



# SafeHaven

Clinician Well-Being Resources  
Benefit Overview



VIRGINIA  
HEALTH CARE  
FOUNDATION

# What is SafeHaven?

SafeHaven is an innovative, connected set of protections and resources sparking change

*Created for clinicians, by clinicians*

SafeHaven addresses burnout and career fatigue head-on by ensuring legal protection, providing aligned resources, crafting culture, and empowering individuals



# Groundbreaking Legislation

- The SafeHaven bill passed the Virginia General Assembly unanimously in 2020
- SafeHaven was expanded in 2021 to include:
  - Nurses, NPs, and nursing students
  - Pharmacists and pharmacy students
  - Medical students and PA students
- **Virginia** is the **first state** in the nation to have legislation providing such a resource



# SafeHaven Protections

## Independence

Legislation allowed for the creation of the MSV SafeHaven Program, which is a **confidential resource for clinicians** seeking help to address career fatigue and other mental health issues

## Reporting

Clinicians participating in the SafeHaven program **will not be reported** to the Virginia Board of Medicine unless they are not competent to practice or are a danger to themselves

## Privilege

Consultations which take place under the scope of the MSV SafeHaven Program are considered **privileged communications**

# SafeHaven Partners

The Medical Society of Virginia (MSV) has selected VITAL WorkLife, **a national team of physician peer coaches & senior behavioral health consultants**, to provide SafeHaven well-being services to enrollees



# SafeHaven Clinician Well-Being Resources Components

## Clinicians:

Physicians\*, APPs\*, Midwives\*, Dentists, Social Workers,  
Family Therapists and Psychologists\*

- SafeHaven legal protections for all approved specialties\*
- Well-Being Resources – administered by VITAL WorkLife
  - Unlimited in-the-moment telephonic counseling offered 24/7
  - Up to six confidential, counseling sessions with a licensed counselor, therapist or social worker
  - Up to six confidential, peer-coaching sessions with a physician, APP, Dentist or executive coach
  - Unlimited usage of an all-purpose, virtual concierge offering first-class service 24/7
  - Legal and Financial education and resources
  - Access to a robust virtual library of burnout resources

# SafeHaven EAP Program Components

## Nurses & Assistants:

Nurses\*, Nurse's Aides\*, Dental Hygienists, Licensed Clinical Professional Counselors, Dental Assistants, Medical Assistants and Peer Recovery Coaches

- SafeHaven legal protections for all approved specialties\*
- Well-Being Resources – administered by VITAL WorkLife
  - Unlimited in-the-moment telephonic counseling offered 24/7
  - Up to six confidential, counseling sessions with a licensed counselor, therapist or social worker
  - Up to six confidential, coaching sessions with a nurse peer-coach for the Nurse and Nurse Aides and other coaches for life and professional development coaching
  - Legal & Financial education and resources
  - Access to a robust virtual library of burnout resources

# Peer Coaching – Clinicians + Nurses & Assistants

- Up to (6) confidential coaching sessions per incident with:
  - Physician, APP, Dentist and Nurse peer coaches
  - Executive coaches
- Confidential access
- Sessions utilized however the clinician prefers
- Referrals can be made to therapeutic providers





# VITAL WorkLife Model of Peer Coaching – Clinicians



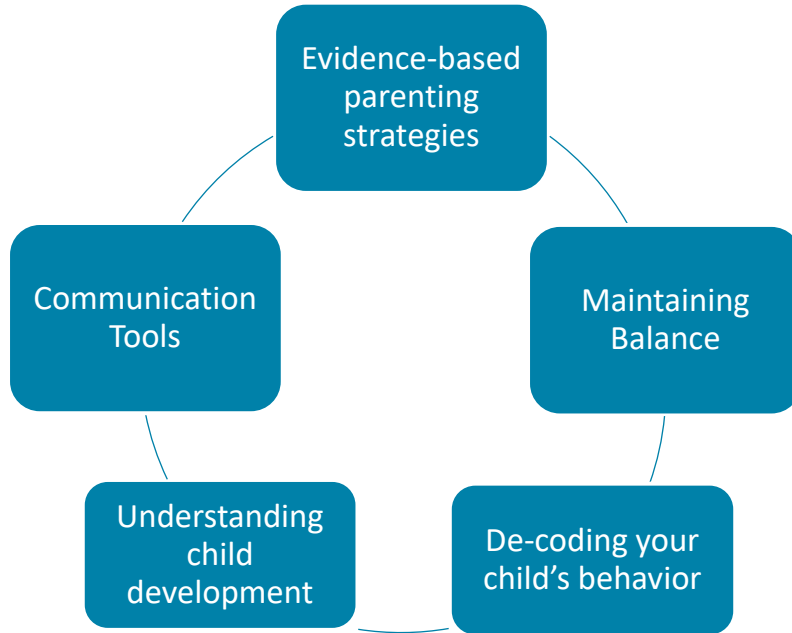
- Coaching client determines areas of need and focus
- Panel of coaches to choose from
- Sessions are telephonic or via video conference – at the client’s convenience
- Goal setting using Wheel of Well Being
- Weekly/bi-weekly coaching sessions with homework

# VITAL WorkLife Behavioral Health & Support – Clinicians + Nurses & Assistants

- Senior level licensed behavioral health professionals
- (6) counseling sessions - available virtually or face-to-face
  - **Unlimited in-the-moment support**
- Highly vetted and closely managed network
- Knowledgeable and experienced in supporting clinicians
- Non-diagnostic – however, referrals can be made for psychological or psychiatric evaluations.
- Available to extended family members as well as clinicians



# Parent Coaching – Clinicians + Nurses & Assistants



**(6) Coaching Sessions Available Per Incident**



Telephonic or virtual  
Master's counselors, licensed educator  
and coach

Expert in child development and  
behavior

# WorkLife Concierge – Clinicians

All-purpose, virtual assistant offering first-class service to help maximize the limited time of physicians

- Unlimited virtual “concierge” services available 24/7
- WorkLife Concierge can assist with a variety of tasks, including:

Meal-prep delivery services

Relocation Services

Errands & Tackle “To-Do” Lists

Entertainment & Event Tickets

Household projects

Travel – Vacation,  
CME & Sabbaticals

Party & Event Planning

Appointment Scheduling

Child/Elder Care Services

# VITAL WorkLife App – Clinicians + Nurses & Assistants

- Help clinicians assess and improve their well being
  - Take assessments to evaluate well being & get recommendations based on results
    - The **Well-Being Index for Physicians (WBI)**, based on validated research by the Mayo Clinic; **Maslach Burnout Inventory (MBI)** and **Mindfulness Attention Awareness Scale (MAAS)**
- Improve understanding of VITAL WorkLife Resources
- Simplify access to VITAL WorkLife Resources
  - WorkLife Concierge, **scheduling link to access Peer Coaching**, tap to call or email VITAL WorkLife
  - Access Insights (articles) and videos, including Clinician Well Being Resources orientation video
  - Set & track personalized goals
- Confidential



**SafeHaven EAP Demo Login:**  
**Email:** [eap@vitalworklife.com](mailto:eap@vitalworklife.com)  
**Password:** Demo1!  
**Company Username:** eap

**SafeHaven Clinician Well-Being  
Resource Demo Login:**  
**Email:** [clinician@vitalworklife.com](mailto:clinician@vitalworklife.com)  
**Password:** Demo123!  
**Company Username:** clinician



# Questions and Next Steps

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