

# Mental Health at Work

## Creating a Stigma-free Culture



# Stigma drives silence

Most people struggle with symptoms for years before they seek help.



Source: National Alliance on Mental Illness.

# Objectives

- Increase understanding of the impact of mental health
- Provide guidelines for moving towards a stigma-free work culture
- Highlight and review mental health benefits, support, services, and resources



# Guest Speakers

- **Rebecca Parrish, MSW**  
Integrated Mental Health Clinical Consultant  
Social Work Manager  
Kaiser Permanente Washington
- **Kari Uhlman, MA, LMHC**  
Employee Assistance Program Counselor  
Licensed Mental Health Counselor  
Washington State EAP
- **Kevin Klein, BA**  
Senior Workforce Health Consultant  
Kaiser Permanente Washington

# Understanding the Impact



## The demand for mental health services is higher than ever



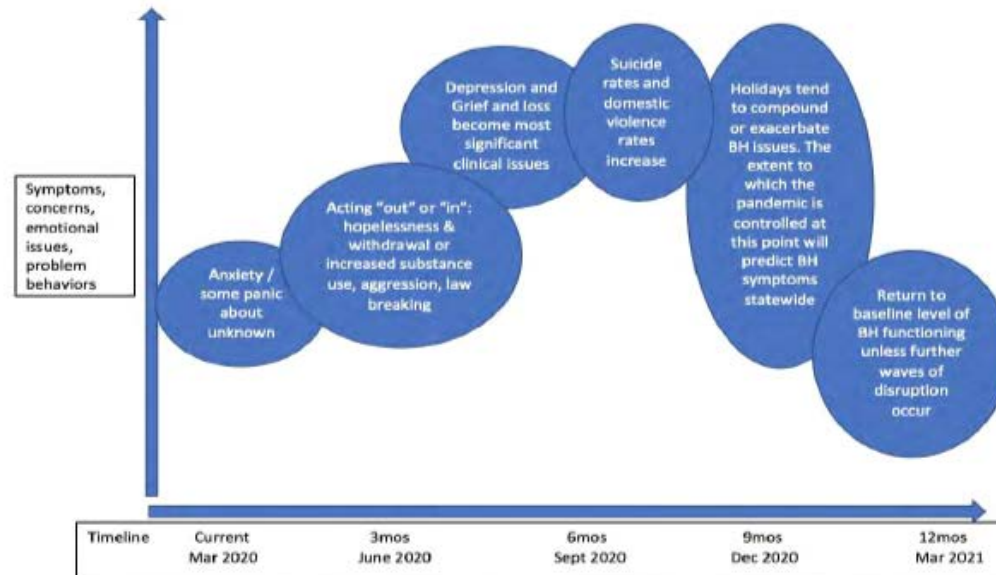
**Increasing demand** for mental health services + **National shortage of clinical workforce** = **Challenges in access to care**

### FACTORS DRIVING DEMAND



Source: National Alliance for Mental Illness, accessed April 24, 2019.

## Forecasted Behavioral Health Symptoms from COVID-19 Over Time



**NOTE:** Where people start on this chart is strongly predicted by their baseline level of functioning BEFORE the outbreak / pandemic, and the degree to which they have SOCIAL SUPPORT and use ACTIVE COPING SKILLS. If the situation comes to a resolvable level after 12 months, the VAST majority of people will return to their baseline level of functioning. If the situation cascades, then the emotional and behavioral responses become compounded over time.

## Mental Health Impact of COVID-19

April 2020 Washington State Department of Health Statewide High-Level Analysis of Forecasted Behavioral Health Impacts from COVID-19

## Mental health and wellness matters to employers



**3 in 4**

employees have struggled with an issue that affected their mental health.<sup>1</sup>

Depression increases risk for:<sup>2</sup>

- + Heart disease
- + Diabetes
- + Stroke
- + Alzheimer's disease

Mental health conditions are common and treatable. Treatment works for:<sup>3</sup>



8 in 10 people who get help for depression



Up to 9 in 10 people who get help for panic attacks

<sup>1</sup>American Heart Association, 2019. <sup>2</sup>National Institute for Mental Health, accessed April 24, 2019. <sup>3</sup>Mental Health America, accessed April 24, 2019.



# The business impact



**62%** of missed work days  
can be attributed to  
mental health conditions.<sup>1</sup>

Untreated depression costs

**\$9,450**

per employee, per year  
in absenteeism and lost productivity.<sup>2</sup>

Mental illness is the  
**single greatest cause**  
of worker disability worldwide.<sup>3</sup>

<sup>1</sup>National Alliance for Mental Illness of Massachusetts, 2015. <sup>2</sup>American Heart Association, 2018. <sup>3</sup>See note 2.

