

BECAUSE HEALTHCARE DESERVES MORE CARE

The pressures of working in healthcare are like those of no other industry. Emergency rooms go from quiet to chaos in a millisecond. “Workloads” are static one day and volatile the next. Healthcare organizations themselves are complex, dynamic environments, undergoing unprecedented change, all of which can create additional pressure for the professionals working within them. As in no other environment, the emotional and mental health of employees is directly linked to the physical health of other human beings, the patients.

That’s why KGA’s Healthcare Employee Assistance Program (EAP) offers services specifically designed for today’s hospitals, nursing homes, clinics, and/or assisted living facilities. In addition to robust counseling and work/life support for employees, KGA supports organizations with resources such as on-site counseling, return to work, wellness programming, smoking cessation support, and prevention training for harassment, reasonable suspicion, bullying and workplace violence.

KGA is the EAP of choice for Boston Children’s Hospital, Tufts Medical Center, Mount Auburn Hospital, Cambridge Health Alliance, Dartmouth-Hitchcock Medical Center, Signature Healthcare, New England Baptist Hospital, Harvard Pilgrim HealthCare and other healthcare leaders.



The KGA Healthcare EAP partners with healthcare organizations to maximize benefits and simplify the employee experience. Regardless of how an organization partners with KGA, employees benefit from more than 30 years of quality experience.

EAP DEVELOPED SPECIFICALLY FOR HEALTHCARE EMPLOYEES

Individual and group support for hospital staff to address:

- Personal challenges including major life events, depression, work conflicts, substance abuse, and child or elder care needs
- Caregiver resiliency from treating victims of catastrophic events, such as natural disasters or urban violence
- Caregiver support for adverse medical incidents, co-worker/patient deaths, and layoffs
- Personal legal and financial issues
- Services that reflect the multi-lingual, multi-shift requirements of healthcare environments

Operational support for healthcare organizations requiring:

- Integration with other health-related vendors such as disability/medical carriers, wellness partners and other benefit providers
- A complement to in-house chaplains, counselors, and crisis intervention teams
- A partnership with Occupational Health and Human Resources departments based on their unique needs and priorities
- Support in managing the impact of healthcare reform, including potential staffing challenges, processing changes and disruption of the status quo

KGA provides a clinical assessment during the first call that helps identify the root cause of the problem, so the right issues can be addressed at the right time. Employees save time and money through efficient and personalized assistance. Organizations help to avert high-risk situations such as employee turnover, drugs in the workplace, and acts of workplace violence by providing a responsive and expert resource to HR and management.

REASONS HEALTHCARE CLIENTS CALL THE EAP (23 Reasons Tracked)			
Legal Assistance	19%	Family Issues	7%
Emotional Stress	16%	Work-Life Balance	6%
Financial Consultation	9%	Relationships	4%
Childcare Resources	8%	Manager Conflicts	3%
Work-Related Stress	7%	Chemical Dependency	2%



KGA is an EAP where professional, licensed counselors answer the phone, not call center operators. And an EAP where employees can reach out to someone who reaches back, not someone who refers them elsewhere.

As changes like healthcare reform and telemedicine compound the pressures of daily medical life, a preventive, industry-specific EAP is more important than ever.

To find out how your organization can benefit from a KGA Healthcare EAP, please contact: Sue Penchansky, 617-365-4603, penchansky@kgreer.com

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