

# Employee Mental Health and Wellness Resources | Here when you need us



Your health and wellbeing are a top priority for Dartmouth Health. Across the board, we are more effective in doing our work and caring for others *when we take care of ourselves*. With competing priorities, both at work and at home, we often don't make time for our own mental health, wellness and wellbeing needs. You have said you want and need simple, easy access to the resources available, of which there is a myriad of support available to support you when you need it. We are here for you.

Contact Employee Assistance or the Lifestyle Improvement Program if you have any questions.

We will work to connect you to the resources you are looking for:

EAP [dh.eap@hitchcock.org](mailto:dh.eap@hitchcock.org) or (603) 650-5819

Lifestyle Improvement [lifestyleimprovement@hitchcock.org](mailto:lifestyleimprovement@hitchcock.org) or (603) 650-5950

## Human Connections

<p><u><a href="#">Aging Resource Center</a></u></p>	<p>The Aging Resource Center provides older adults, families, and community members with information, education, and support to help them live healthier and more informed lives. Located in Lebanon, the Center is part of Dartmouth Health's Geriatric Center of Excellence (GCOE). The focus is on improving physical, mental, and spiritual health. They also focus on the wellbeing of you and your family caregivers.</p>
<p><u><a href="#">Anthem Behavioral Health</a></u></p>	<p>Anthem and AmeriBen – trusted partners in health Committed to providing you with resources that encourage you to take charge and maximize your health. Know your plan and maximize your benefits.</p>
<p><u><a href="#">Behavioral Medicine Clinic for GME Residents and Fellows</a></u></p>	<p>To support the behavioral health needs of Residents and Fellows. <a href="mailto:PsychiatryTeamBSupport@hitchcock.org">PsychiatryTeamBSupport@hitchcock.org</a> <a href="tel:6036507075">(603) 650-7075</a></p>

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\*\* Not mental health counseling, health behavior-change coaching.

## Human Connections Continued

<p style="text-align: center;"><u>COBALT</u></p>	<p>Cobalt is a mental health and wellness platform created by and for Dartmouth Health Employees. Easily access COBALT from your home or work computer, smartphone or tablet. This confidential, easy-to-navigate online platform can connect you with the behavioral health supports that are tailored to your individual needs.</p> <ul style="list-style-type: none"> <li>• Free Support and Education <a href="#">Group Sessions</a></li> <li>• Digital Library – access anytime</li> <li>• Mental Health Access to DHBHS services</li> <li>• Behavioral Health Navigators – Not sure what you need? Connect with a navigator for a more personalized guide to the resources for you.</li> </ul> <p>You can learn more by watching this short video introducing <a href="#">COBALT</a>.</p>
<p style="text-align: center;"><u>Chaplaincy/Spiritual Health</u> Services vary by location.</p>	<p>CMC Chaplaincy <a href="#">Spiritual Care   Patients &amp; Visitors   Cheshire Medical Center</a></p> <p><a href="#">DHMC Chaplaincy</a> (603) 650-7939 Monday - Friday, 8 am - 4:30 pm On-call chaplain available any time at pager 9207. Order a consult for Chaplain through Spiritual Health Department by placing a consult order in e-DH, walk-in, or by calling the Spiritual Health office at (603) 650-7939 Monday – Friday, 8:00 a.m. - 4:00 p.m. or speaking to a Chaplain directly in a clinical area.</p>
<p style="text-align: center;"><u>Dartmouth Health Behavioral Health Solution (DHBHS)</u></p>	<p>DHBHS is a virtual four-domain behavioral health solution designed for employees with a mission to develop and deliver a robust and well-coordinated behavioral health solution for Dartmouth Health Employees to improve overall health, employee engagement and retention. Offering supportive therapy, psychotherapy, medication evaluation and management, and consultations.</p> <ul style="list-style-type: none"> <li>• Convenient SELF-SCHEDULING</li> <li>• NO session limits</li> <li>• Dedicated ACCESS to appointments for Dartmouth Health Employees</li> <li>• VIRTUAL appointments</li> <li>• Early morning and evening appointment AVAILABILITY</li> </ul>

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## Human Connections Continued