# Social Drivers of (Mental) Health

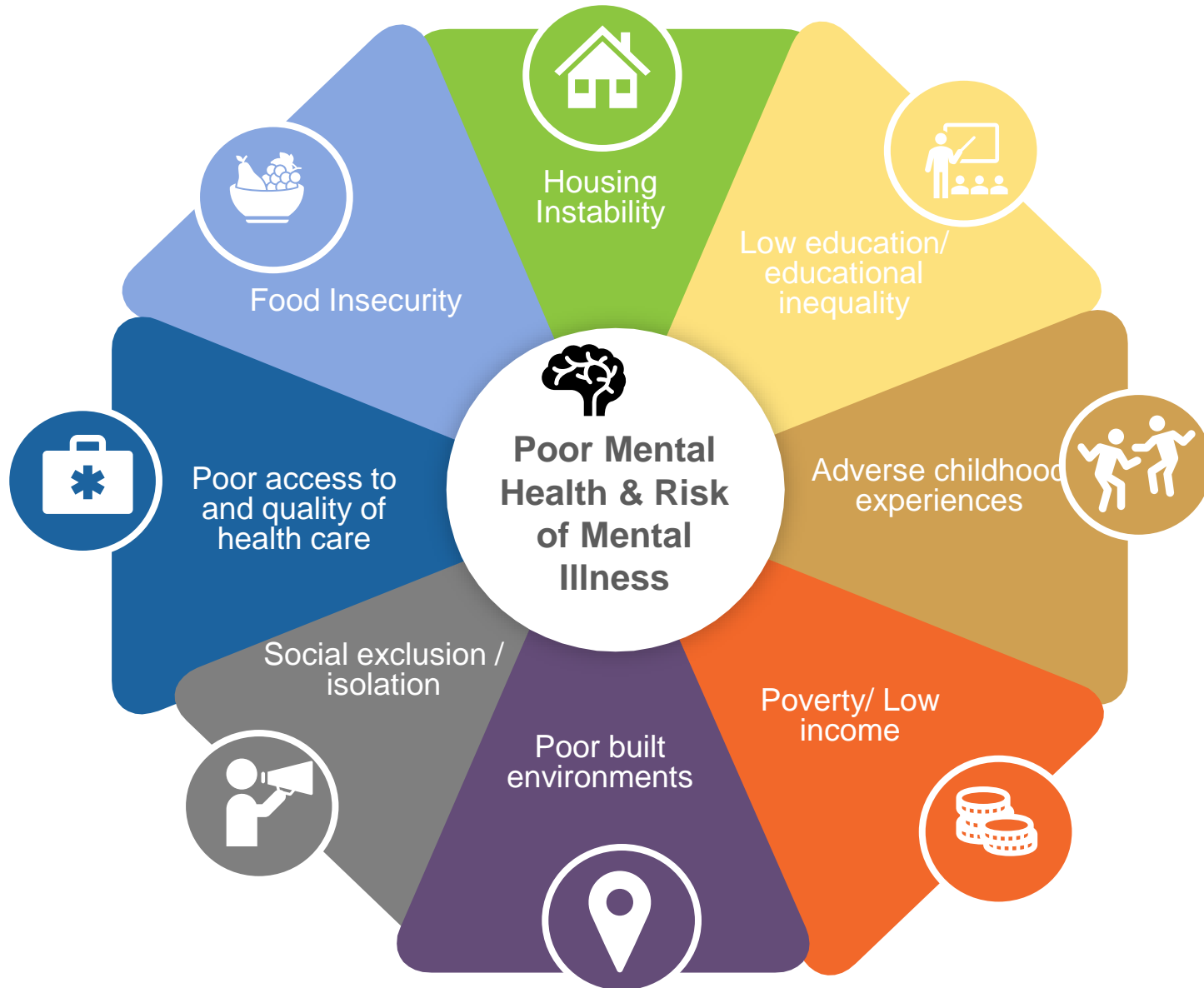
