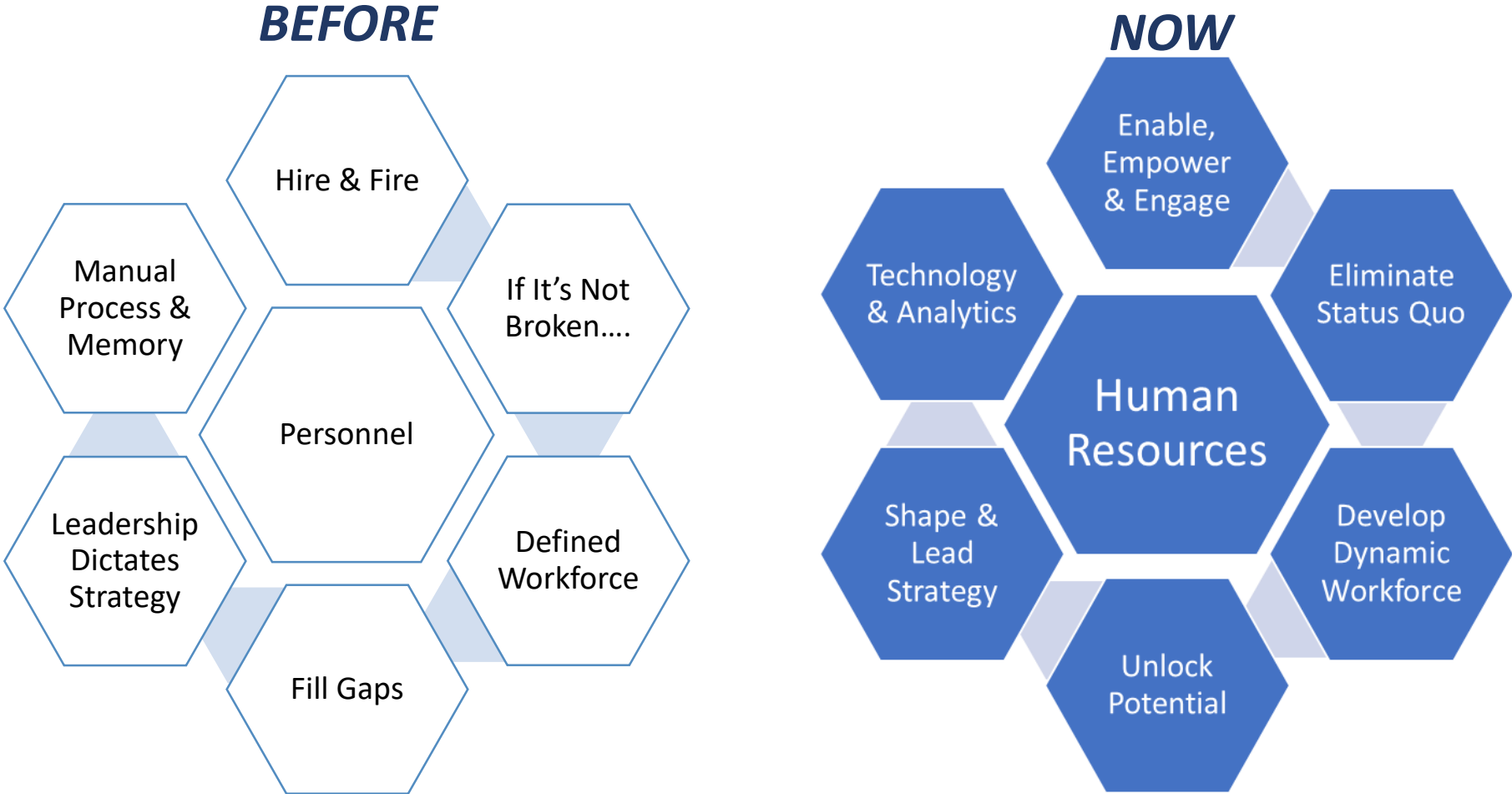

Mental Health in the Workplace

Florida Public Human Resources Association
Master's Program
Anna Maria Studley, Director of Client Development
July 20, 2019



Evolution of Human Resources



Who Moved My Cheese – AGAIN?



