of burnout and adverse events.

Grant Submission

We worked with an interdisciplinary team to co-write and submit a grant value at \$2.25M to implement the ESM stress solution for people coping with the negative impacts of workplace stress.