

How DocuSign is Transforming Lives at Work



Background

The COVID-19 pandemic brought unprecedented challenges and changes to workplaces around the world, and DocuSign was no exception. The publicly traded San Francisco company had over 6,000 employees at the beginning of 2020, prior to the start of the pandemic, with more than half coming into offices on a regular basis.

Overnight, all of that changed.

After examining employee engagement surveys, having conversations, and working to understand the new world of work, the leadership team at DocuSign decided to take action. “It was really clear to me...that the pandemic has really elevated the need for us to support our employees in ways that we hadn’t before,” says Joan Burke, DocuSign’s Chief People Officer.

The DocuSign team recognized that also meant they had an elevated responsibility to ensure mental health became a cornerstone of employee wellbeing. Time, access, availability, and effectiveness are some of the top barriers to mental health, and DocuSign was committed to eliminating these barriers for employees and their families.



“We were seeing so much more depression, anxiety, and stress in our employees, that it became really clear to us that we needed to do something special and different to support them.”

**– Joan Burke
Chief People Officer**

DocuSign committed to a comprehensive, personalized approach to mental health

- Precision Mental Healthcare
 - The first step was to help employees identify the right treatment at the right time for them, using a clinically-validated, dynamic assessment that screens for over 10 conditions. Each DocuSign employee or dependent who took the assessment was given a personalized Care Plan tailored to their results.
- Dedicated human guidance
 - Each member was assigned a Spring Health Care Navigator, a clinically-licensed mental health professional who provides one-on-one emotional support, answers questions, and makes recommendations and referrals within the DocuSign ecosystem.
- Fast Access to Care
 - If a member's Care Plan included therapy, they were able to access a diverse group of in-network providers, filter and search by their needs and preferences, and directly schedule and manage appointments from within the Spring Health platform. DocuSign sponsored # per employee and dependent.
- Rich digital resources
 - Members also had access to digital cognitive behavioral therapy (CBT) exercises for on-demand relief anytime, helping improve mental wellbeing for a range of issues including burnout, sleep, and anxiety. For some members, Moments was also recommended as part of their comprehensive Care Plan.

"I needed to develop better skills to cope with mild anxiety and depression. This is the first time I've sought professional counseling, and I appreciate my employer's opportunity via Spring Health. Spring Health has been very organized when setting up appointments and has met my needs and expectations." – DocuSign Employee

Immediate access to personalized, quality care eliminates barriers to mental healthcare

Access:

In the first six months, about 25% of DocuSign employees accessed the benefit.

Effectiveness:

World-class clinical trials typically result in 47% of participants improving their symptoms in an average of 6.3 appointments. At DocuSign, 66.5% of members improved their depression symptoms, in an average of one appointment through Spring Health.

Availability:

The national average wait time for a new therapy appointment is 25 days. DocuSign employees were able to meet with a therapist within one day.

Therapeutic Alliance

DocuSign employees who work with a Care Navigator for one-on-one clinical guidance throughout their mental health journey are 8.6x more likely to see a therapist and stay with them.

DocuSign employees had an overwhelmingly positive experience with Spring Health's Provider network.



Many had what they described as life-changing experiences.

- Average member satisfaction for providers and care navigators was 9.2/10.



"My therapist was amazing. She broke everything down for me and even helped me to work through the stigma of the meds that I really need to be on. She is incredible."



"My therapist has done a great job just listening to my little stress points, giving me ideas, and affirming that it's okay to be thinking about these things and speaking to someone about them. Just the vocalization of my stress has been helpful. I'm not bottling it up and losing sleep over it like I was before."



"It was an easy conversation and I appreciated the direct experience she could pull from...I think as far as first sessions go, it will be a good partnership."

Solution

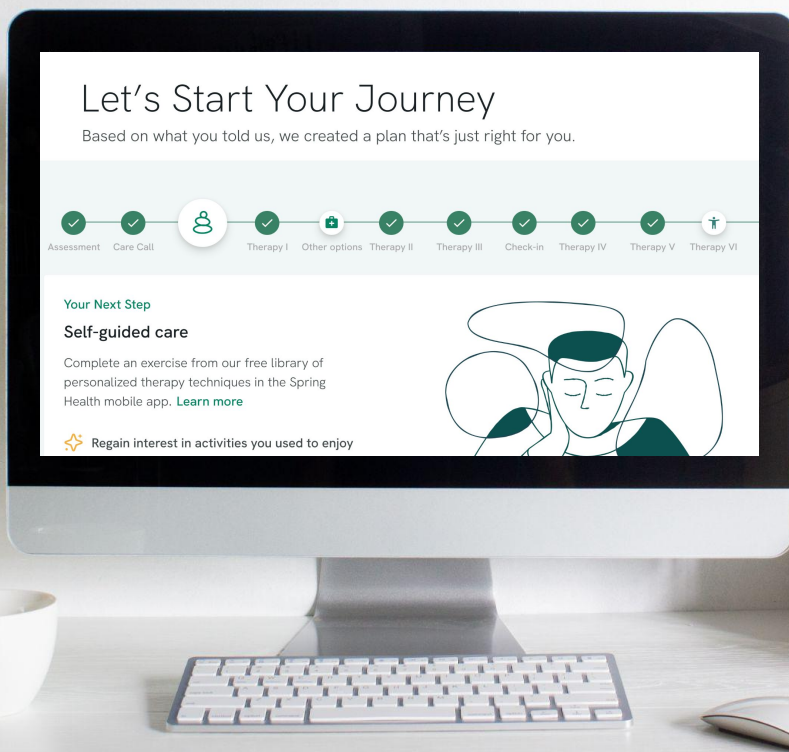
Commitment to a comprehensive, personalized approach to mental health:



