

Tools to Address
Depression at the
Workplace

#### Agenda

- 1. About the Partnership for Workplace Mental Health
- 2. Why Depression Matters
- 3. Right Direction tools



#### Partnership for Workplace Mental Health

Collaboration with employers to advance effective approaches to mental health.

- 1. Promote the business case for quality mental health care, including early recognition, access to care and effective treatment.
- 2. Highlight employer case examples and facilitate peer-to-peer dialogue.
- 3. Provide tools and resources to help employers take action.





### **Employer Resources**

Mental Health Works monthly publication

Issue briefs and guides (parity)

Searchable database of employer case examples (60)

Business case tools (calculators, lit reviews)

75 employer inquiries/month

2 worksite educational programs

- ICU (emotional distress)
- Right Direction (depression)







## 1 in 10 people have depression.



### Impairment & Disability



Depression is the <u>leading</u> cause of disability worldwide.



Approximately 80% of persons with depression reported some level of <u>functional</u> <u>impairment</u> because of their depression.



27% reported <u>serious</u> difficulties in work and home life.

The World Health Organization (2008). The Global Burden of Disease: 2004 Update.

Pratt LA, Brody DJ. Depression in the United States household population, 2005-2006. National Center for Health Statistics: NCHS Data Brief No. 7; 2008. Available from: http://www.cdc.gov/nchs/data/databriefs/db07.htm#ref08.



What depression feels like	How it looks to co-workers
Deep feelings of sadness	Withdrawal from team, isolates oneself
Loss of interest in work or social activities	Indifference
Lack of concentration, slowed thoughts and difficulty thinking	Putting things off, missed deadlines, accidents on the job
Forgetfulness and trouble remembering	Seems "scattered" or absentminded
Trouble making decisions	Procrastination, indecisiveness, slowed productivity
Trouble sleeping or sleeping too much	Late to work, can't get going in the a.m., afternoon fatigue, accidents on the job
Feelings of worthlessness or experiencing inappropriate guilt	Unsure of abilities, lack of confidence
Energy loss or increased fatigue	Low motivation, detached
Irritability, anger or tearfulness	Inappropriate reactions, strained relationships with co-workers or clients
Weight or appetite changes	Change in appearance

## A Closer Look at Loss in Productivity

Depression is estimated to cause 200 MILLION lost workdays each year

In a 3-month period, employees with depression miss an average of 4.8 WORKDAYS and suffer 11.5 days of REDUCED PRODUCTIVITY

Leopold RS. A Year in the Life of a Million American Workers. New York, New York: MetLife Disability Group; 2001.

Valenstein M, Vijan S, Zeber JE, Boehm K, Buttar A. The cost-utility of screening for depression in primary care. Ann Intern Med 2001; 134: 345-360.



## 2 - 4 x more

health care resources consumed by employees with depression compared to those without



**Employees** 



**Employees with depression** 



## How many of those who've suffered depression will have a recurrent episode



## Economic Impact of Depression

#### \$210.5B in 2010

Absence \$23.3B

Presenteeism \$78.6B

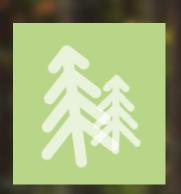
Direct medical costs \$100 B

Suicide-related costs \$8.6B



#### DON'T MISS THE FOREST FOR THE TREES

Medical Mental health/substance abuse Pharmacy



Disability 🗼



Presenteeism and lost productivity







Absenteeism Multiput Multiput

Overtime to cover sick-day absences 🥻 Overstaffing



Temporary workers 🔉 Recruitment 🤼 Hiring costs 🥻 Retraining

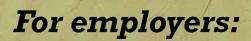






## The High Cost of Depression

There is a cost connection between mental health and productivity.



Doing nothing =

Ever-increasing costs



### Is Stigma Still an Issue?



### **Increased Public Understanding**

Increasing number of people

believe the cause of mental	Alcohol dependence	38%	47%	
illness to be neurobiological.	Major depression	54%	67%	
	Schizophrenia	76%	86%	
Increasing number of people				

Neurobiological

supportive of professional treatment

•	general	medical	doctor,
---	---------	---------	---------

- psychiatrist,
- mental hospital, and/or
- prescription medications.

General med doctor	1996	2006	
Alcohol dependence	74%	89%	
Major depression	78%	91%	
Schizophrenia	72%	87%	

1996

2006

## Stigma Remained High

Acceptance of cause of illness and support for professional treatment did nothing to change prejudice and discrimination, and in some cases, made it worse.

