

Support in action

As Sanford Health employees care for patients during the pandemic, their physical and mental health is paramount. In addition to securing adequate personal protective equipment and patient care supplies, the organization recognized that many staff had financial and family concerns as schools and childcare closed and spouses lost jobs. We put several initiatives in place to support staff mental health and resilience.

- Leader rounds and visibility help ensure we're listening to concerns and responding as required.
- The Facts over Fear intranet site has an employee well-being section with many resources.
- The employee assistance program provides 24/7 phone and mobile support.
- The clinician assistance program offers confidential mental health support and mentorship.
- Spiritual care is provided with 24/7 chaplain support.
- Wellness coaching includes phone-based support.
- Caregivers are intentionally recognized as healthcare heroes.
- The Sanford Family Stability Plan waived health insurance premiums for 3 months.
- Over \$2 million was raised to help employees needing additional financial support.