

OVERVIEW

Previous pandemics have shown long-lasting mental health impacts for caregivers, and COVID-19 has proven to be no exception. Early research showed that health-care workers treating patients with COVID-19 reported high rates of depression (50%), anxiety (45%), insomnia (34%), and distress (72%).¹

Seeing the early toll on its own caregivers, Providence expanded its behavioral health offerings for caregivers to offer easy access to a full spectrum of resources.

To help care givers get to the right resource at the right time, Dr. Arpan Wagray, CMO for Providence Behavioral Medicine, and his team partnered with the Providence Digital Innovation Group's Digital Experience Team (DeX) to build a tool that helps caregivers navigate to the broad behavioral health resources available to them.

The online tool enables caregivers to rate their current stress level and directs them to the appropriate resources available to them.

RESULTS

The tool has been accessed more than 30,000 times to date and the team is currently in the process of making it available to all health systems for free.

MORE INFORMATION

You can see the tool in action at: <https://www.providence.org/for-employees/covid-19-resources>

Team



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PROVIDENCE DIGITAL INNOVATION GROUP DIGITAL EXPERIENCE (DEX) TEAM

Online tool design, development and testing

PROVIDENCE HUMAN RESOURCES DEPARTMENT

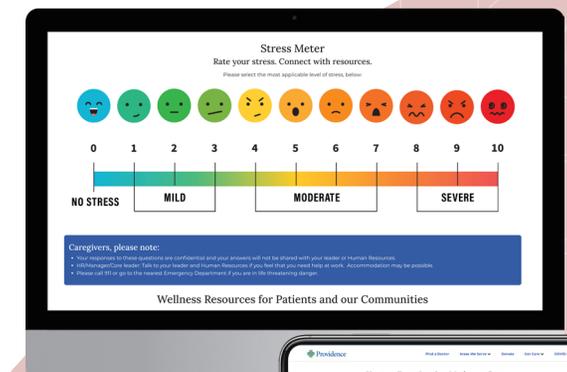
Behavioral Health Resource Selection

PROVIDENCE COMMUNICATIONS TEAM

Content Support

Technology

- **COVID-19 Caregiver Resource Website** – Internally developed
- **Choosewell** – Caregiver assistance program to help with everything from counseling to legal services
- **CredibleMind** – Expertly validated articles, podcasts and videos
- **National Suicide Prevention Hotline** – Free, confidential support for those in crisis
- **RISE** – Custom learning journey to navigate stress and burnout
- **SilverCloud** – Self-guided cognitive behavioral therapy program
- **Providence Behavioral Health Concierge** – Free virtual behavioral health appointments with licensed mental health professionals
- **TeleSpiritual Health** – Internally developed appointments for a prayer, strength or a listening ear
- **Work2BeWell** – Digital resources for youth and their parents



¹JAMA Network Open. "Factors Associated With Mental Health Outcomes Among Health Care Workers Exposed to Coronavirus Disease 2019." 3/2/20