Stigma Measure (Social Distance)	Major Depression		Alcohol Dependence		Schizophrenia	
Unwilling to	1996 (%)	2006 (%)	1996 (%)	2006 (%)	1996 (%)	2006 (%)
Work closely with	46	47	72	74	56	62
Have as a neighbor	23	20	44	39	34	45
Socialize with	35	30	56	54	46	52
Make friends with	23	21	35	36	30	35
Have marry into family	57	53	70	79	65	69

Bernice A. Pescosolido, Ph.D. et al. "A Disease Like Any Other"? A Decade of Change in Public Reactions to Schizophrenia, Depression, and Alcohol Dependence. *American Journal of Psychiatry*, 2010.

## The Stigma of Depression

#### People do not seek help on their own because:

- They don't know they're depressed
- They don't want to admit they're depressed
- They are afraid it will adversely affect their work status
- They are embarrassed
- They feel alone
- They don't know where to seek help



## Offering a Solution: The *Right Direction* Initiative



## Right Direction Initiative

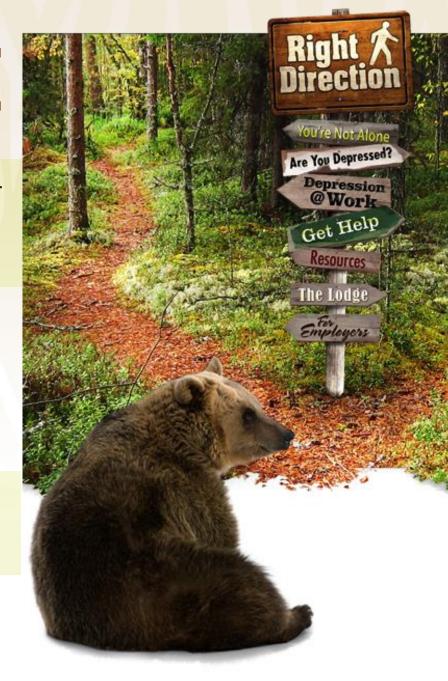
- Depression awareness initiative for the workplace.
- Collaboration with Employers Health (Ohio employer coalition).
- Goal: increase awareness about depression, reduce stigma and encourage people who need help to seek it.
- How: provide employers turnkey materials for worksite education to increase employee help-seeking behaviors.



### Concept Development

- Designed with direct feedback from employers (focus groups) to ensure the initiative met the needs identified.
- Seeks to raise awareness about depression in the workplace, while reducing stigma and encouraging employee/employer dialogue.
- Contains tools/resources for easy implementation (not your typical mental health campaign).

Take a step in the right direction – toward information and help.



### Message is Simple

- Depression can make you feel alone and lost in the woods.
- There are many paths toward help.
- The key is to take a step in the right direction toward information and help.





Our goal is to raise awareness about stress and depression in the workplace, demystify the symptoms and treatments, and give you the information you need to get help.

When you're dealing with stress and depression, you may feel like you're "in a fog." You just don't feel like yourself anymore. This website can be your first step on the path to brighter, clearer days. Choose where you'd like to go next using the signposts above or below.



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## Program Components



#### Support for Employers: Material Assets

- "Field Guide" with business case and FAQs
- Guidance on how to plan and implement the initiative
- Documents to guide discussions with EAPs and other vendors
- Newsletter, intranet content for ease of use
- PPT decks to secure alignment with C-suite to educate & support managers











#### Field Guide

#### **Getting Started**

Get company leadership and managers on board Talk with your vendors about the initiative Create a calendar



Engage front line managers
Spread the Word



Planning and evaluation guide

#### **Sustaining Success**

Long term integration
Ongoing calendar



#### Support for Employees: Material Assets



#### Website: RightDirectionforMe.com

- Patient Health Questionnaire 9 questions version (PHQ-9) screening tool
- Signs and symptoms, getting help
- Option to anonymously suggest initiative to your employer

#### **Materials Library**

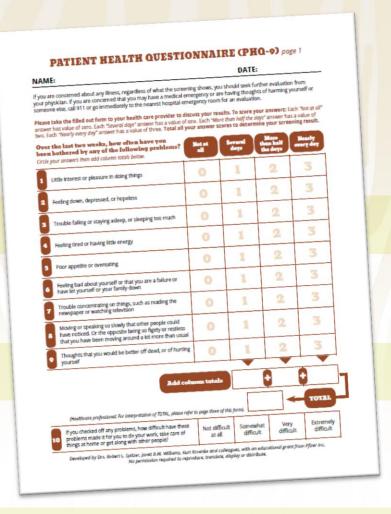
12 different Posters, 3 Intranet articles,4 Logos, 2 Pocket cards

