

Addressing Mental Health in The Workplace



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#mentalillnessfeelslike

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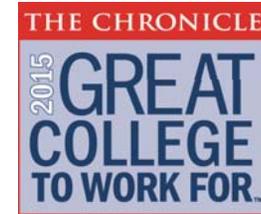
About Kent State University

- **Founded 1910**
- **39,076 Students (Spring 2016)**
- **227,000 graduates worldwide**
- **More than 5,600 employees across 8 campuses**



About Human Resources

- **Centralized HR for all campuses**
- **3,930 full-time employees**
- **1,708 part-time employees**
- **3 collective bargaining groups**
- **The Chronicle “Great College to Work For”:
5-time winner**
- **NorthCoast 99 “Best Places to Work”: 4-time recipient**



Why Address Mental Health in the Workplace?

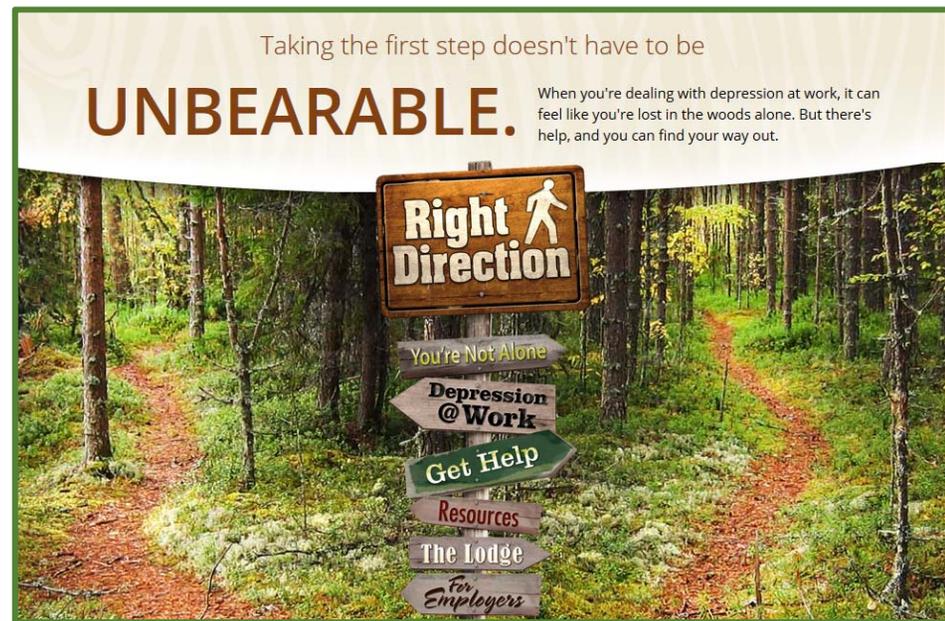
- Depression is the leading cause of disability worldwide and one of the top chronic conditions for KSU employees
- Approximately 80% of persons with depression reported some level of functional impairment because of their depression
- 86% of employees treated for depression report improved work performance
- Early intervention results in decreased disability and avoids more costly levels of care

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>.

A Step in the *Right Direction*

In 2013, KSU began launching its five-year strategic employee wellness program, taking a more holistic approach to health management including a focus on **PERSONAL WELL-BEING**, **WORK-LIFE BALANCE** and **MENTAL HEALTH**:
including the *Right Direction* initiative

Right Direction: a first-of-its-kind, **FREE** depression awareness campaign designed to provide employers with the tools needed to address and manage the effects of depression for employees.



A Deeper Look at Depression at Kent State University

As seen with many employers, **MENTAL HEALTH IS ONE OF THE TOP DRIVERS OF HEALTH AND DISABILITY CLAIMS** at Kent State University (KSU). While further examining our top claim drivers, we found the following:

Depression is frequently cited as a **SERIOUS MEDICAL CONDITION** necessitating family and medical leaves

RISK FOR DEPRESSION WAS SIGNIFICANT when reviewing online health risk assessment data

Antidepressants ranked in **THE TOP 5-10 MEDICATIONS UTILIZED** in the KSU health plan

More than **\$3 MILLION ANNUALLY SPENT** on depression-related treatment for employees, and their families

Depression Awareness KSU

Partnered with Employers Health to integrate *Right Direction* with KSU's EAP.

Customized initiative presented to KSU senior leadership and buy-in secured

Developed implementation plan detailing the rollout of *Right Direction* and a communication plan to spread the word

Trained managers on how to recognize depression and how to support employees affected by the disease

Executed an awareness campaign to staff, including onsite education

Developed metrics to assess the success of the initiative

Widespread Launch Tactics Were Implemented

Educational Sessions

IMPACT Solutions provided **36 education and training sessions** across all campuses that reached more than 400 managers and employees.

Employee Events

Right Direction and IMPACT Solutions included in 10 enrollment fairs serving **800 people** and at an employee appreciation event attended by **1,600 employees**.

Customized Materials

KSU **customized, displayed and distributed** *Right Direction* materials: posters, flyers, coasters and newsletters, which were co-branded with IMPACT Solutions.

Ongoing Communication

Included **monthly management update, wellness newsletter articles, and monthly wellness emails** featuring *Right Direction* and EAP branding.

Widespread Launch Tactics: Posters

Got a case of the "Mondays" every day of the week?



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

KENT STATE

Does it seem like one day blends into the other? Have you had trouble in the past week to enjoy it? 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.

Right Direction
RightDirectionForMe.com

Get help from **Impact Solutions**
www.myimpactsolution.com
Depression News

IMPACT SOLUTIONS
EMPLOYEE ASSISTANCE & WORK/LIFE PROGRAM
Depression Can Feel Unbearable



RECOGNIZE THE SYMPTOMS

- When you're at work, do you feel tired or "zoned"?
- Are you finding it harder to be engaged in 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?