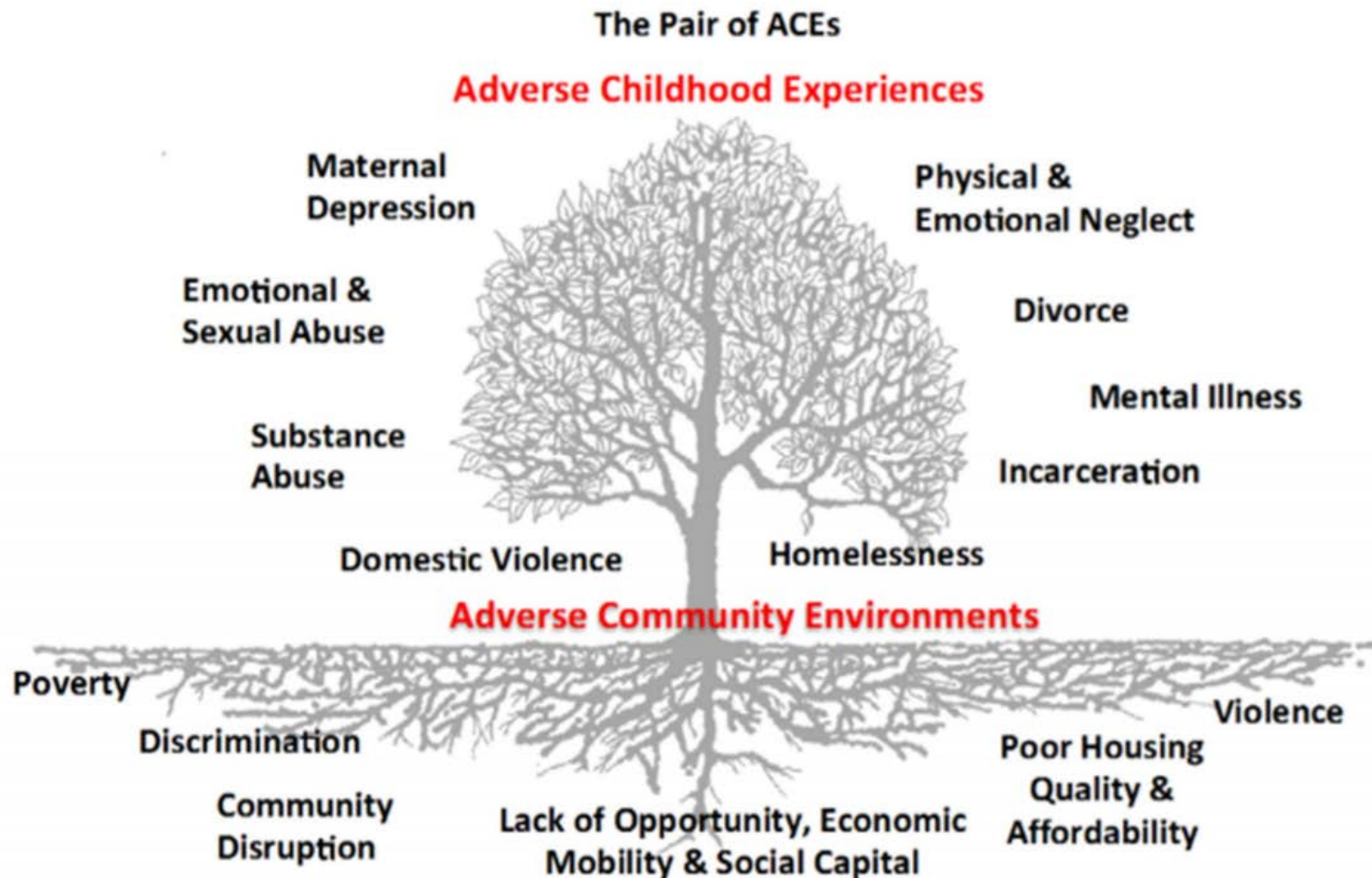


