

Improving Mental Health Access to Reduce Burnout and Turnover

Company Overview

A professional services client with 85 employees was experiencing rising burnout, increased sick-day usage, and a turnover rate nearly double the industry average. Exit interviews consistently cited stress, heavy workloads, and a lack of accessible mental health support.

Key Challenges

Although the company offered traditional employee assistance program (EAP) services and standard medical coverage, employees struggled to find in-network therapists, often facing wait times of 6-10 weeks. Managers were overwhelmed but uncertain how to identify or support employees in distress. Productivity and morale were slipping, and leadership feared further attrition.

MBA Solution Presented

By partnering with their HR department, our team designed a virtual-first mental health solution, providing same-week access to licensed therapists, coaches and self-guided CBT programs. We also worked with the company to introduce a Manager Mental Health Training program, a structured burnout-prevention program, and quarterly well-being check-ins. In addition, we helped structure a revamped time-off policy allowing for mental health days separate from PTO.

Measurable Results

Accessible mental health support is no longer optional; it is foundational to retention, productivity, and organizational resilience. When the company implemented our suggestions, their sick-day utilization dropped 28%, turnover fell 22%, and 72% of employees engaged with the virtual mental health platform at least once. Manager confidence in handling mental health situations rose from 39% to 81%.

Mid-sized employers can make a meaningful impact by pairing virtual care access with proactive cultural and managerial strategies.