Use Precision Mental Healthcare to provide a diverse base of employees and dependents with access to the right care at the right time.



Screen for over 10 conditions with a dynamic, clinically-validated intake assessment to help employees and dependents identify where they fall on the full spectrum of mental health.



The Approach

Commitment to a comprehensive, personalized approach to mental health



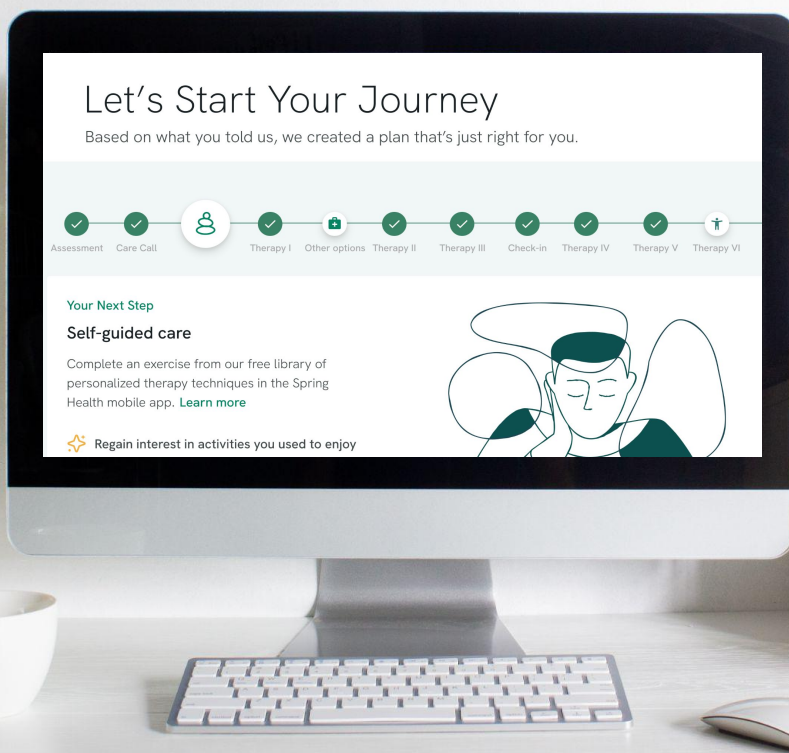
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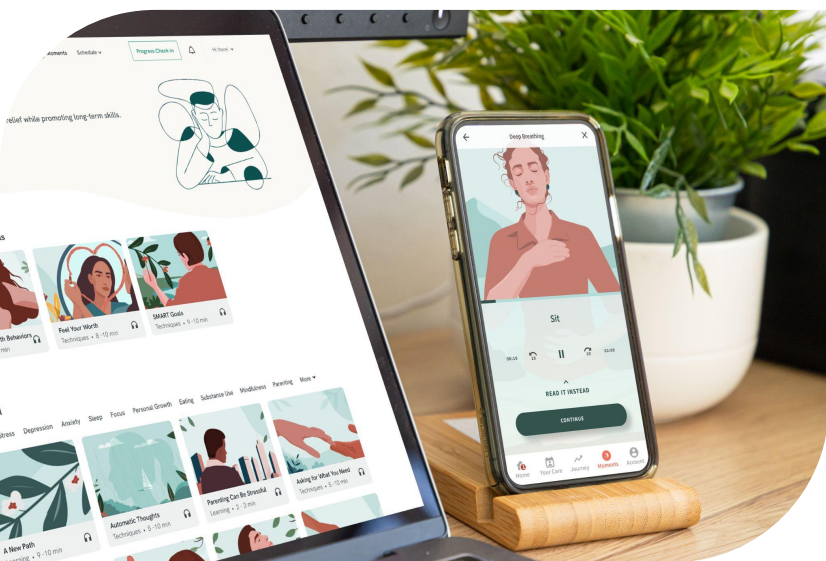
Deliver personalized care plans targeted to each person's level of need.



Help each employee and dependent navigate their mental health journey with 1:1 human support from a clinically-licensed guide who can provide emotional support, recommendations, and referrals within the DocuSign ecosystem.



Ensure fast access to a diverse group of in-network providers committed to evidence-based treatments.



Provide all of this in a streamlined platform with rich digital resources, including on-demand CBT exercises, direct scheduling, and appointment management, for a seamless experience all in one place.

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Immediate access to personalized, quality care delivered immediate results



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