Image adapted from: R. Shim et al. "The Social Determinants of Mental Health: An Overview and Call to Action" *Psychiatric Annals* 44:1 (January 2014)

# Individual & community exposures are connected & impact health



Elis W. & Dietz W. BCR Framework. Academic Peds (2017).

# Community response

## Washington Listens

Support to manage stress and cope with changes due to COVID-19

## SAMHSA Disaster Distress Line

Crisis counseling and support to people experiencing emotional distress related to natural and human caused disasters

## VA COVID Coach App

App designed to support self-care and overall mental health during the COVID-19 pandemic

## NAMI, AA, NA

Switch to virtual platforms to continue to provide peer to peer support

## Hyperlocal response

Community giving tables, go fund me's, community donations to provide financial and food supports

# The mental health and wellness continuum

- Self-care
- Social support
- Healthy lifestyle
- Specialty mental health clinical care



## Our integrated approach to mental health care helps our members



Outcome-oriented



Collaborative,  
team-based,  
doctor-led



Systemwide



Multimodal



Proactive and  
personalized

## Personalized care and shared decision making



Patient is involved in developing a treatment plan that is tailored to their needs, based on:

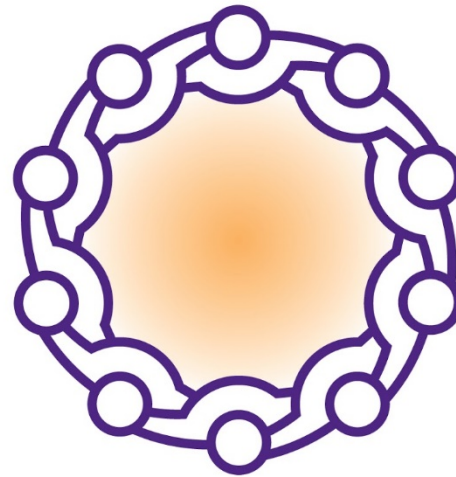
- Clinical guidelines
- Evidence-based best practices
- Patient preferences
- Patient goals

# Questions?





# Moving towards a stigma-free workplace

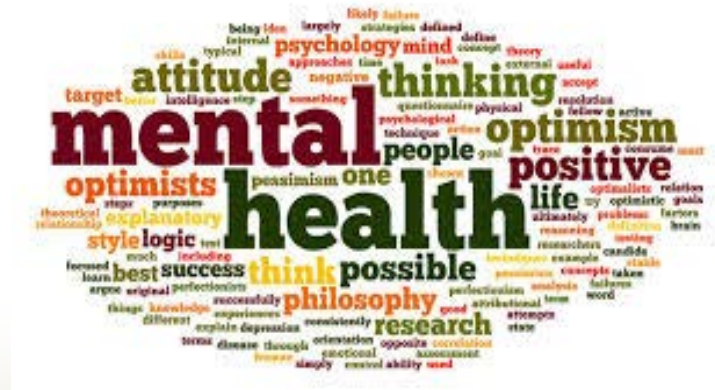


**Stand Against Stigma**

*Changing minds about mental illness.*

# Being a Stigma-free Culture

- Fosters employee loyalty and retention
- Decreases absenteeism
- Increases employee engagement and productivity
- Decreases the impact and cost of disability



# Embracing a Stigma-free Culture

- Recognize that stigma is real
- Promote mental health benefits and resources
- Increase awareness and provide education





**Pledge to foster a workplace that promotes, supports, and improves the mental health of employees and their families.**

# Mental Health Benefits and Resources



# Increasing Awareness and Education

- Employee mental health engagement activities
- Social activities that promote relationships
- Respectful, supportive communication
- Recognizing signs of distress and what to do when team members are struggling



# National Alliance of Mental Illness



There is hope and understanding.  
Change the way the world sees mental health.

*stigmafree*

## Resources

- Fact sheets and hand outs
- Mental health guides
- Messaging templates
- Shareables
- Infographics
- Videos

<https://www.nami.org/Get-Involved/Pledge-to-Be-StigmaFree/StigmaFree-Company/Resources>





# Stigma*free* Video



[https://www.youtube.com/watch?v=O2EZoMg9KHo&feature=emb\\_title](https://www.youtube.com/watch?v=O2EZoMg9KHo&feature=emb_title)

# ICU Program

- Awareness campaign for the workplace
- Designed to decrease stigma associated with mental health
- Fosters a workplace culture that supports emotional health



# ICU = "I See You"

Physical Health	"I See You"	ICU Steps to Improve Emotional Health
Intensive	I	<b>Identify</b> the signs
Care	C	<b>Connect</b> with the person
Unit	U	<b>Understand</b> the way forward together

Intensive Care Unit, or ICU, becomes "I See You" through three steps:  
Identify the signs, Connect with the person, and Understand the way forward together.

# ICU Toolkit

- Videos
- Implementation Guide
- Leadership PowerPoint Presentation
- Flyer
- Email/Intranet Template
- Logo
- Pre/Post Evaluation Questionnaires

<http://workplacementalhealth.org/Employer-Resources/ICU>

# ICU Video



<https://www.youtube.com/watch?v=CJq7AKcktEQ>

# Questions?





# Mental Health Benefits, Services, and Support



**KAISER PERMANENTE®**



WASHINGTON STATE



# WORKPLACE MENTAL HEALTH RESOURCES

Presented by: Kari Uhlman, LMHC  
Employee Assistance Program Counselor



WASHINGTON STATE

# What is the Employee Assistance Program?

For almost 50 years, the Washington State EAP has supported the wellbeing of public employees to promote a resilient and productive workforce.



**Employee Assistance Program**

[eap.wa.gov](http://eap.wa.gov) | 877.313.4455

# Who does WA State EAP serve?

Over 90,000 state, higher education, and other public service employees, such as:



## What concerns can you bring to EAP?

- Life and work changes
- Stress management
- Financial and legal concerns
- Relationship improvement
- Family & parenting issues
- Grief & loss
- Domestic violence
- Anxiety and depression
- Substance misuse
- Bullying & harassment
- Crisis support and management



# Counseling or “EAP Assessment”

Assess concerns and provide resources.

