



An Emotional Well-Being Program

Frequently Asked Questions

What is the Clarity Program?

Clarity is a 4-month Cleveland Clinic eCoaching program that focuses on participants' overall emotional health and well-being. Qualifying participants will be paired with a dedicated eCoach whose work is overseen by a licensed clinician.

What is eCoaching?

eCoaching involves frequent and direct email communication between a participant and his or her eCoach. With the support of an eCoach, participants will set well-being goals. Examples of goals include learning coping skills and techniques to better manage stress and decrease worry in daily life.

eCoaches use proven modalities like Cognitive Behavioral Therapy (CBT) techniques, Mindfulness, and Motivational Interviewing along with providing homework assignments, articles, videos, and other resources to assist the participant in meeting their personalized goals. This program is not a counseling program and is not intended to be used in place of counseling.

Who can participate?

If you are experiencing mild stress, worry and/or unhappiness that isn't at a level of a diagnosable mental health disorder, this program is for you. It is also appropriate for those in the maintenance phase of treatment who could benefit from ongoing practice and partnership. Those who are not appropriate for the program will be connected with a Clarity Care Navigator who will explore and route them to other channels available including their EAP, insurance, and/or community resources.

What does it mean if I complete registration and a Clarity Care Navigator reaches out to me to discuss my scores?

Clarity is clinically developed and overseen by licensed clinicians. Because of this, we have to be careful not to cross the line into clinical or mental health care. We worked with a medical advisory committee at the Cleveland Clinic made up of physicians, psychiatrists, and counselors to develop cut-



scores on our measures that allow us to operate in the well-being and not mental health space. When a participant tests above these cut-scores, a Care Navigator will reach out to the individual to review his or her scores and discuss programming options. Care Navigators are licensed mental health clinicians at Cleveland Clinic.

How often does a participant communicate with a coach?

Frequent communication is key. Participants who are most successful typically email at least 3-5 times per week. The ideal number of emails per week can vary from person to person, and our coaches will help the participant come up with a schedule that works best for the individual.

The eCoaching team strives for a 24-hour response time to all incoming emails during the business week. If a week has gone by and a participant has not sent an update to his or her eCoach, the eCoach will send a reminder email encouraging the participant to maintain consistency in communication.

Who are the eCoaches?

Cleveland Clinic eCoaches have varying backgrounds and specialties, which include registered dietitians, exercise physiologists, health education specialists, and other fitness and health specialists. All eCoaches go through internal training with senior level coaches before working with participants independently.

Clarity eCoaches are required to go through additional comprehensive training to learn proven modalities, including Mindfulness and Cognitive Behavioral Therapy (CBT). eCoaches attend weekly meetings, ongoing trainings, and continuing education aligned with Cleveland Clinic standards. Clarity eCoaches are also overseen by Licensed Mental Health Clinicians. The role of the overseeing clinician is to review files and provide crisis intervention for emergency situations.

Why is this program done through email?

We have found email communications are a convenient and effective way to collaborate with participants. Participants can send emails at times they find convenient rather than having to schedule an appointment or call. Email based eCoaching also allows for the easy exchange of attachments such as our handouts, homework assignments, and mood trackers.

When is my eCoaching program complete?

The Clarity program is 4 months in duration but is tailored to meet each participant's individual needs. Participants achieve personal goals at different rates and may complete the program earlier than 4 months or in some cases and if applicable, may choose to re-enroll.