#### **Promotional items**

- "Tips to manage stress" pocket cards
- Bear-shaped stress balls

## Specific Tool: PHQ

- PHQ (2 and 9-question versions).
- Tool preferred by primary care and MH professionals.
- Keys to DSM symptoms, assesses severity.
- Includes symptoms that affect work performance.
- Research supports its use in measurement-based care.



#### **Employee Awareness Posters**





#### It's time to pull the covers off depression.

Everyone has an occasional rough night's sleep. But a prolonged change in sleep can be a sign of depression - whether it's sleeping too much or too little.

Are you nodding off at your work station? Yawning more than normal? Experiencing other symptoms like lack of interest, feeling run down or thinking

There's help.
Visit RightDirectionForMe.com and get started on the path to wellness.



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**Employer Examples** 











































#### **How Employers Use Materials**

- Formed working group within our EAP and HR operations to explore Right Direction as a viable option for our organization.
- Discussed with program manager; working with our marketing team to develop materials.
- Health promotion activities; sending e-mails with links to the Right Direction site.
- We developed a PowerPoint using the provided template and now we are getting ready to launch some training for our managers, supervisors and executives.
- Posters, presentations to employees/managers, open enrollment communications.
- Rolled out to employer groups at EAP educational event. Offered resources and directed to website.
- We had Right Direction and our EAP together at our benefits fair.
- Internal newsletter articles and manager meetings.
- Co-branding of communications, partnering on employee and supervisor training Link is listed in several internal websites for managers and employees. PPT is available to managers for meetings.
- Hanging posters, discussing program with employees via HR department.
- Brief presentations given at all staff meetings.
- Webpages, training sessions, giveaways at open enrollment, employee appreciation events.

#### **How Employers Use Materials**

- Distributed stress ball bears to all of our staff.
- As an EAP we have used much of the material in presenting information to our member companies. We have also promoted the website to our member companies.
- Sent educational email with website link to employees and distributed information in our newsletter.
- Distributed fliers at benefits fairs.
- Hanging Posters in break rooms and incorporating our current EAP program into the promotional materials.
- We use the information as resource material on our wellness portal as well as our internal human resources listings.
- Posters in break rooms, presented to managers, lobby displays, bulletin boards throughout facility.
- Posters hanging around campus.
- Posters throughout the building, presentations to management and employees, brochures distributed to employees/spouses, etc.
- Providing material directly to employees.
- Including the Right Direction logo on wellness materials.
- I am doing presentations for managers and hope to help employees who suffer from mental illness.
- We include with benefit materials and our HR Mgr portal.







If every day seems the same, that's a problem.

KENT STATE.

Does it seem like one day blurs into the other? Have you lost interest in things you used to enjoy? It makes work even harder.

Slowed thoughts, difficulty making decisions, lack of concentration and forgetfulness are all signs of depression.

One in 10 people will experience depression. You're not alone

#### There's help.

Visit RightDirectionForMe.com and get started on the path to wellness



800-227-6007

mpactsolutions

www.myimpactsolution.com
Username: Kent

right Direction is an effort from the Partnership for Workplace Mental Health, a program of the American Psychiatric Foundation and Employers Health Coalition, Inc., and is supported by Takeda Pharmaceuticals U.S.A., Inc. (TPUSA)

RightDirectionForMe.com







Choose Country-Language

∨ Go

Search

Go

Advanced Search

# IMPACT on the Web

The IMPACT EAP offers confidential professional support for work/life matters





Live immediate assistance, 24/7 800-227-6007

PARENTING AGING BALANCING THRIVING WORKING LIVING

Newsletters & Information EAP Videos

# **News For You**

EAP OVERVIEW

JUNE

VETERANS' HOMECOMING

# Welcome Kent State University

Thank you for visiting the Confidential IMPACT Solutions Employee Assistance & Work/Life Program on the web. The IMPACT Solutions staff is here for you and your family 24/7. To learn more about what IMPACT provides click here or call 800-227-6007.

You can also e-mail your account manager, Lisa Kirby, with non-urgent questions by clicking here, or simply call the toll-free hotline at 1-800-227-6007.