- By a licensed or certified professional
  - Up to 3 sessions per issue
  - Local (face-to-face) or by phone
- ✓ For you and family household adults.
  - ✓ Distinct from outpatient therapy.
    - » Free—fully funded by your employer
    - » Easy and quick access
    - » Short-term and solution-focused
    - » Personal or work-related

I'm not getting along with my coworker and I've tried everything!

Why do I feel so angry all the time?

I don't want to be a burden on my daughter.

I'm really stressed out about money right now!

I think my teen has a drinking problem.

# Organizational Consultation

For supervisors, leaders, & HR:

- Advice
- Problem Solving
- Coaching
- Support
- Resources
- Employee Referrals



On topics such as:

- Performance or Disciplinary issues
- Substance Misuse
- Managing Change
- Conflict
- Domestic Violence
- Sexual Harassment
- Illness and Death
- Mental Health
- Suicidality
- Safety Concerns
- Secondary Traumatic Stress

Offered by:

experts on workplace behavioral health with experience and knowledge working in the public sector, higher education, and human resources

# Crisis Response

Support after a significant loss or other traumatic event

## Critical Incident Stress Management

- Providing immediate support and guidance to leadership in the aftermath of a traumatic event

## Group Session

- A voluntary, facilitated discussion group to talk about what happened and the impact on the team, and promote self-care



\*\*The specific type and timing of services are based on many factors following best practices in Critical Incident research.\*\*

# Work/Life Resources



## Web Resources

Resources to help you solve life's problems: articles with expert advice, webinars, an online will-maker, DIY legal forms, financial calculators and resources to help you find child care, pet sitters and more.



## Legal Assistance

Free half-hour consultation with an attorney by phone to discuss your situation. Referrals to local lawyers and discounted rates for ongoing legal services if needed.



## Financial Counseling

Free counseling with a financial expert to help you get your finances in order, whether you need a monthly budget, are working to reduce debt, or saving for a big expense.

[eap.wa.gov/worklife](http://eap.wa.gov/worklife)



## Washington State Employee Assistance Program (EAP)

### Employee Assistance Program (EAP)

- COVID-19 Resources
- Employees
- Locations
- Providers
- Public Employers
- Publications
- Racism & Mental Health Resources
- Subscribe to Receive EAP News
- Supervisors
- Useful Links
- Webinars

- Jobs
- Recruitment
- Small Agency Services
- State Employee Services



**Help Starts Here.**

Washington State Employee Assistance Program

The Washington State Employee Assistance Program (EAP) is a free, confidential program created to promote the health, safety and well-being of public employees. More than 90,000 public employees have access to EAP services to help them address work and personal concerns. In addition, The EAP offers services to assist employees with legal and financial concerns. When you're ready to get help, we're here for you.

To access EAP counseling services, complete an [Online Referral Request](#). To access legal and financial services, visit our [Work/Life Resources](#).

<a href="#"><u>EMPLOYEES</u></a>	<a href="#"><u>SUPERVISORS</u></a>
<a href="#"><u>PROVIDERS</u></a>	<a href="#"><u>PUBLIC EMPLOYERS</u></a>
<a href="#"><u>WEBINARS</u></a>	<a href="#"><u>PUBLICATIONS</u></a>
<a href="#"><u>COVID-19</u></a>	<a href="#"><u>RACISM &amp; MENTAL HEALTH RESOURCES</u></a>

### Related Information

- [Accessing EAP Services](#)
- [EAP Locations](#)
- [EAP Orientation Video](#)
- [Grief & Trauma Toolkit /ISM](#)
- [Subscribe to EAP News](#)
- [Suicide Prevention](#)
- [Useful Links](#)

### EAP Contact Information

#### Statewide Locations

Ph.Toll-free: (877) 313-4455

#### Olympia

Ph: (360) 407-9490

Fax: (360) 664-0498

**Interpreters available.** When you call, please state the language you speak and wait while we connect your call to an interpreter.

TTY users: please call via [WA Relay](#) – call 711

# Resources, Awareness, & Education

## Publications:



[eap.wa.gov](http://eap.wa.gov)



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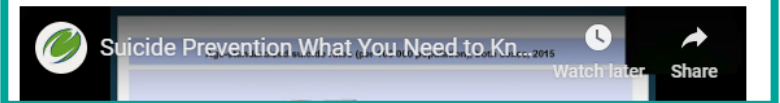
## Topical Resources:

### Suicide Prevention and Intervention Resources

Welcome! This webpage is designed to support Washington State government employees in preventing suicide. Our goal is to provide employees and management with tools, resources, and support effectively when state employees are impacted by suicide, whether personally or in the workplace. For more information on agency collaboration—[view our charter](#) or contact the [EAP](#) to find out more.