- Human Resources
 - Everyday event!
- Mental Health – Substance Use
- Planning and Education Is Critical
- What Do We Need To Do As Employers?
- What Resources are Available?



Florida Legislation – Oct 1, 2018



- Senate Bill 376 & House Bill 227
 - Amended 112.1815
 - Benefits for first responders
 - Firefighters, paramedics, emergency medical technicians, and law enforcement officers, including volunteers.
 - Certain circumstances, post traumatic stress disorder (PTSD) is an occupational disease
 - As described in the Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition, published by the American Psychiatric Assoc.
 - ***Employing agency of first responder, must provide educational training related to mental health awareness, prevention, mitigation & treatment***



Federal Legislation



- Mental and behavioral health services are essential health benefits
 - Plans must cover:
 - Behavioral health treatment, such as psychotherapy & counseling
 - Mental and behavioral health inpatient services
 - Substance use disorder treatment
 - No pre-existing
 - Individuals can not be denied for coverage at time of application
 - Equitable level of benefits with medical services
 - Testing values
 - 100%



US Mental Health Statistics



- 1 in 5 adults experience mental illness per year
 - 46.6 million people
- Beginning signs of chronic mental illness:
 - 50% by age 14
 - 75% by age 24
- Approximately 10.2 million adults experience co-occurring mental health & substance use challenges
- Depression ranks 1st worldwide



Question #1



What percentage of adults with depression reported at least some difficulty with work, home and/or social activities?

- A. 15%
- B. 32%
- C. 50%
- D. 80%



Mental Health in the Workplace



- Low rate of engagement by members for treatment are costing employers approximately \$226 billion per year
- Emotional well being of employee impacts:
 - Absenteeism – 63%
 - Conflicts at work – 42%
- 1 in 17 adults suffer from a serious mental illness
 - Reporting an average of 88 days/year they were too ill to carry out normal daily activities = ABSENTEEISM
- Untreated, mental illness can lead to poor physical health and impaired-decision making



Mental Health Statistics



- Suicide Trends – United States +24.2%

| COUNTRY | % CHANGE | COUNTRY | % CHANGE |
|---------|----------|--------------------|----------|
| Canada | -11.1% | Japan | -1.9% |
| China | -59.6% | Russian Federation | -44.4% |
| Germany | -17.0% | United Kingdom | -21.1% |

- In the US – 2017 Suicides:
 - 10th leading cause of death in the United States
 - 1.4 million attempted; 47,173 completed
 - 90% of people who complete suicide show symptoms of mental health condition



Question #2



The number of first responder deaths as a result of completed suicide are higher than ‘in the line of duty’ deaths?

- A. True
- B. False
- C. Good question.....I have no idea?