<p style="text-align: center;"><u>Diversity, Equity, Inclusion &amp; Belonging</u></p>	<p>At Dartmouth Health, we believe that the diversity of our patients, people, and community shows a strength we support and celebrate. See local intranet for site-specific details. Committed to creating a welcoming and inclusive environment for everyone to thrive, honoring all within our organization and the communities we serve. Our belief is simple and actionable: Dartmouth Health is better when we embrace each other with open hearts and minds, confront our biases, and take a stand for equity and inclusion.</p>
<p style="text-align: center;"><u>Employee Assistance Program – Internal EAP for DHMC and the Clinics</u></p>	<p>The Employee Assistance Program (EAP) offers free, confidential, short-term counseling and consultation services for staff members, and their immediate family members, at the Dartmouth Hitchcock Medical Center and the Dartmouth Health Clinics at Bedford, Concord, Manchester and Nashua. For all other employee groups, see <a href="#">KGA Life Services – 24/7 External EAP Partner</a></p> <p>Our compassionate, experienced staff includes licensed clinical psychologists and clinical mental health counselors. We can assist with a variety of difficulties, such as emotional wellbeing, relationships, and work-related issues.</p>
<p style="text-align: center;"><u>Employee Resource Groups</u></p>	<p>Employee resource groups (ERGs) are voluntary, employee-led, employer-recognized groups of people who join together based on shared interests, identities, or life experiences. ERGs create a positive and safe space for: allyship; friendship and support; and personal and professional development. ERGs collaborate to advance diversity, equity, inclusion and belonging at Dartmouth Health and in the community.</p>
<p style="text-align: center;"><u>Employee Resource Navigator</u></p>	<p>This office helps APDMH employees (and their families) access available resources, programs, and support on campus and in our wider community.</p>
<p style="text-align: center;"><u>Health &amp; Wellness Coaching &amp; Screenings**</u></p>	<p>The Lifestyle Improvement Program offers free biometric health screenings that include blood pressure, total cholesterol, HDL, TC/HDL ratio, height, weight, and waist circumference measures. On site at DHMC in Lebanon, by appointment only, leave with your results. Open at this time to employees with access to ManageWell® and working at APDMH, CMC, DHMC and the Clinics, MAHHC, NLH, Valley and VNH. Complete this short form if you are: <a href="#">Interested in Health &amp; Wellness Coaching or a Health Screening</a>.</p>

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## Human Connections Continued

<p><u>KGA Life Services – 24/7 External EAP Partner</u></p>	<p>KGA provides 24/7 access to professional counselors who provide counseling and connect employees with appropriate specialists and community resources. Employees are eligible for up to six counseling visits per person per issue. Additional services include free financial or legal consultation and much more.</p> <p>At all times, using KGA is confidential, your personal data and information about the services you access will not be shared with anyone including your employer.</p>
<p><u>LiveHealth Online</u></p>	<p><a href="#">LiveHealth Online</a> See a doctor online, 24/7.</p> <p>Available to employees enrolled in a Dartmouth Health medical plan. Get quality care from a board-certified doctor, psychiatrist or licensed therapist for health issues or behavioral health needs. Through a private video visit, doctors can assess your medical conditions and send a prescription to your pharmacy. Get an appointment with a licensed therapist or board-certified psychiatrist for your mental health needs.</p>
<p><u>Mental Health Resources</u></p>	<p>Organized by Dartmouth Health. Includes crisis lines, community contacts and supporting resources to help you and your patients support mental health.</p>
<p>Occupational &amp; Employee Health</p>	<p>Occupational Medicine offers services to improve, monitor, and maintain the health of our employees. See your site-specific resources across the system.</p> <p><a href="#">APDMH Occupational Medicine</a></p> <p><a href="#">CMC Employee Health</a></p> <p><a href="#">DH Occupational &amp; Employee Health</a> (603) 653-3849</p> <p>MAHHC Occupational Medicine</p> <p>NLH Occupational Medicine</p> <p><a href="#">SVMC Occupational Medicine</a></p>

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## Human Connections Continued

### Peer Support

The Dartmouth Health Peer Support Program offers clinicians across the health system the opportunity to talk with a specially-trained colleague about stresses at work and the emotional impact of caring for others. Whether dealing with an unexpected patient loss, malpractice claim, or any other stressful event related to caring for patients, the peer support will listen, share coping strategies, and help find additional resources if necessary. Participation in the program is voluntary and strictly confidential.