If you are looking for information not specific to state government employees, please visit the [Resource page](#).

**Important Note:** This site is for informational/educational purposes and is not intended to replace professional services. **If you or someone else is at immediate risk of suicide, please don't wait -- contact the Suicide Prevention Lifeline at 1-800-273-8255.**



[eap.wa.gov/suicideprevention](http://eap.wa.gov/suicideprevention)

# Resources, Awareness, & Education

## Racism & Mental Health Resources

The reality of racism and white supremacy experienced by Black, Indigenous, and other people of Color (BIPOC) is deeply embedded in this country, its institutions, and within individuals. Communities of color are strong and resilient, surviving and thriving despite the crushing impact of racism. Yet it's also important to recognize that people of color often experience [significant trauma](#) as a result of past and present realities—from surviving a history of slavery, genocide, and internment to the present-day realities of disparate access and outcomes on most measures, facing daily [microaggressions](#), and watching the ongoing horror of the murder of Black people caught on video. Racial and ethnic minorities are [often more likely to experience psychological distress](#), but [have less access to mental health services](#), are less likely to receive needed care, and are more likely to receive poor quality care when they do seek treatment. Added to this, cultural messages often include stigma about getting mental health support with cautions to save face and be tough.

[eap.wa.gov](http://eap.wa.gov)

## Webinars & Resources:

### Generation Gaps

The Generation Gaps workshop will help participants understand the what motivates them and dealing with them on a daily basis. Both the offer, which will help the organization thrive in the marketplace. Learn help you become a better manager or co-worker. (36 minutes)



## [COVID-19 Resources](#)



WASHINGTON STATE

# Additional Resources

- [Alcoholics Anonymous](#)
- American Psychological Association
  - [COVID-19 Information & Resources](#)
  - [COVID-19 Parenting Tips](#)
- [Center for Workplace Mental Health](#)
- Centers for Disease Control and Prevention
  - [Mental Health in the Workplace](#)
- [LinkedIn Learning](#)
- [National Alliance on Mental Illness](#)
  - [NAMI WA](#)
  - [NAMI COVID Guide](#)

# Additional Resources

- [SMART Recovery](#)
- UC Berkeley Greater Good Science Center
  - [Guide to Well-Being During Coronavirus](#)
- Washington State Department of Health
  - [Behavioral Health Impacts from COVID-19](#)
- Workplace Learning & Performance
  - [Mental Health First Aid](#)
    - State agency employees register through LMS
    - Other learners register [here](#)

# EAP is here to support you

- Free for you and your family
- Confidential
- Easy to access
- Expert professionals
- Practical help
- From everyday concerns to serious issues
- Caring and respectful
- Culturally relevant
- Supporting the WHOLE person



[eap.wa.gov](http://eap.wa.gov)  
877-313-4455

# Questions?





## Kaiser Permanente Resources



## Access is a nationwide problem

There is currently **1** mental health care provider  
for every **529** people in the U.S.<sup>1</sup>

**50–90%**

of those in need of mental health treatment are not receiving services.<sup>2</sup>



**111 million Americans**  
live in areas with a mental health provider shortage.<sup>3</sup>

## We're expanding access to services

- Aggressively hiring additional mental health providers
- Contracting with other trusted providers
- Opening new offices
- Expanding hours
- Offering telephone and video visits
- Integrating mental health services into primary care and other specialties, such as maternity care



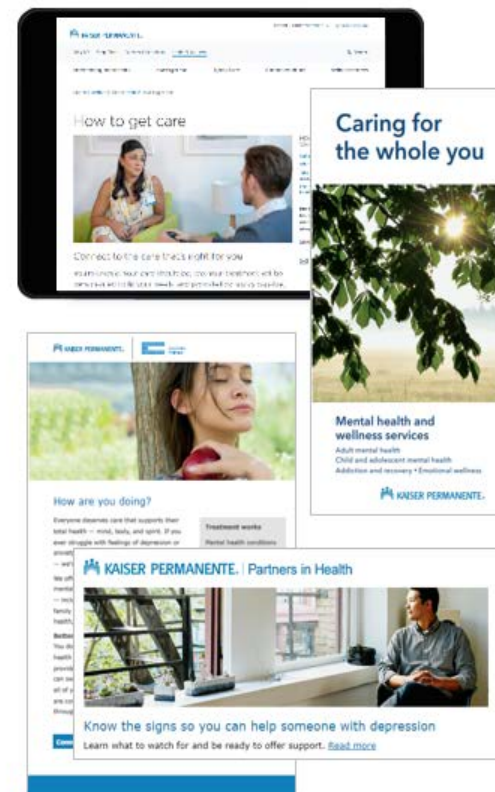
# Learnings: We need to improve member awareness