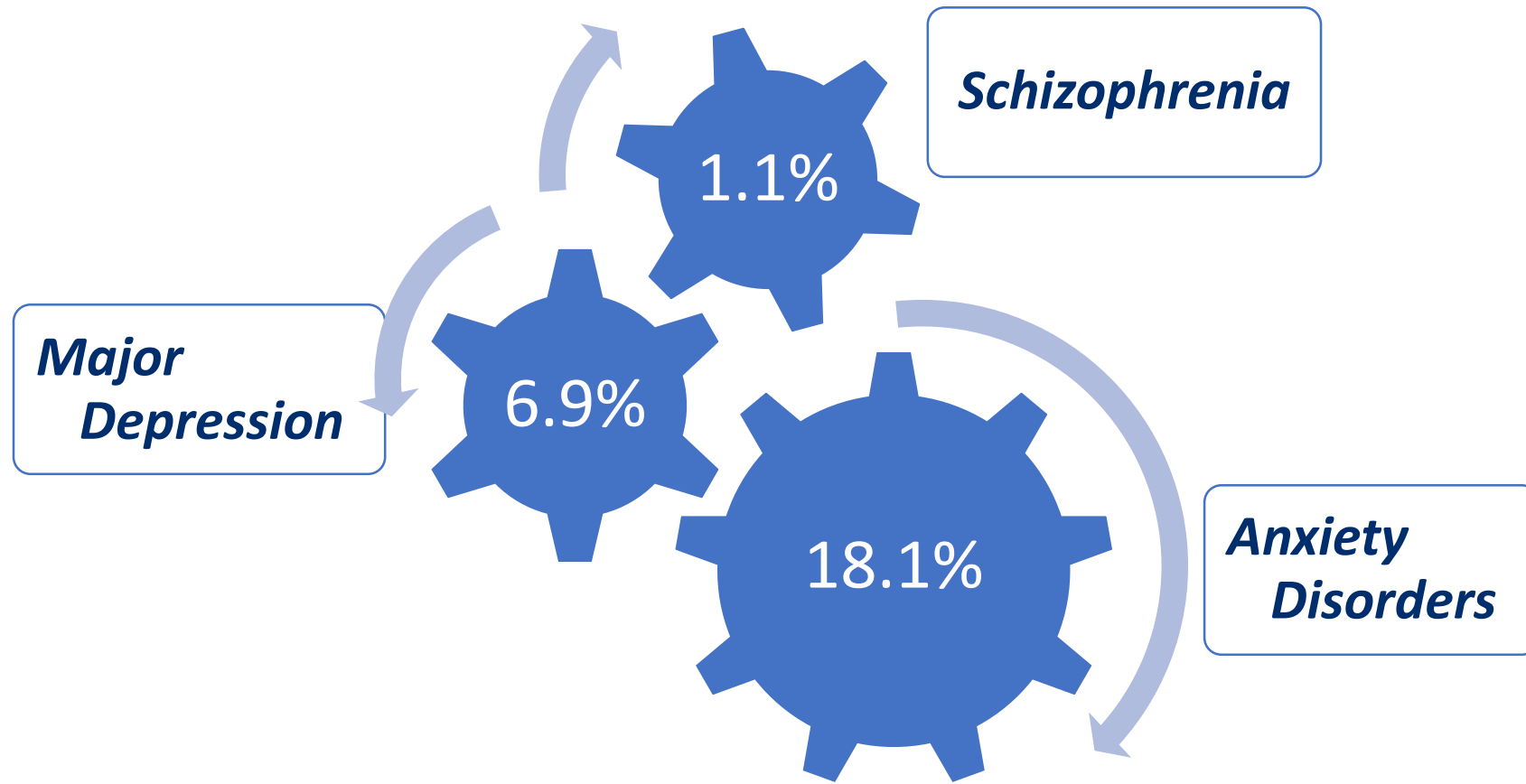
Mental Illness



| Includes | | |
|------------------------------------|-----------------------------------------------------|----------------------------------------|
| Anxiety Disorder | ADHD Attention Deficit Disorder/Hyperactivity | PTSD Post Traumatic Stress Disorder |
| ASD Autism Spectrum Disorder | Bipolar Disorder | Eating Disorder |
| Depression/Major Depression | OCD Obsessive Compulsive Disorder | Personality Disorders |
| Substance Use | Schizophrenia | Suicide |