We believe that no challenge is too difficult to overcome with the support of qualified professionals and appropriate resources, and we are here to help.

Sincerely,

The IMPACT Solutions Team

Click the icon below for a welcome message from

Click on the icon below to watch

Click below to learn about the Savings Center, financial



INTERNATIONAL ....

to schedule a time to talk to one of our cessation specialists.

Depression
Awareness &
Prevention Center
Right A
Direction



Legal & Financial Center



Use the arrows to see more options by scrolling up and down.

# Right Direction

Right Direction Is a first-of-its-kind initiative to raise awareness about depression in the workplace and its effect on productivity. It promotes early recognition of symptoms and works to reduce the stigma surrounding mental illness.

If you, a co-worker or a loved one suffer from depression, it can feel like being lost in the woods. Right Direction helps put you on a path to the way out. This national initiative raises awareness about depression in the workplace, demystifies symptoms and treatments, and gives you the information you need to get help.

Fully backed and supported by Kent State University, Right Direction is dended to be a starting point on your path to feeling better. Kent State cares about you, and does at want to you feel lost and confused about how to get help.

Take the first step by visiting RightDirectionForMe.com. It provides a wealth of information about depression in the workplace, as well as an assessment tool and where to go for help.

The most important thing is to reach out for help and not ignore the symptoms!

# Contact your IMPACT Employee Assistance & Work/Life Program 1-800-227-6007

A Counselor is available at all times to provide you with confidential in-the-moment support, problemsolving, assessment and Identification of resources. Complimentary face-to-face counseling in also available, with up to 6 sessions included per problem occurrence.

To learn more about your IMPACT EAP resources, click on the links below:



- Creating an Inclusive Culture
- IMAPCT Solutions
- Social Media Did You Know or Who's Watching the Kids

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# De-escalation of Workpl

onflicts in the workplace happen, so de-tension is a skill everyone should have. It the number of conflicts and helps present while improving productivity and reducing turnover. 1) Start by agreeing that no one in the work unit should fear conflict. Then, create a tradition of regular meetings to manage tension by sharing frustrations without fear of judgment, 2) Meet regularly to check in, clear the air, and keep the weeds out of your relationships. Don't make the exercise an every-once-in-a-while event. TI maintenance steps will help you bond, increas bring more joy to your team. When conflicts do ground as your first response rather than overg

# Help Your Work Culture

o you cringe at the idea of accepting dive because you think it means giving up wh so, you misunderstand the value of divers

giving up what you believe that no employee or group disrespected. Enormous be that value diversity, but the an affirming and inclusive

everyone feels valued. Everyone has a role to p

### Compassio

ompassion fatigue is a syr and spiritual depletion. In to believe from the outset that they counterintuitive—a profession literature shows common theme fight symptoms. What gets less risk. As with most health and we taking action. Reduce your vuln Realize that prevention is not a but they will not sustain you and medical trauma and suffering. F by searching "compassion fatigu



re social networking utilit communication tools like to phenomenon called "social detachment, resistance, or avoid personal interaction like using th media can make it easier and mo with nonverbal cues, listening, p tone, and engaging in other aspe communication. As you see peol depending more on social media is something that affects you or about choices when communicat Decide first what form of comm should be "transmitted." Think a

Information in IMPACT on Welln

# Did You Know...

# IMPACT offers help for Depression?

Everyone occasionally feels blue or sad. But these feelings are usually short-lived and pass within a couple of days. When you have depression, it interferes with daily life and causes pain for both you and those who care about you. Depression is a common but serious illness. According to recent statistics, one in 10 people struggle with depression. Despite advances in treatment, only one-third of people with diagnosable mental health conditions seek care. Many individuals with depression are not aware they even have the condition due to lack of awareness of signs and symptoms.

# Recognize the Signs of Depression

- When you're at work, do you feel tired or "foggy"?
- Are you finding it harder to be engaged in your work and maintain your customary performance level?
- Have you missed work because you just couldn't bring yourself to get out of bed and face the day?

If you answered "Yes" to one or more of these questions, you may be experiencing depression in the workplace. Or, perhaps you've noticed a co-worker exhibit these symptoms. It's important to recognize the signs and be willing to reach out - whether for help when you need it or to a friend in need.