## Many members don't know:

- What mental health coverage includes
- That no referral is needed
- That they can choose their clinician
- That they are free to switch clinicians
- Treatment works

## We're working to increase awareness by:

- Enhancing communication
- Improving coordination with customer EAPs

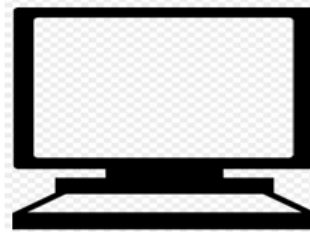


## Member Resources for 2020

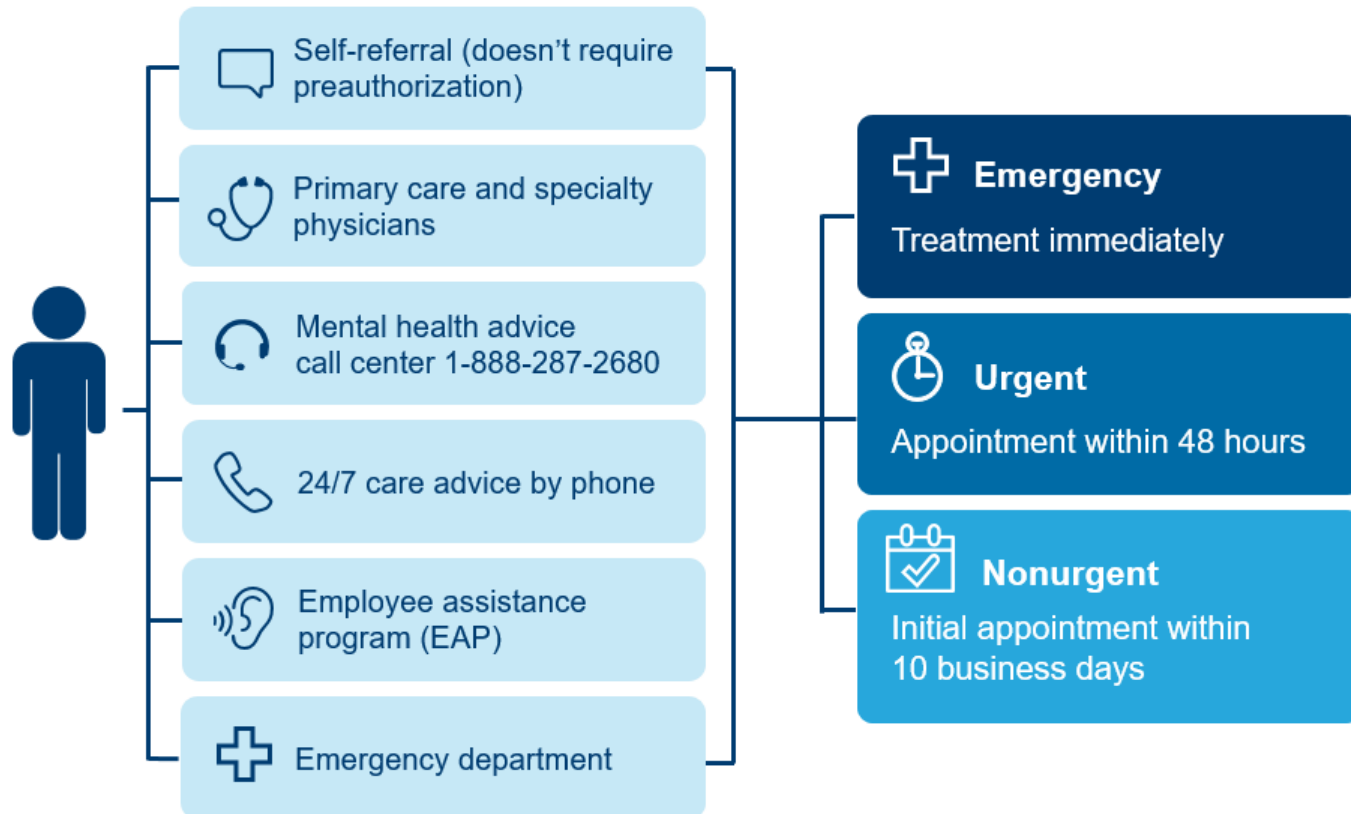
### “Understanding Mental Health” website

