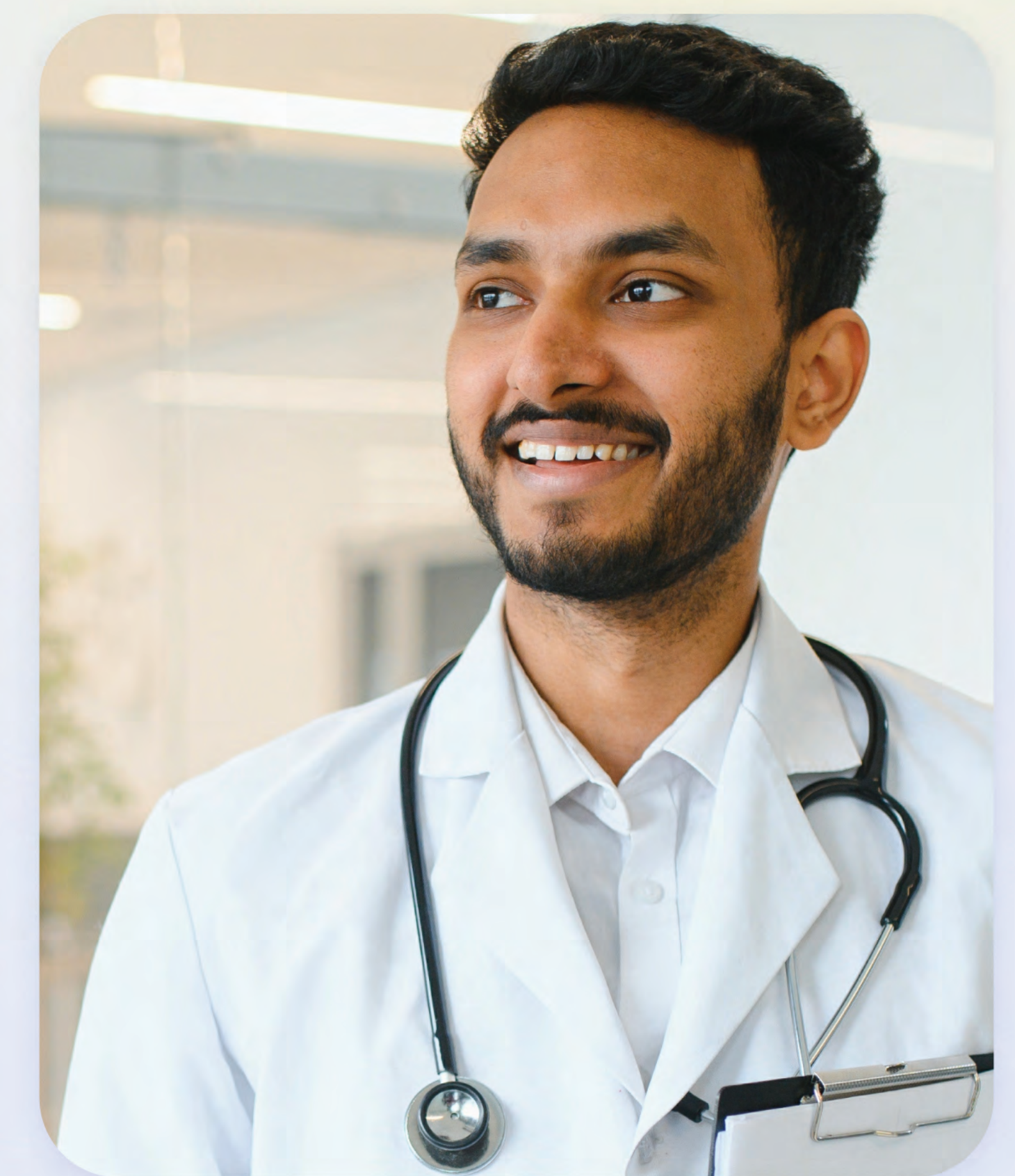


CASE STUDY

How Marvin Behavioral Health ***supports clinical teams*** at Novant Health after critical incidents

Retention and recovery through structured post-incident support



Overview

Novant Health is a large, complex health system in the southeastern U.S., caring for tens of thousands of team members across dozens of hospitals and clinics, including many rural and traditionally underserved communities. In these environments, workplace violence, patient death, and sudden loss left clinical teams needing more than an immediate debrief. Leaders at Novant were left asking what **meaningful support** should look like after the initial moments had passed.