What depression feels like	How it looks to co-workers
Slowed thoughts and difficulty thinking	Poor quality work
Lack of concentration	Procrastination, accidents on the job
Forgetfulness and difficulty remembering	Poor quality work
Trouble making decisions	Procrastination, indecisiveness, slowed productivity
Reduced interest, low motivation	Presenteeism – "just showing up"
Self-medication	Missed deadlines, absenteeism
In MEN – irritability, anger	Poor relationships with co-workers, boss, clients; low morale in workplace
Sleep disturbance, can't get going in the a.m.	Late to work

For more information or help with depression

- Visit www.myimpactsolution.com and enter username KENT. Here you will find resources on depression including a link to Right Direction, a new resource at Kent State University whose goal is to raise awareness about depression in the workplace, demystify the symptoms and treatments, and give you the information you need to get help.
- Call your IMPACT Employee Assistance & Work/Life Program at 800-227-6007 24 hours a day, 7 days a week. A licensed clinician is available at all times to provide in-the-moment support, problemsolving, assessment and identification of resources.

Having trouble logging in? No problem, give us a call at IMPACT Solutions, 800-227-6007.





Knowing what to look for is the first step in finding quality child care. Your Employee Support Program has all the information on centers, family day care homes,

nannies, au pairs, and more,

### TOLL-FREE 800-227-6007

# www.MyIMPACTSolution.com

Employee Support Program is a free, confidential program to help and personal life.

### WEBINAR

Home Alone? When Kids "Outgrow" Child Care May 20 - 12 pm, 2 pm ET

With a cell phone in hand, many tweens feel safe to stay home alone. Learn the signs for readiness, general laws around self-care, and other and become more independent

**Empact** solutions





# **Employee Promotion**











# Mental Health & Addiction

Whether the addiction is any of a number of compulsive destructive behaviors, the course of addiction is predictable and progressive. Pain, confusion and hopelessness lead to an emotional and physical leolation.

People compulatively gamble, shop or smoke nearly always in reaction to being emotionally stressed, whether or not they have a physical addiction.

# THREE C's OF Addictive Behavior

There is a COMPULSION to use and to pursue a destructive pattern of behavior. Your priorities change uncomfortably as the computation becomes your central focus.

There is an inability to CONTROL, your behavior, no matter how hard you try. You feel the you are trapped and you are losing the ability to direct your own tife.

There is continued destructive behavior despite obvious negative CONSEQUENCES involving family, job, and/or health.

Zappus offers employees, and members of their household, free Employee Assistance Programs.

Please contact us in Benefits for confidential assistance at:

benefits@zappos.com



the writing is on the well

# What's Goin' on?

Some of this week's events

Tues. 5/20 - Real Results 11:30-12:10 (Grassy area)

Weds. 5/21 – Casual Lifestyles Presents-Comfort Around the Clock 100-2p (PLAZA)

Thurs. 5/22 - Real Results 11:30-12:30 (Grassy area) LVFR Entertainment 11a-10 (Plaza)

Sat. 5/24 – Ice Cream Festival 11a-4p Springs Preserv Located at:

333 S Valley View Blvd, L Vegas, NV 89107 (702) 822-7700

SEE Confluence Master Calendar for more detail



# RIDDLE ME THIS RIDDLER

RIDDLE #1

I am tough, avoiding me people often rant.

Most people can handle me, but some just can't.

I can bring people to justice and elso set them free. It doesn't get any simpler than me.

Without me relationships die.

I can even make you smile or

# Mental Health Awareness Fair



# Let's talk about it!

DATE: MAY 27<sup>TH</sup>
TIME: 10 AM – 2 PM
PLACE: The Plaza

# Mental H



# Let's talk about it!

DATE: MAY 27<sup>to</sup> TIME: 10 AM - 2 PM PLACE: The Plaza





ald.







# **Happiness Celebration**











Employee Health Fair







# The Health Issue We Can't Ignore

Three Goals: Talk, Educate and Provide

Resources





### **Participating EAP Providers**

To schedule an EAP appointment in the south central Pennsylvania region, call a participating provider location directly.

IMPORTANT - When you call the office of your choice, please say that you would like to use your EAP benefits through WellSpan EAP

To arrange WellSpan EAP services anywhere outside of south central Pennsylvania, please call us toll-free at 1-800-673-2514. We will refer you to a participating provider near you.

For an expanded listing of provider locations with physical addresses, please visit us on the web at www.wellspaneap.org.

