

INDUSTRY SUCCESS STORY: HEALTH SYSTEMS

How leading health systems are improving workforce well-being by investing in mental health



Study size and scope

10

Health systems*



Single-hospital and multi-state systems

5K – 300K

Wide population ranges across health systems

820K+

Total eligible members

Helping providers deliver better patient care

Health systems face an array of challenges that can negatively impact employee well-being, leading to significant mental health issues, including high rates of substance use disorder, depression, suicide, and more.^{1,2} These mental health issues not only impact employee well-being but can also lead to compromised patient care, increased malpractice risk, and rising operational costs.

We reviewed our health systems book of business and aggregated results for 10 leading health systems to understand how our partnership impacts outcomes for our customers.

Key findings

- Improve employee well-being, achieving results that far surpass industry averages
- Provide fast access to flexible, comprehensive care that works around health care workers' busy schedules
- Offer alternate care pathways to address confidentiality concerns and stigma related to utilizing internal EAPs
- Deliver efficient, highest-value care for the health system workforce, so they can deliver the best possible care to their patients

*Study group was a subset of Lyra's health system book of business customers. Individual results may vary. Past performance is not a guarantee of future results.

Challenges health systems face

- Burnout, compassion fatigue
- Lack of access to timely, quality care
- Compromised workplace safety
- Stigma around seeking care

Lyra's impact

58%

Increase in the percent of members in care YoY (for multi-year health systems)

100%

Renewal rate among health system customers⁴

84.1%

Overall improvement rate for health system members¹ (vs. 40% industry avg³)

“We understand that health care populations are diverse, distributed, and busy. We are proud to support our health care colleagues and have made sure we are there for them across every shift and every need.”

— Dr. Alethea Varra, Senior Vice President of Clinical Care, Lyra Health

Every person matters, every need counts

Lyra collaborates to co-create customized mental health strategies, helping health systems create trauma-informed workplaces that show empathy for employees, encourage open dialogue about mental health, and break down stigma. This creates safe, accessible spaces for frontline providers to seek help.

Investing in employee well-being has rapidly transformed health care workers' engagement with their mental health benefits. Lyra uses data-driven strategies to meet members where they are most comfortable, helping health systems equip their workforces with the resources they need to deliver improved patient care.



The health systems in this study have seen a **58.8% increase year over year (YoY) in the percentage of members in care.**⁴

Inclusive care and clinical excellence make an immediate impact

Every provider in Lyra's network is vetted for use of evidence-based treatment and culturally competent care. Our diverse provider network has helped our health system customers support populations that are often very diverse across ethnicities, sexual orientations, cultural identities and mental health needs.

Lyra's value-based care model delivers personalized, effective services that helps health systems improve mental health, increase psychological safety and boost workforce productivity.

Lyra's provider network

100K

hours of clinical oversight each year

50%

BIPOC



The most accessible mental health provider network in the industry

42%

LGBTQIA+

Members match with providers aligned with their needs, preferences and lived experiences.

99%

of health system members in the study matched instantly with a provider³

95%

of Lyra members overall stay with their first provider⁵

ONE HEALTH SYSTEM'S RESULTS

A customized solution increases access for a multi-state health system with a large footprint in rural populations

Challenges

Caregiver burnout, workplace violence, compassion fatigue, and poor EAP access

Solution

A fast front door for employees to access tailored, caregiver-focused mental health support

Result

Health system can now provide market-proven access to therapy and crisis support for rural communities

Every day counts when it comes to mental health

45%

Almost half of health care workers believe they are unable to take time off to attend to their own physical mental and emotional health.⁶

Effective mental health solutions for health care workers must be easy to access, engaging and fit into providers' demanding schedules.

“With Lyra, we have increased access to mental health services by making it easier and faster for people to get high-quality care when, where, and how they need it.”

— Chief Medical Officer, Health System



The average time for Lyra members to the first available appointment is one day,⁴ far below the national wait time average.

Lyra's critical incident management services are provided in 24 hours or less and are especially critical to these health care members during times of traumatic workplace situations.

Lyra also provides the accessible care families need to thrive, among the multi-year health system customers in this study, they experienced a 112% increase YoY in the percentage of children who entered care.

Making critical connections with complex care support

Complex mental health needs often require members to navigate specialist care options outside of Lyra. Lyra's Complex Care network facilitates admission into the right evidence-based programs and offers ongoing support to reduce the burden on family members and benefits teams. Lyra also suggests adding established referral pathways to health systems' own specialists and facilities. This helps mitigate costs of care for health systems and employees and ensures a better care experience.

With Lyra's Complex Care services, 61.5% of cohort members who triggered a high alert (flags for high-risk symptoms, e.g., self-harm) entered care under Lyra's guidance⁴ and experienced meaningful improvement.

Lyra delivers efficient, highest-value care with measurable ROI

The most reliable strategy for a mental health benefit to reduce total medical costs is to ensure those with clinical and complex needs receive efficient and effective care.

By serving more people and delivering quality care through our integrated programs, **Lyra delivers the highest ROI and the only sustained savings over time** with a 3:1 ROI and 26% lower health care costs on average.^{7,8}

This translates into healthier and more productive workforces — and a substantial cost savings. Partnering with Lyra is an investment in your people and a sustainable health care system.

Results⁴

Utilization increases as awareness increases for multi-year health systems

30.8%

increase in engagement rate YoY

58.8%

increase in the percent of members in care YoY

112%

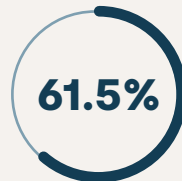
increase in the percent of minors who enter care YoY



improvement rate overall



average time to first available appointment



with a high-alert trigger entered care



customer satisfaction



instantly matched with a provider



Investing in employee well-being helped these health systems improve health outcomes for their populations, control care costs and support better care for their patients and communities.

Every person, every day and every need matter when it comes to driving better mental health for health care workers.

Learn more about how Lyra Health can help you redefine mental health for your health system.

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About Lyra Health

Lyra Health helps leading companies improve access to effective, high-quality mental health care for their employees and their families. With Lyra's innovative digital care platform and global provider network, members receive the best care and get better faster. Learn more about supporting the well-being of your employees and their families.

1. <https://pubmed.ncbi.nlm.nih.gov/18984632/>

2. <https://www.acep.org/life-as-a-physician/wellness/wellness/wellness-week-articles/physician-suicide/>

3. "4 out of 10 members reliably improve" — Healing Our Path From Mental Illness To Mental Health. Insel, Thomas. Penguin Press (2022)

4. Lyra Aggregated Business Review Data for 12 Health Systems (2022-2023)

5. Lyra Book of Business analysis, 2023

6. <https://mhanational.org/sites/default/files/reports/Mental-Health-Healthcare-Workers.pdf>

7. Mental Health ROI Analysis, Lyra, May 2024

8. AON Lyra Longitudinal Study, March 2024

Lyra