### Provider Ambassadors for Care Experience Coaching Program

Providers are tired. Patients notice. Coaching helps.

Provider burnout and disengagement are shown to negatively impact patient satisfaction, clinical outcomes, and organizational performance. Coaching has emerged as a promising intervention to support provider engagement and improve the care experience. Our Ambassadors are inspired Dartmouth Health clinical leaders who are trained and focused on creating the very best patient (and provider) experience. Through peer-to-peer observations and mentoring for patient experience improvement, our Ambassador team will partner with a provider in a thought-provoking and creative way to observe, talk through, inspire, or simply make small tweaks that can have a significant and lasting impact on the relationship with their patients and colleagues.

Our Ambassadors help with:

- ✓ Improving communication with patients
- ✓ Increasing patient satisfaction and resulting survey scores
- ✓ Increasing patient loyalty, adherence and outcomes
- ✓ Improving co-worker interactions & communication that impact patient experience
- ✓ Increasing provider satisfaction, engagement, and wellness
- ✓ Improving practice efficiencies

[Contact us today to get connected with a coach.](#) All conversations and observational sessions are free, completely confidential and non-punitive, and are value-added benefits for those who practice medicine at Dartmouth Health.

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## Human Connections Continued

### Wellness Champions

Staff who voluntarily agree to work to integrate health and wellness information, activities and programs into a team's work experience.

A wellness champion is: passionate about wellness; an advocate for wellness; a positive role model; an inspiration; knowledgeable about our offerings and the ManageWell® portal; and eager to help others.

### Women's Health Resource Center

As a community service, we are committed to promoting preventive care and respecting women's wisdom in making informed health care decisions. We offer support groups, classes, and workshops in pregnancy and parenting, first aid and safety, and women's health. Along with its many services, WHRC rents lactation pumps.

## Online Platforms & Resources

### Brightside

Brightside - Support for Daily Money Needs

Brightside Financial Care is available to all benefit eligible employees at no cost. Brightside is here to help when you are facing money challenges or urgent situations. They offer:

- Personalized, confidential support for paying bills, managing rent, improving short-term finances, and more.
- Hands-on help from a Financial Assistant who can provide resources to address expenses such as rent, transportation, heat and even speak on your behalf to such providers.

To connect with your Brightside Financial Assistant, visit [gobrightside.com/dartmouthhealth](http://gobrightside.com/dartmouthhealth) or call 855.681.9630.

### COBALT

(short video ntroducing)

Cobalt is a mental health and wellness platform created by and for Dartmouth Health Employees. Easily access COBALT from your home or work computer, smartphone or tablet. This confidential, easy-to-navigate online platform can connect you with the behavioral health supports that are tailored to your individual needs.

- Free Support and Education [Group Sessions](#)
- Digital Library – access anytime
- Mental Health Access – psychotherapy, supportive counseling, medication evaluation and management
- Behavioral Health Navigators –Connect with a navigator for a more personalized guide to resources for you.

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## Online Platforms & Resources Continued

<a href="#"><u>Employee Wellness Tips Newsletter</u></a>	<p>A bi-monthly newsletter created by Employee Wellness services to share wellbeing tips that you can easily apply to reinforce your self-care efforts. Register for the Employee Wellness Tips Newsletter in ManageWell to receive the bi-monthly newsletter to your email or visit the Lifestyle Improvement intranet homepage: <a href="https://one.hitchcock.org/intranet/hr/employee-wellness/lifestyle-improvement-program">https://one.hitchcock.org/intranet/hr/employee-wellness/lifestyle-improvement-program</a>.</p>
<a href="#"><u>Health &amp; Wellness for Dartmouth Health Employees</u></a>	<p>When you are looking for additional supports, this is a great place to start. Internet access to information about health and wellbeing services offered to DHMC and the Clinics staff. Some services available to other sites.</p>
<a href="#"><u>KGA Life Services</u></a>	<p>In addition to counseling services, KGA provides easy access to a platform of DIY resources such as parenting, eldercare, stress reduction, legal forms and more.</p> <p>At all times, using KGA is confidential, your personal data and information about the services you access will not be shared with anyone including your employer.</p>
<a href="#"><u>LearnLux</u></a>	<p>LearnLux is a financial wellbeing resource to support Financial Fitness.</p> <p>Available at no cost to you, this service is designed to provide personalized and accessible support to improve your financial confidence and security.</p> <p>With unlimited, confidential counseling from financial experts who are certified financial planners (CFPs), LearnLux can help you plan for retirement, manage student debt, and invest in your family's future.</p> <p>Look for more information on <a href="#">My Benefits Portal</a> or visit <a href="http://dartmouthhealth.learnlux.com">dartmouthhealth.learnlux.com</a> to schedule an appointment to discuss your specific financial goals and challenges.</p>

