

HEAR Program (Healer Education, Assessment and Referral)

Teaching Points for Inpatient/Ambulatory/Clinic RN, LVN, UAP, AHP

The HEAR Program provides screening for depression, burnout, and suicide prevention throughout UC San Diego Health Sciences. The process is completely confidential and anonymous. All UC health employees are welcome to participate.

Program Goals:

1. Educate medical and pharmacy students, house-staff, faculty, trainees, and hospital staff about burnout, depression, and suicide.
2. Provide confidential, [online assessment](#) (Questionnaire) of stress, depression and other related issues.
3. Make personalized referrals to local mental health clinicians and other community resources.

Critical thinking points:

- This program intentionally reaches out to find those who are suffering and get them the help they need in an anonymous manner.
- It helps to demonstrate UCSDH's commitment to the welfare of their staff. Keeping our workforce healthy is an integral part of optimizing the healing environment. Those that are experiencing burnout and clinically depressed cannot perform at their best.
- Asking about suicide does NOT cause suicide or increase suicidal risk instead, it often helps those on the brink of taking action to get the help they need.

Resources and contact information related to program can be found within this [printable brochure](#).

Anonymous, online help is available to you

Visit the website at www.ucsdhear.org

You may also contact the HEAR Program Counselors directly at:

(858) 642-3913

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Additional Resources: Depression and suicidal thoughts/plans may occur in any person. If you or a family member needs help, there is also help available through the Employee Assistance Plan (EAP). The UC San Diego Health Sciences Employee Assistance Program (EAP) is called LiveandWorkWell. It is a benefit offered by UC San Diego Health Sciences and administered by Optum/United Behavioral Health (UBH). This is a confidential program, maintained solely by UBH. UC San Diego Health Sciences will not be told if you or one of your household members utilizes this benefit.

Use this benefit to find:

- Resources to focus on your family, friends, and fortunes
- Assessments, self-help programs, resources to build resiliency to stress, improve mental conditions and recover from addictions
- Resources on career planning, work-life balance, self-improvement and education
- Website www.liveandworkwell.com Access Code: UCSDMC Phone 24/7: 866-808-6205

If you feel you are a threat to yourself or someone else, please call 911 or go to the nearest emergency room. The National Suicide Prevention Lifeline is 1-800-273-8255. There is hope.