As clinical demands continued to intensify, that gap became harder to ignore. **Marvin Behavioral Health** partnered with Novant leadership to build a clear, compassionate post-incident response, giving nurse managers and other leaders a reliable way to support teams through recovery with a comprehensive program that supported their well-being and retention.

Why Novant Health *came to Marvin*

Novant's leaders wanted to ensure both team members and managers had access to meaningful behavioral health support after traumatic events. Several barriers made this difficult:

- **Limited internal capacity**
A small well-being team supported a large population of employees, leaving leaders without clear backup in the moment.
- **Lack of structure after crises**
While immediate responses like chaplain support or operational debriefs existed, there was no consistent, longer-term approach to help teams recover emotionally, nor structured support for team managers.
- **Time pressure in clinical environments**
As in all acute healthcare situations, the team was facing high acuity, short staffing, and continuous patient needs made it difficult to pause, even after deeply distressing events.

“

After a critical incident, leaders are often left asking, *‘What do I do now to truly support my team?’* We needed a response that was structured, immediate, and grounded in compassion; something reliable that leaders could activate with confidence.”

Wendy Renedo, RN, BSN,
Manager, Well-being and Resiliency, Novant Health

Marvin's *impact*

Marvin's **Caring After Crisis** program gave Novant Health a clear, immediate, and compassionate way to respond after traumatic events. When an incident occurs, leaders can initiate support within 24 hours and partner with Marvin to design a response tailored to their team.

The impact was felt immediately, even among teams that never formally used the program.

- Leaders reported feeling **relief** knowing licensed mental health support was available beyond their internal resources
- Teams expressed **feeling seen** and **supported** simply knowing the program existed
- The program served as a **gentle entry point** to ongoing mental health support for many clinicians
- Leaders who used Caring After Crisis often returned to it for **continued support** during prolonged recovery periods, including months after the initial event

“

Just knowing there is someone else they can call at two in the morning, someone trained and ready to help, changes everything. It lifts the weight off leaders and ensures our teams are never carrying those moments alone.”

Wendy Renedo, RN, BSN

Importantly, Marvin's role as an external partner increased psychological safety. Team members and leaders felt more comfortable being honest about how events affected them, without fear of internal repercussions.

Bringing **structure** and **accessibility** to crisis response

In moments of crisis, Marvin gave Novant Health **immediate support and shared burden**. When traumatic events occurred, leaders could activate care instantly. Simply knowing licensed mental health support was available brought leaders relief and helped clinicians feel **seen, supported, and cared for**, even if they never formally used the program.

Here's how Marvin clinicians helped lighten the emotional load:

- **Simple initiation**
Leaders at Novant were able to request support online, by email, or by phone, in less than 24 hours without lengthy forms or ticketing systems
- **Specialized and personalized**
Novant's leaders remained in the driver's seat, shaping the response based on what their team needed rather than following a one-size-fits-all protocol
- **Flexible response models**
Licensed Marvin clinicians worked directly with leaders to determine what fits their team, from facilitated group conversations to pathways for individual or team support
- **External, licensed support**
Marvin's clinicians provided care that is separate from internal programs, increasing trust and openness after difficult events

As the program matured, Novant Health moved from a tightly managed pilot to a plug-and-play model, confident in the quality and consistency of care Marvin provided.

Partnering for ***long-term workforce resilience***

For Novant Health, **Caring After Crisis** is not a one-time intervention. It represents a broader cultural shift from asking clinicians to seek help on their own to **proactively offering support** when it is most needed.

Leaders described a meaningful change in how mental health is now discussed across the organization. Clinicians began speaking openly about using Marvin, and **peer support** became **more visible** and **normalized**, particularly in the aftermath of shared traumatic experiences.

In a healthcare environment where critical incidents are unavoidable, Novant Health built a system that ensures teams are supported after critical incidents, not left to carry them alone.

“

Marvin’s support gave me the confidence to help my team recover and move forward.”

Joy Burgess,
Novant Health Nursing Manager