Prevalence by Diagnosis



10.2 Million adults have co-occurring mental health & addiction disorders

Data does not include substance abuse - www.nami.org

Recovery is a Journey



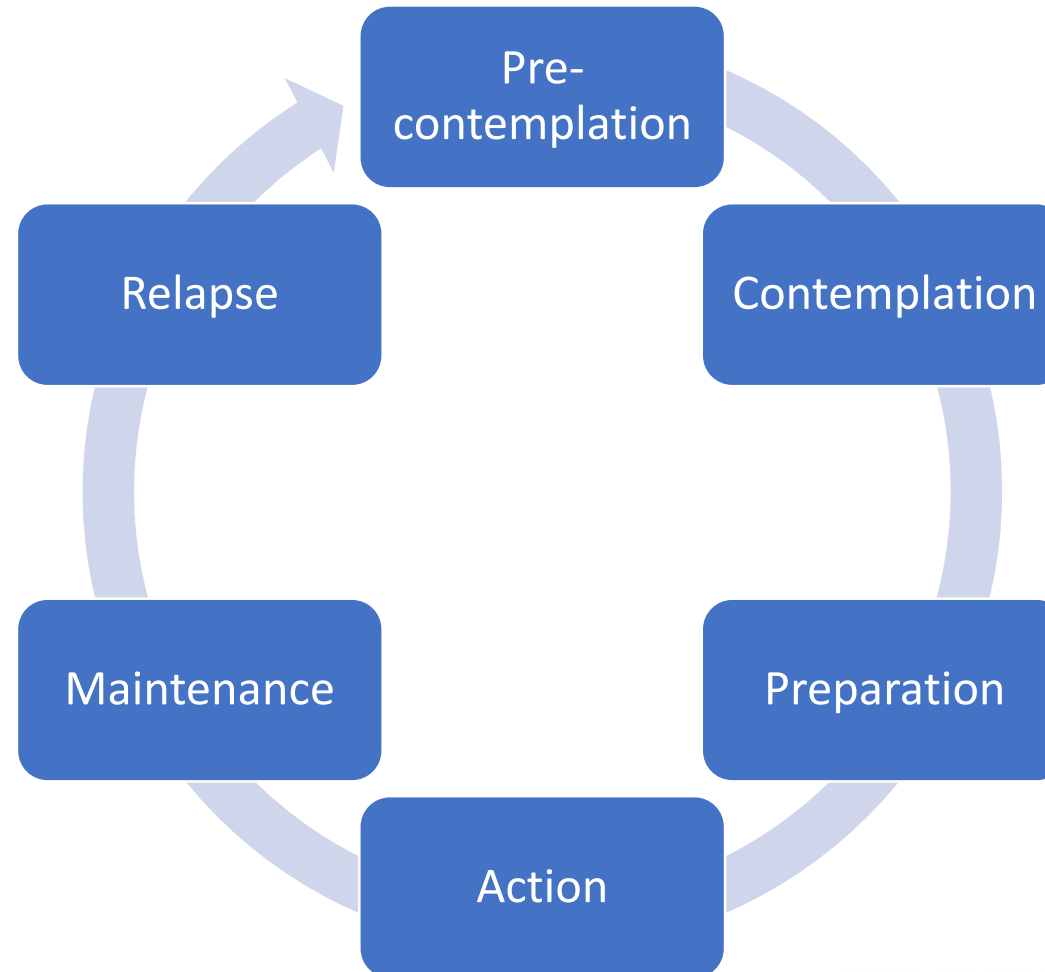
| Mental Health First Aid USA | MentalHealth.gov |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>“Recovery is the process in which people are able to live, work, learn and participate fully in their communities”</p> <ul style="list-style-type: none">• The ability to live a fulfilling and productive life | <p>“Recovery is a process of change through which individuals:</p> <ul style="list-style-type: none">• Improve their health & wellness• Live a self-directed life• Strive to achieve their full potential” |



Prochaska & DiClemente



Stages Of Change



Four Dimensions of Recovery



Physical & Emotional Well-being

Make informed & healthy choices



Home

Have a safe & stable place to live



Purpose

Engage in meaningful daily activities & participate in society



Community

Build relationships & social networks that provide support

Question #3



Mental health workforce availability, patient to provider access ratio for Florida is:

- A. 180 : 1
- B. 430 : 1
- C. 700 : 1
- D. 1,180 : 1



Mental Health Program Goals



- Develop a culture of holistic well being
- Eliminating barriers and stigma
 - Non judgmental workplace
- Alignment of mental health as a medical illness
- Highlight the advantages of early intervention
- Understanding recovery is possible
- Create & maintain healthy, productive, loyal and goal-oriented employees



Certification Program - 8 hours



MENTAL
HEALTH
FIRST AID®

How do we identify, understand and respond to signs of mental illness and addictions?

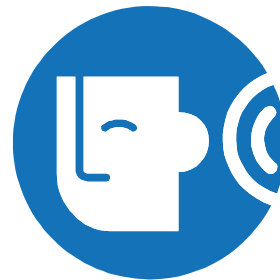


What is Mental Health First Aid



MENTAL
HEALTH
FIRST AID®

Mental Health First Aid is the initial help offered to a person developing a mental health or substance use problem or experiencing a mental health crisis. The first aid is given until appropriate treatment and support are received or until the crisis resolves.