WellSpan Behavioral Health Behavioral Healthcare Gettysburg, (717) 339-2710 Heritage Behavioral Health

Gettysburg. (717) 334-0415 Gettysburg, (717) 337-0026

TrueNorth Wellness Gettysburg, (717) 632-4900

**Berks County** Berks Counseling Associatos Wyomissing, (610) 373-7005

**Emotional Wellness** Reading, (610) 779-7272 Pennsylvania Counseling larrisburg, (717) 671-9520 Reading, (610) 670-7270

Adams County

Lemoyne, (800) 535-4803 Cumberland Valley Carlisle. (717) 243-1511 Guidance Associates of PA

> Mock Mays Associates Carlisle, (717) 258-0214 (717) 795-8363

**Dauphin County** Associated Psychologist Harrisburg, (717) 657-3867

TrueNorth Wellness Harrisburg, (717) 632-4900

Greencastle Family

Practice Counseling 8

**Lutheran Counseling** 

Manito, Inc/Laurol Life

Services

(717) 263-9093

Lancaster & Lititz,

(800) 535-4803

Family Resource &

Counseling Centers Gap, (717) 442-9577

**Finding Solutions** 

Lancaster, (717) 285-4843

Greencastle, (717) 597-0095

T.W. Ponessa & Associates Franklin County

Chris Taylor LCSW Cobys Family Services

TW. Ponossa & Associatos Lebenon (900) 437-5405

T.W. Ponessa & Associates

York County WellSoan Behavioral Health East York, (717) 851-6340 Arrow Counseling East York, (717) 755-0011

Services Chambersburg Cognitive Health Solutions (717) 261-9833 Hanover, (717) 632-8400 York, (717) 749-3659 Pathways Counseling Services Chambersburg, Hanover Family Practice

(717) 263-7758 Hanover, (717) 637-7812 Psychological Associates of PA **Lancaster County** Behavioral Healthcare East York. (717) 755-0921 Consultants

Rost & Associates

TrueNorth Wellness Services anover, York, Shrewsbury, Milersville, (717) 295-9259

T.W. Ponessa & Associates Psychological Associates of

WELLSPAN'

Lancaster, (717) 569-8511 Rost & Associates Lancaster, (717) 392-8077

Samaritan Counseling Lancaster & Mount Joy,



www.wellspanEAP.org







Caring and confidential help for your personal and family problems.

- Marriage and relationships
- Depression/anxiety
- Stress
- Conflict
- Alcohol and drugs
- Children and family
- Grief and loss
- Health

A valuable benefit paid for by your employer and provided by WellSpan Employee Assistance Program.

# 800-673-2514

Simply call the number above, and tell us that you want to use vour EAP benefit, WellSpan EAP maintains a network of providers throughout the United States and will help you find one near you.



**Employee Assistance** Program

www.wellspanEAP.org



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Heritage Behavioral Health Counseling Gettysburg, (717) 334-0415

Pennsylvania Counseling Services

Gettysburg, (717) 337-0026 TrueNorth Wellness Services

Gettysburg, (717) 632-4900

### **Berks County**

Berks Counseling **Associates** Wyomissing, (610) 373-7005

**Emotional Wellness** Reading, (610) 779-7272

Pennsylvania Counseling Services Reading, (610) 670-7270

## **Cumberland County**

**Behavioral Healthcare** Consultants

Lemoyne, (800) 535-4803

**Cumberland Valley Counseling Associates** Carlisle, (717) 243-1511

Guidance Associates of PA Camp Hill, (717) 732-2917

Mock Mays Associates Carlisle, (717) 258-0214

Pennsylvania Counseling Services Mechanicsburg, (717) 795-8363

## **Dauphin County**

Associated Psychologists Harrisburg, (717) 657-3867

Cornerstone Counseling Harrisburg, (717) 671-9520

Guidance Associates of PA Hershev, (717) 732-2917

TrueNorth Wellness Services Harrisburg, (717) 632-4900

T.W. Ponessa & Associates Harrisburg, (800) 437-5405

# 



# Are You Ready to Take a Step in the Right Direction



# **Marcas Miles**

Senior Director, Marketing & Communications Employers Health 330-639-2280

mmiles@ehpco.com www.ehpco.com

# **Clare Miller**

Director, Partnership for Workplace Mental Health American Psychiatric Association Foundation

703-907-8673

<u>cmiller@psych.org</u> <u>www.WorkplaceMentalHealth.org</u> 7 7 7

& It's

38333

FREE

FREE

FREE

Right A Direction