

## CASE STUDY

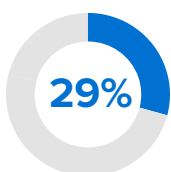
# 79% of Nurses at Risk for Clinical Burnout Improved Their Well-Being With NeuroFlow

## The Challenge

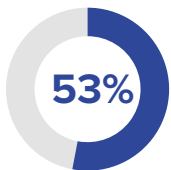
The COVID-19 pandemic has exacerbated the record levels of clinical burnout among frontline healthcare workers. According to a [Kaiser Family Foundation](#) survey, 55% of U.S. frontline healthcare workers report suffering from burnout. Recognizing the impact of COVID-19 on their frontline workers, [Trinity Health Mid-Atlantic](#)—the largest Catholic healthcare system serving the Philadelphia region—proactively sought a solution to improve the well-being of their frontline workers. Specifically, the healthcare system needed an effective way to identify staff suffering from burnout, provide compassionate support, and develop a protocol to triage frontline workers who are in crisis.

### PRIMARY OBJECTIVE

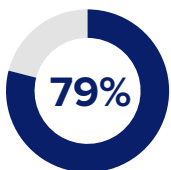
Managing and limiting clinical burnout among nursing staff.



29% of nurses who took assessments had scores indicating low well-being



53% of nurses with low well-being scores experienced clinical improvement in 90 days



79% of nurses with low well-being scores experienced clinical improvement in 4-8 months

### At a glance:



Customer  
**Trinity Health Mid-Atlantic**



Industry  
**Healthcare System**



Population  
**~1,850**



Location  
**Philadelphia  
Metropolitan Area**

## The Solution

Trinity Health Mid-Atlantic turned to **NeuroFlow** to provide discreet, self-guided care for nursing staff at three of its facilities—Mercy Fitzgerald Hospital, Nazareth Hospital, and St. Mary Medical Center. In collaboration with the Independence Blue Cross Foundation, NeuroFlow's **digital platform** delivered targeted, self-guided resources on stress management, burnout, and depression. Guided meditations, breathing exercises, and qualitative trackers reinforced psychoeducation and enhanced mindfulness and well-being practices. This asynchronous and anonymous tool provided nursing staff with 24-hour access via desktop and mobile to wellness support without fear or stigma.

Aligning with the best practice of measurement-based care, NeuroFlow also measured the well-being of the population by delivering the World Health Organization 5 Well-Being Index (WHO-5) assessment to nursing staff at monthly intervals. The WHO-5 is a short self-assessment that measures well-being on a scale of 1-100, with 100 representing the best possible well-being. The WHO-5 is not a diagnostic tool but an effective way to screen for depression.<sup>1</sup> Routine measurement helped Trinity Health Mid-Atlantic track the overall health of their staff—29% of which exhibited clinical levels of poor mood and depression—and provide immediate support to nurses with higher need or acuity.

Urgent alerts, informed by WHO-5 scores in combination with user data, prompted a phone call and a tailored intervention from Response Coordinators staffed by NeuroFlow. These timely interventions—39 occurred in nine months—proactively supported Trinity Health Mid-Atlantic nursing staff, triaged to the right level of care, and prevented behavioral health crises. ***“Providing these resources and timely interventions gave our employees immediate support and relief, which they needed after battling the pandemic for two years,”*** says Monica Eckhardt, MSN, RN, Chief Nursing Officer, at Trinity Health Mid-Atlantic.

1. <https://www.karger.com/Article/FullText/376585>

2. <https://doi.org/10.1080/08039480601151238>

3. [https://www.researchgate.net/publication/334562120\\_Objective\\_User\\_Engagement\\_With\\_Mental\\_Health\\_Apps\\_Systematic\\_Search\\_and\\_Panel-Based\\_Usage\\_Analysis](https://www.researchgate.net/publication/334562120_Objective_User_Engagement_With_Mental_Health_Apps_Systematic_Search_and_Panel-Based_Usage_Analysis)

## The Results

In the nine-month period since launch, nurses at Trinity Health Mid-Atlantic who utilized NeuroFlow saw an immediate, positive impact. In particular, nurses who were most at risk, as identified by low WHO-5 scores, improved their well-being scores significantly. 53% of nurses who scored  $\leq 50$ —indicating poor mood or likely depression—and completed an additional WHO-5, experienced a clinically significant improvement of 10 points<sup>2</sup> or greater in their scores after 90 days. After four to eight months, **79% of nurses who initially scored  $\leq 50$ , and took a follow-up WHO-5, improved their scores by  $\geq 10$  points.**

Enthusiasm for the app among Trinity Health Mid-Atlantic nursing staff was also high. Of those nurses who were eligible for NeuroFlow, **20% registered for the app, which is well above the average registration rates of 6% for similar behavioral health solutions.**<sup>3</sup>

*“Our nurses were hungry for this content and this level of support. The registration rates and the level of engagement in the app speaks for itself.”*

**- Monica Eckhardt, MSN, RN, Chief Nursing Officer,  
Trinity Health Mid-Atlantic**



Trinity Health Mid-Atlantic staff review NeuroFlow's wellness resources during a Nurses Week celebration.

**Learn more about how NeuroFlow can  
prevent burnout at your organization >**