What Participants Learn



MENTAL
HEALTH
FIRST AID®

- **Risk factors and warning signs** of mental health and substance use problems
- **Information** on depression, anxiety, trauma, psychosis and substance use
- A **5-step action plan** to help someone who is developing a mental health problem or is in crisis
- Available evidence-based professional, peer and self-help **resources**



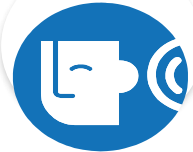
5 Step Action Plan - ALGEE



MENTAL
HEALTH
FIRST AID®



Assess for risk of suicide or harm



Listen nonjudgmentally



Give reassurance and information



Encourage appropriate professional help



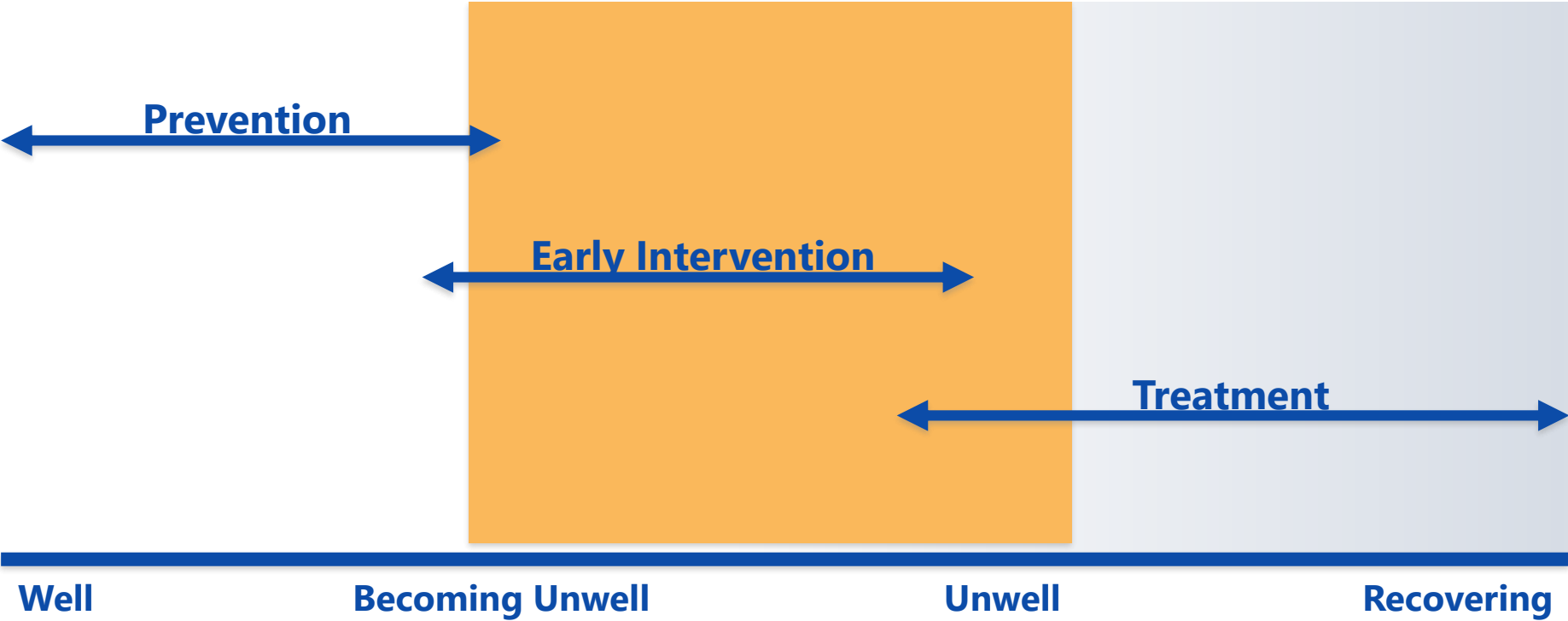
Encourage self-help and other support strategies




Spectrum of Interventions



MENTAL
HEALTH
FIRST AID®



 Where Mental Health First Aid can help on the spectrum of mental health interventions



Adult Curriculum Overview



MENTAL
HEALTH
FIRST AID®

- What is Mental Health First Aid?
- Mental health in the United States
- Mental health First Aid Action Plan - ALGEE
- Understanding depression & anxiety
- Applying the Mental Health First Aid Action Plan for depression & anxiety
 - Suicidal Behavior
 - Non Suicidal Self Injury
 - Panic Attacks