- Contains information on the following topics:
  - How to connect to care
  - What to expect
  - Lifestyle Checkup Tools:
    - Are you depressed?
    - Do you have a drinking problem
    - What is your stress level
  - Resources for Emotional Wellness

- [kp.org/mentalhealth](https://www.kp.org/mentalhealth)



## Members have many ways to access care



## We provide a wide range of convenient resources for members

Emotional  
well-being  
and  
resilience

Mild distress

Clinical  
mental health  
condition

Severe  
mental health  
condition

- Personalized treatment plan
- Ease of access of communicating with clinical team (e.g. email, phone or video)
- Health classes and support groups
- Online programs to help manage depression, reduce stress, and improve sleep
- Articles and self-service support
- Wellness coach for stress or sleep
- Easy to navigate Mental Health Content Center at [kp.org/mentalhealth](https://kp.org/mentalhealth) with tools and resources
- Prescriptions mailed to your door
- 24-hour nurse hotline
- Cognitive behavioral therapy app
- Mindfulness app
- Find Your Words campaign: [findyourwords.org](https://findyourwords.org)

**Members can access these resources independently, or they may be prescribed by their doctor as part of a treatment plan.**

# KP Northwest



## Access to care at KP Washington

- For first-time appointments, call **1-888-287-2680**, 8am to 5pm, Monday through Friday, to get help finding an appropriate provider. For follow-up visits, contact the mental health provider's office directly.
- Members can call a consulting nurse for all other immediate needs after hours. They can get help anytime day or night from a telephone-based advice nurse at **1-800-297-6877**. The nurse can evaluate symptoms and provide recommendations about next steps, such as making an appointment, going to urgent care, or paging an on-call psychiatrist.
- Speak with a wellness coach. Call **1-866-862-4295**, Monday through Friday, from 7am to 7pm to make an appointment. Coaching is offered in English and Spanish, no referral is needed, and it's available to all Kaiser Permanente members at no cost.



## Access to care at KP Northwest

- Call to speak with a clinician and get treatment started right away. No referral is needed. Just call **1-855-632-8280** to schedule an appointment.
- Talk to an advice nurse anytime. Just call **1-800-813-2000**, 24 hours a day, 7 days a week.
- Speak with a wellness coach. Work with a personal wellness coach by phone, and explore options for meeting your health goals. Call 503-286-6816 or **1-866-301-3866**, option 2.

## Increasing workforce health and resilience

Kaiser Permanente can help you:

- Integrate mental health support into your workforce health strategy
- Train employees to be resilient and manage stress effectively
- Organize Mental Health First Aid training to help understand, identify, and respond to signs of mental health issues in co-workers
- Support a psychologically safe workplace through training and consultations

Your EAP will manage on-site clinical interventions and follow-up.



# Questions



## Uniform Medical Plan (UMP) Behavioral Health Resources



- Behavioral Health Case Management
- Doc on Demand [doctorondemand.com](https://doctorondemand.com)
- Quartet [qrt.care/regenceUMP](https://qrt.care/regenceUMP)
- myStrength
- COVID-19 modules

## Premera Blue Cross Resources

- Levels of care
- Chemical dependency/substance abuse
- Eating disorders
- Mental health illnesses

<https://www.premera.com/visitor/care-essentials/mental-health>

# Questions?



# SmartHealth

## Supporting Whole Person Well-Being



**FEATURED ACTIVITY**

# Help for Managing Stress & Anxiety

Find activities to try today

[VIEW ACTIVITY >](#)

JUL 13, 2020 - DEC 31, 2020

0 0 0 pts/wk



Mental Health Tips

0 0

100 pts



Exhale Your Worries

0 0

100 pts



Parent's Guide to Dealing With COVID

0 0

100 pts



Spend Less, Slash Stress

0 0

100 pts



Video: A Beginner's Guide to Mindfulness

0 0

100 pts



# Washington Listens



1-833-681-0211

- For anyone in WA experiencing elevated stress due to COVID-19
- Live support specialist who listens & connects them to community resources in their area

# Introduction to the EAP



- Explains EAP resources
- Offers links to EAP website and webinars.

## Resources:

- Center for Workplace Mental Health: [Workplace Mental Health](#)
- ICU Program Implementation Guide: [ICU Resources](#)
- NAMI's Pledge-to-be Stigmafree Company: [StigmaFree Company](#)
- Mind Share Partners: [Mind Share](#)
- Kaiser Permanente: Mental Health at Work- Creating a Stigma-free Culture: [KP Workplace Mental Health](#)
- Mental Health America - Mind the Workplace: [Mental Health](#)

# Questions?

Please contact us at:

Washington Wellness

360-725-1700

[wawellness@hca.wa.gov](mailto:wawellness@hca.wa.gov)