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<p><u>ManageWell® Portal &amp; App with Quarterly Challenge</u></p>	<p><a href="#">ManageWell®</a> is the Dartmouth Health Employee Wellness portal to access wellness activities and resources. Offering a variety of resources to support your personal health goals. Take charge of your wellness. Log in to discover a variety of programs and tools that you can access anywhere, anytime. The <a href="#">portal</a> is accessible both in and out of the network to employees and their significant other at:</p> <ul style="list-style-type: none"> <li>• Alice Peck Day Memorial Hospital (APD)</li> <li>• Cheshire Medical Center (Cheshire)</li> <li>• Dartmouth Hitchcock Clinics</li> <li>• Dartmouth Hitchcock Medical Center (DHMC)</li> <li>• Mt. Ascutney Hospital and Health Center (Mt. Ascutney)</li> <li>• New London Hospital (NLH)</li> <li>• Valley Regional Hospital (Valley)</li> <li>• Visiting Nurse and Hospice for Vermont and New Hampshire (VNH)</li> </ul>
<p><u>Schwartz Center for Compassionate Healthcare</u></p>	<p>Putting Compassion at the Heart of Healthcare. Access code: 3939  The Schwartz Center is committed to supporting healthcare professionals with additional resources on caring for their patients, themselves and their teams during challenging times.</p> <p style="text-align: center;"><a href="#">Please find mental health and wellness resources here.</a></p> <p>Through innovative programs, education and advocacy, the Schwartz Center is working to support caregivers, healthcare leaders and others and bring compassion to every healthcare experience.</p>
<p><u>Parent &amp; Caregiver Resources</u></p>	<p>(Upper Valley) We offer resources, support and flexibility to employees who are caring for children, who are lactating, or who are caring for elders in their lives. Check with your Human Resources office for other local resources.</p>
<p><u>Relocation Services</u></p>	<p>This service is here to make your transition to the Upper Valley of New Hampshire and Vermont as smooth as possible by providing guidance, leads, best practices, and connections to help you live, work, and thrive in the Upper Valley. No matter what your questions, Relocation Services is available to help.</p>

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## Online Platforms & Resources Continued

### Transportation

Services vary by site. Utilize this website to identify locally available transportation services that you can use to commute to/from work. The resources on this page will help you find regional transportation as well as information about the Dartmouth Hitchcock Medical Center (DHMC) shuttle service.

## Learning & Development

### Cheshire Employee Relaxation Sessions (intranet link)

Employees are invited to attend a 30-minute relaxation and breathwork practice led by [Claudia E. Matta, PA-C](#), Tuesdays from 12:15 to 12:45 (except for the following dates: 1/23, 6/11, 9/17, and 12/10). Meet in Auditorium A.

### Live Virtual Lifestyle Education Sessions

Employee Wellness offers employees, and their family, resources to help support personal health and wellness. Our events are open to all Dartmouth Health physicians, staff, volunteers and retirees. Many of these events are also open to employee family members.

### Meditation Practice with EAP

Open to all Dartmouth Health staff. Weekly, Wednesdays, 12:15-12:45p

### Organizational and Employee Development (intranet link)

Learning is an integral part of our organization and is the foundation from which we are able to change, adapt, and thrive. Our professional development offerings and resources help employees advance their knowledge and skills necessary to excel and expand career possibilities at Dartmouth Health. Being able to adapt and navigate change and transitions is key to personal wellness. Key resources to review to support personal or team wellness can be found in the Employee Development and Resources, Leadership Development and Resources, and Professional Skills Development sections.

