

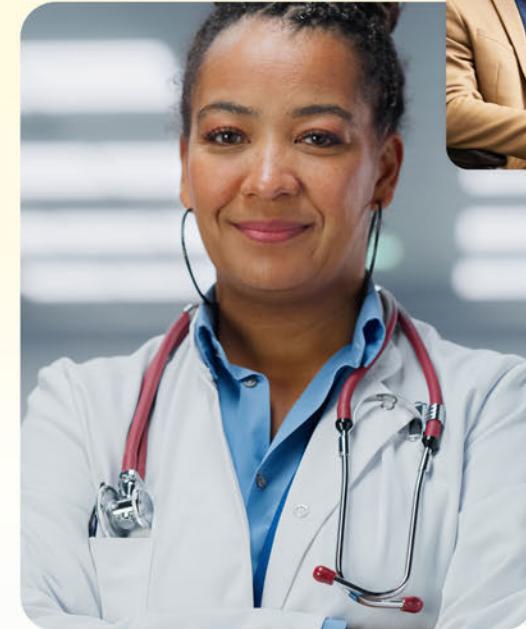


HARVARD  
MEDICAL SCHOOL

DEPARTMENT OF  
Psychiatry

CASE STUDY

# How Marvin boosts *resilience and* **well-being** at Harvard South Shore Psychiatry Residency Program



## Overview

Harvard South Shore (HSS) is one of five Harvard Medical School programs that trains psychiatry residents in a setting that's both rigorous and deeply focused on patient care. It's the kind of program that asks a lot, but also tries to support its residents in meaningful ways. Over time, leaders noticed that while clinical training was strong, some residents were quietly struggling with the emotional side of the work. The shift from medical school to residency came with more weight than expected, and even though help was technically available, it wasn't always easy to ask for or access.

**That's where Marvin came in:** to provide residents a safe, flexible way to get support, with therapists trained to understand the realities of clinical work — and respected by residents for it.

# Harvard South Shore Residency's **challenges**

Harvard South Shore's leaders wanted to ensure every resident had access to care that was private, relevant, and accessible within the realities of their schedules. But several barriers made that difficult:

- **High bar for therapist quality**

Residents expected providers who understood clinical environments and could offer more than general, one-size-fits-all emotional support

- **Stigma**

Even in a psychiatry program, residents were hesitant to seek care, as they were worried about what it might mean for their performance or evaluations

- **Mismatch in expectations**

Residents who were used to more structured emotional support in medical school sometimes struggled with the steep transition into residency

- **Low engagement with the EAP**

Though technically available, it wasn't being used — most residents needed something easier to start and more aligned with their expertise and needs

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**Without Marvin**, it's the wild west. Residents would have to find therapy on their own, without an assurance of quality, while managing clinical demands.

Dr. Sarah Yasmin,  
Director of the Harvard South Shore Residency Program

## Marvin's **impact**

The results at Harvard South Shore weren't just encouraging — they were undeniable. Quickly after launching Marvin, the majority of residents were not only using the platform but staying in care longer and reporting real, measurable improvements. The Marvin model worked because it was built for them: flexible, stigma-free, and grounded in the realities of clinical training.

- **85% of Harvard residents** successfully met with a Marvin therapist
- On average, **members attended 23 sessions**
- **93% showed improvement** in anxiety and depression symptoms (GAD-7/PHQ-9)
- **95% reported being highly satisfied** with Marvin
- **92% said their therapist** was a great fit

Psychiatry residents have a natural inclination to engage in therapy, but the results were truly impressive to HSS leadership. One program leader shared, **“It has been tremendously helpful in bolstering resiliency. Now they have Marvin to continue their therapy sessions, process, and manage their symptoms.”**

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The **time options** Marvin offers residents are great. Most of our residents can't really do therapy sessions in the middle of the day due to clinical duties.

Chief Resident, Dr. Neil Mehta

# Bringing **accessibility and flexibility** to resident mental health

Like many healthcare professionals, traditional daytime therapy didn't always work for many HSS residents' schedules. Between clinical duties, call schedules, and rotation changes, their day-to-day responsibilities made it hard to commit to anything during business hours. Marvin helped close that gap.

- **74% of resident sessions at HSS** happened outside 9–5 hours
- Residents could book care without paperwork or insurance friction
- No internal referrals were needed, and support started quickly



## Partnering for **future physician resilience**

For Harvard South Shore, Marvin is more than a mental health resource — it's an essential part of preparing residents for long, emotionally demanding, yet rewarding, careers. By providing flexible, confidential care, Marvin helps residents not only survive residency, but build the emotional tools needed to thrive beyond it.

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When residents have **a backbone like Marvin**,  
it's extremely valuable. It's critically  
important to navigate residency successfully.

Dr. Sarah Yasmin,  
Director of the Harvard South Shore Residency Program