Adult Curriculum Overview



MENTAL
HEALTH
FIRST AID®

- Applying the Mental Health First Aid Action Plan for depression & anxiety (cont.)
 - Traumatic Events
 - PTSD
 - Anxiety Symptoms
- Understanding & application of Mental Health First Aid Action Plan – Psychosis & Acute psychosis
- Substance USE disorders
 - Overdose – withdrawal
- Using your Mental Health First Aid Training



Additional Modules



MENTAL
HEALTH
FIRST AID®

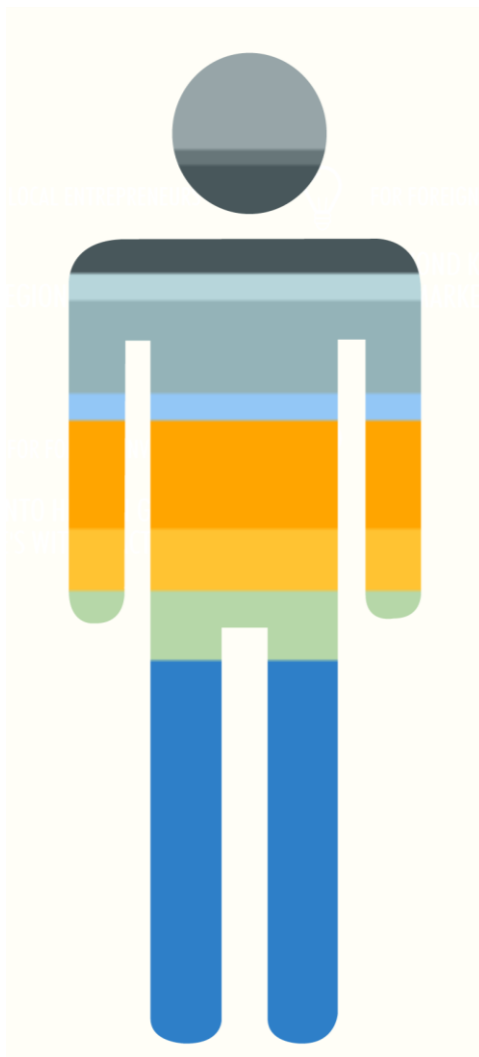
- Public Safety – Police
- Fire and EMS
- Higher Education
- Veterans
- Older Adults
- Youth
- Opioid Response
- Suicide Prevention



Who Are They Reaching?



MENTAL
HEALTH
FIRST AID®



- 1.97% Business/Corporations
- 3.34% Faith Communities
- 11.7% Law Enforcement/Public Safety
- 3.01% Primary Care
- 10.43% Social Services
- 9.21% Higher Education
- 6.78% Behavioral Health
- 30.06% General Community
- 23.5% Other