"To keep the body in good health is a duty... otherwise, we shall not be able to keep the mind strong and clear." – Buddha.

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## Learning & Development Continued

### Workforce Development

Offers a number of programs to help you launch or advance your career in health care through the Workforce Readiness Institute. Some of these programs are offered at no cost to participants, with employment opportunities for successful graduates. The programs are built on these key pillars: access to college credit; full-time employment with benefits; national certifications and recognition; and technical and professional skill development. For more information, please call 603-653-3229 or email [wri@hitchcock.org](mailto:wri@hitchcock.org).

## Physical Spaces & Related Supports

### Lactation Resources

As an employer, we provide lactating employees with the support, resources and flexibility they need to express milk at work while separated from their infant. A reasonable amount of break time is provided for lactating employees so they can express milk as often as needed for up to a year after their child is born. Employees seeking time away to express milk should work with their manager. Managers and employees are encouraged to contact the Lifestyle Improvement Program for assistance with identifying an appropriate location.

### Onsite Fitness Rooms

CMC and NLH employees should contact Human Resources for more information regarding specifics.

At Dartmouth Hitchcock Medical Center (DHMC) and the Clinics, several onsite fitness rooms are available to support your healthy, active lifestyle. Several of our locations in Lebanon, NH, offer free, onsite fitness rooms for employee use. To use a fitness room, download and fill out the appropriate pages in the Fitness Room forms and then submit the completed forms to [lifestyleimprovement@hitchcock.org](mailto:lifestyleimprovement@hitchcock.org) for processing. Employee ID badge access to fitness rooms will be given based on your primary work location.

### Fitness Reimbursement

Dartmouth Health offers a \$200 reimbursement for benefited staff through Ameriben's *Medical Plan Fitness Benefit* to regular health club users. For questions, contact Dartmouth Health Benefits at 603-653-1400 or [dhbenefits@hitchcock.org](mailto:dhbenefits@hitchcock.org). For details visit [the benefits portal](#).

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## Physical Spaces & Related Supports Continued

### Corporate Fitness Discount

#### Corporate fitness discounts

Dartmouth Health employees can receive a discounted membership rate at these local organizations. To receive the discount, you must present your official Dartmouth Health badge.

- CCBA, Lebanon, NH, 603-448-6477
- Edgar May Health and Recreation Center, Springfield, VT, 802-885-2568
- Upper Valley Aquatic Center, White River Junction, VT, 802-296-2850

### Refresh Spaces & On-Floor Respite Rooms

At DHMC and Clinic locations there are several spaces identified as relaxation or refresh spaces. These spaces generally include items that have been shown to regulate the stress response. Access to the spaces and tools within the rooms vary from space to space. Some spaces simply provide a quiet space, with a relaxing chair and a view out a window; while others have massage chairs, sand art or yoga mats. Ask locally what spaces are available for you.

## Preventive Services Covered 100% on DH Medical Plans

### Medical Plan Preventive Services

There are many preventive services covered at 100% on the Dartmouth Health medical plans. If you and/or dependents are covered on the Dartmouth Health medical plans, we encourage you to schedule your routine care. Once on the Medical Plans page of the [MyBenefits Portal](#), click on the Preventive Care section.

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## State and National Hotlines

National Physician Support Line	1-888-409-0141
National Suicide Prevention Lifeline	988
<u>NH Rapid Response Access Point</u>	Get Help Now Call/Text 833-710-6477 <a href="http://www.nh988.com">www.nh988.com</a>
<u>Department of Mental Health (vermont.gov)</u>	<a href="http://www.mentalhealth.vermont.gov">www.mentalhealth.vermont.gov</a> 988 or Text VT to 741741 Peer Support Call/Text 833-888-2557

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We will work to connect you to the resources you are looking for:

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Lifestyle Improvement [lifestyleimprovement@hitchcock.org](mailto:lifestyleimprovement@hitchcock.org) or (603) 650-5950

For location specific questions, please contact your Human Resources Department.

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