



HERO FORUM²⁰²³
Doing Well by Doing Good:
How Responsible Organizations are
Addressing Societal Challenges

Addressing Increasingly Complex Mental Health and SDOH Needs in High-Stress, High-Burnout Workforces

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Recruitment. Retention. Burnout. All are lingering effects of the pandemic. A March 2022 well-being survey of all Metro Nashville Public Schools (MNPS) employees identified several specific needs: employees wanted more support around time management, stress management, emotional health, and sleep. MNPS partnered with Vanderbilt University Medical Center to design a comprehensive, accessible health care solution: Vanderbilt Total Health (VTH). Providing a single clinical point of access through a nurse navigator, along with a licensed clinical social worker and a chaplain, VTH is a mind-body-spirit approach that offers employees high-touch care, triaged to the appropriate level, whether in-person or telehealth primary care/urgent care, mental health care, community resources or spiritual guidance. This approach better supports MNPS's workforce in the areas of social determinants of health and spiritual health, and provides convenience and accessibility for busy teachers, many of whom also juggle family responsibilities. It also broadens the continuum of care to build upon a patient-centered medical home model already in place by adding more services made available through telehealth, in-home care, and even palliative care options. This new value-based care delivery platform is based on more than 10 years of population health learnings. It strives to improve patient and provider experience, increase quality measures, and decrease unnecessary care to drive better plan performance.

Learning Objectives

After completing this session, participants will be able to:

1. Explain how increasing mental health needs and SDOH factors affect overall health and employee retention, and new approaches to remove barriers to care and increase access to care.
2. Explore how perceived lack of organizational support can exacerbate stressors, increase workforce burnout, and fuel voluntary termination.
3. Demonstrate the value and impact of incorporating other disciplines in care models for a diverse population, such as a licensed clinical social worker, an RN navigator, chaplains and community resources.

1 CEU (ADV)

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