

METRO
NASHVILLE
PUBLIC
SCHOOLS

Winner of the 2022 Carolyn C. Mattingly Award for Mental Health in the Workplace

The Carolyn C. Mattingly Award for Mental Health in the Workplace recognizes and celebrates exemplary organizations that advance the mental health and well-being of their workforce. Learn more here: <https://theluvuproject.org/workplaceaward/>.

PROGRAM OVERVIEW

Metro Nashville Public Schools (MNPS) utilize a multifaceted approach to mental health care for their 6,500 teachers and staff, including **in-person, telephonic, virtual, and app-based modalities for services, resources, and programming**. Multimedia advertising with targeted messaging is utilized across in-person spaces and virtual platforms to increase the reach and visibility of program offerings, with an overarching goal by MNPS to **close gaps in care**.

MENTAL HEALTH BENEFITS

Accessibility to care is prioritized:

- Established network of primary care providers within 15 miles of any MNPS worksite,
- Virtual appointments available,
- \$0 copay for mental health visits, and
- No limits to services, including spending caps.

Free apps allow **employees and their families** to access:

- On-site and virtual counseling,
- Mental health and well-being programming,
- Pharmacy services with same-day responsiveness for emergencies, and
- Telehealth appointments where teachers can access care during their breaks, before or after school.

EMPLOYER-SPONSORED MENTAL HEALTH RESOURCES

Ample opportunities for **education**:

- Annual mindfulness-based stress reduction courses,
- Webinars on mental health,
- Mental Health First Aid training, and
- Suicide prevention workshops.

Emergency Assistance Program (EAP) services are available for **all employees and their families**, including:

- free resources,
- confidential counseling,
- qualified referrals and resources,
- legal aid, and
- financial assistance.

WORKPLACE CULTURE

MNPS recognizes the impact racial and ethnic differences can have in the recognition and treatment of mental health issues:

- Healthcare centers have been placed strategically in regions with **high need**,
- Screening practices, including those for depression, have been **standardized** to **benefit employees who are disproportionately impacted by inaccessible resources**, and
- Employees are surveyed to **gauge workplace climate and needs**, with actions taken to address reported concerns.

LEADERSHIP SUPPORT

- Organizational leaders participate in trainings to better address employee wellness needs.



WORKPLACE POLICIES AND PRACTICES

MNPS invested in an **integrated data warehouse** to monitor, identify, and address employee population needs on an ongoing basis.

HEALTHY WORK ENVIRONMENT

On-site resources:

- Pharmaceutical supplies,
- Healthy foods,
- Fitness opportunities,
- Physical therapy,
- Behavioral health care,
- Acupuncture care,
- Chiropractic care, and
- Walkable trails.

Multiple channels of communication about resources:

- MNPS New Teacher Academy Program, and
- "Nurture Your Health" quarterly event for professional development

Organizations like the **MNPS Office of Diversity, Equity, and Inclusion, Workplace Safety Office, and Community Relations Department** work together to provide:

- equity resources,
- resources to report workplace incidents, and
- a safe workplace environment for employees.

INNOVATION

- Established relationships with **local mental health and EAP providers** to improve access and feedback to services.
- Direct contracting with psychologists** in response to noted shortages in psychology services for educational and ADHD testing.
- Psychiatric NP's added to on-site medical staff** in response to shortages in providers who can manage psychiatric medications.
- In response to high reports of employees relying on prescriptions alone to manage their anxiety and depression, **copays were removed for in-network behavioral health office visits and mental health telehealth services** were implemented with a local start-up company.

PROGRAM IMPACT

Employees who utilized Synchronous Health Digital Health services saw **significant improvements in mental health and well-being**:



17%
reduction in anxiety



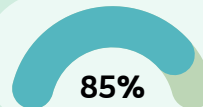
25%
reduction in depression



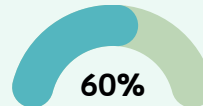
65% improvement
in quality of life and health

OUTCOMES

A confidential mental health and well-being survey revealed:



85% of respondents found employee-sponsored benefits helpful.



60% felt comfortable asking for help and sharing their opinions with others at work.

LESSONS LEARNED

“Doing everything you can to **remove as many barriers to care as you can** for employees should be a high priority for employers. **Investing in access to care** for your employees helps increase engagement, decrease medical costs, and increase employee satisfaction.”