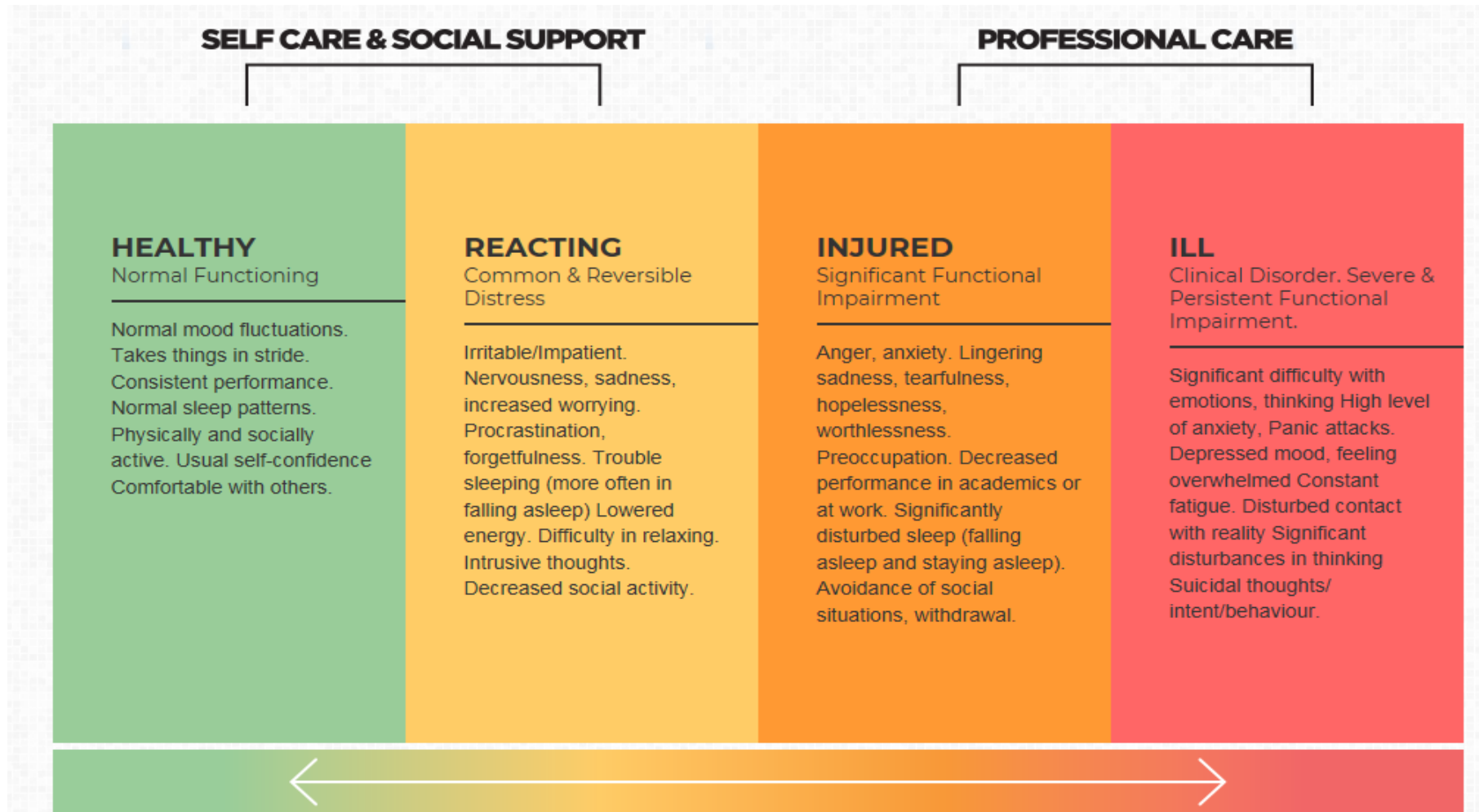
Florida - CFO & Fire Marshall Patronis



- Focus for First Responders - Critical Incidents: Mental health awareness, prevention, mitigation, and treatment
- Objectives:
 - Review stressors associated with emergency services
 - Discuss reactions, symptoms, and syndromes; select disorders related to critical incident stress
 - Explore individual and organizational activities for both promoting and improving crew mental health
 - Describe basic objectives and the intervention steps of Psychological First Aid



Mental Health on a Continuum



Objective #1



- Awareness
- Review stressors associated with emergency services
 - Physical
 - Environmental
 - Emotional
 - Cognitive
 - Organizational / Operational



Objective #2



- Discuss reactions, symptoms, and syndromes; select disorders related to critical incident stress
 - Physical:
 - Fatigue, Insomnia, change in appetite, GI complications, headaches, change in reactions, impaired immune response and aches/pains
 - Emotional:
 - Agitated, angry, emotional numbing, anxiety, sense of failure, sadness, guilt and loss of pleasure from normal activities



Objective #2 (cont.)



- Discuss reactions, symptoms, and syndromes; select disorders related to critical incident stress
 - Cognitive:
 - Dreams or nightmares, impaired memory and/or concentration, impaired decision making, decreased self esteem
 - Behavior:
 - Social withdrawal, relationship stress/conflict, increased risk taking, emotional outbursts, deny need for rest or recovery, inability to rest or excessive sleep and attempt to override stress of fatigue with dedication or commitment



Objective #3



- Explore individual & organizational activities for promoting and improving crew mental health – Prevention & Mitigation
 - Self-care techniques
 - physical, cognitive, emotional & spiritual
 - Crew Care Techniques
 - Remove stigma, establish positive and supportive atmosphere, provide stress management and inoculation training, offer support, set appropriate expectations and encourage crew preparedness and contingency planning (staff and family members)



Objective #3 (cont.)



- Explore individual & organizational activities for promoting and improving crew mental health – Prevention & Mitigation
 - Psychological Debriefing
 - Group intervention after traumatic event
 - Does not include assessment component to allow for modification to meet each individual status and context
 - identifies the need for follow-up and possibility of more than one session being needed



Objective #4



- Describe the basic objectives and intervention steps of Psychological First Aid
 - Supportive intervention that is comparable to physical first aid
 - Goal:
 - Stabilize the situation
 - Reduce emotional distress
 - Provide advise on self care
 - Identify individuals who may need professional assistance and referral for additional assistance



Action Steps



- Contact and engagement
- Safety and comfort
- Stabilization, if needed
- Information gathering
- Practical assistance
- Connections with social supports
- Information on coping
- Linkage to collaborative services



What is Your Action Plan?



- Different methods of intervention and support may be needed for each individual & each occurrence
- More than one resource may be needed through the recovery process
- Every situation has a different time frame for resolution and recovery



Identifying Resources



- Mental Health Providers
 - Local or outside the area
 - In network
 - Assessment &/or treatment
 - Retainer, hourly, flat rate
 - After hour access – on call availability
 - Clinician training for first responders
 - Knowing the lingo
 - Work schedules
 - Sleeping patterns
 - Florida Firefighters Safety & Health Collaborative



Identifying Resources



- Health Center – Clinic
 - Primary doctor implement intake questionnaire & process to include mental health – substance use
 - Specialist visits
 - Medications
 - Provider contracting with health plan – referrals
- Resilience training
- Mental health training
- Mobile or App based program
 - Self help & accountability



Identifying Resources



- Enhanced EAP & behavioral health benefits
 - Modified intake processes
 - Referrals to tier 1 providers and counselors
 - Integration with health plan
 - Member disruption of care - % of overlap
 - \$0 or low-cost copay for outpatient care
- Telemedicine –
 - Skype or Web based
 - Secure access – HIPAA/PHI
 - Covered by health plan - CPT code 90834 – POS 02



Carrier Support



- Aetna Resources for Living
 - Fully insured groups – buy up, self funded
 - Can use wellness dollars
 - ‘Able To’ program
 - Virtual mental health
 - 8 week transitional therapy – chronic illnesses
 - 2 counselors to assist with new ‘normal’
 - School Employee Guidance Program
 - 6 free visits / year – tele video counseling
 - Master’s level counselors
 - Freedom 365 - Virtual Recovery Program
 - 3rd party vendor & App



Carrier Support



- Cigna Behavioral Health

- Mental Health First Aid training

- Class size minimum 25; maximum 30
- Able use wellness funds – materials \$18.95 per student
- 4-6 weeks notice required to set up training

- Total Behavioral Health

- Happify – app with science based games and activities
- iPrevail – digital therapeutics platform to assist with stresses of every day life and difficult transitions

- First Responders

- First responder project
- Modified EAP intake process



Carrier Support



- FI Blue – New Directions
 - 100% inpatient mental health coverage – fully insured
 - EAP buyup
 - Digital tools to engage and drive usage
 - My Talk Space
 - Integration with mental health – seamless transition
 - Licensed behavioral health clinician – 1st point of contact
 - Suicide ideation – masters level clinicians



Carrier Support



- UHC – Liveandworkwell.com
 - Recovery, resiliency & empowerment tools
 - Web/app
 - Action plan for prevention and recovery
 - Online and face to face support
 - AAA, Depression & Bipolar Support Alliance, Mental Health America, Narcotics Anonymous meetings by location, NAMI and NAMI online groups
 - Addiction recovery tools
 - One health
 - Radio programs
 - networking ‘rooms’
 - Mindful meditation



Carrier Support



- Teladoc Health

- Virtual behavioral healthcare

- Mental health
 - Post traumatic syndrome disorder (PTSD)
 - Anxiety
 - Depression
 - Eating disorders
 - Substance use

- Web and App access

- Support for primary care providers and coordination of healthcare



Together.....



We can make a difference!