LEARN MORE ABOUT 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.

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.

If you or a loved one is experiencing symptoms of depression seek help now! **IMPACT** counselors are available 24/7 for in-the-moment support and direction on how to get help.

impact solutions

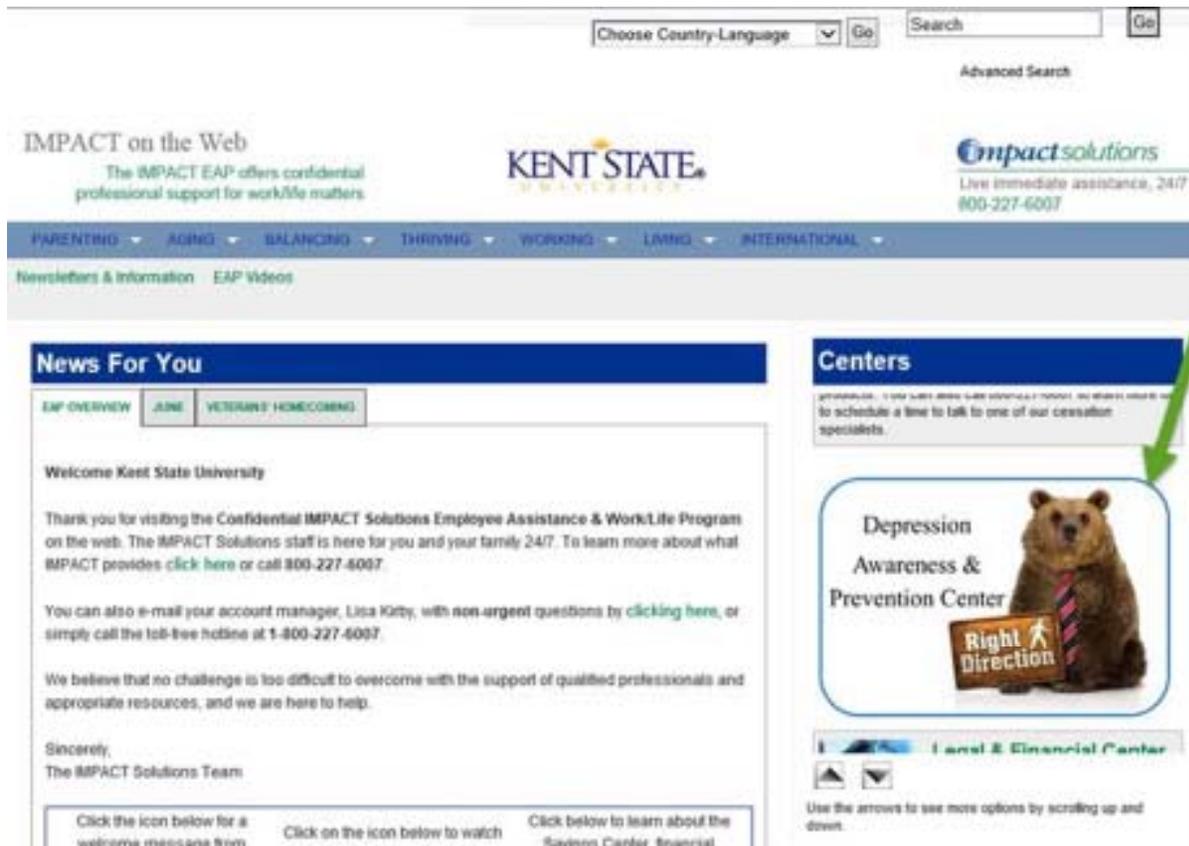
OLL-FREE: 800-227-6007
WEBSITE: www.myimpactsolution.com

KENT STATE
UNIVERSITY

Widespread Launch Tactics: Website



Widespread Launch Tactics: IMPACT on the Web



The screenshot shows the website's navigation and content sections. At the top, there is a search bar and a 'Choose Country-Language' dropdown. Below this is the 'IMPACT on the Web' header with the Kent State University logo and 'Impact solutions' branding. A blue navigation bar contains categories like PARENTING, AGING, BALANCING, THRIVING, WORKING, LIVING, and INTERNATIONAL. Below the navigation bar are links for 'Newsletters & Information' and 'EAP Videos'.

The 'News For You' section features a 'WELCOME KENT STATE UNIVERSITY' message and a 'Depression Awareness & Prevention Center' highlighted with a green arrow. The 'Centers' section also features a 'Depression Awareness & Prevention Center' highlighted with a green arrow. At the bottom, there are three call-to-action buttons: 'Click the icon below for a welcome message from', 'Click on the icon below to watch', and 'Click below to learn about the Savings Center, financial'.

of-its-kind initiative to raise awareness about depression in the workplace and
y. It promotes early recognition of symptoms and works to reduce the stigma
ness.

loved one suffer from depression, it can feel like being lost in the woods. Right
y on a path to the way out. This national initiative raises awareness about
place, demystifies symptoms and treatments, and gives you the information you

orted by Kent State University, Right Direction is intended to be a starting point
better. Kent State cares about you, and doesn't want you to feel lost and
get help.

isting [RightDirectionForMe.com](#). It provides a wealth of information about
place, as well as an assessment tool and where to go for help.

tant thing is to reach out for help and not ignore the symptoms!

ur **IMPACT Employee Assistance & Work/Life Program**
1-800-227-6007

le at all times to provide you with confidential in-the-moment support, problem-
and identification of resources. Complimentary face-to-face counseling in also
sessions included per problem occurrence.

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

Widespread Launch Tactics: Newsletter



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 it looks like (at work)	What it looks like at home
Downed 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	Procrastination - "Just standing by"
Lack of initiative	Missed deadlines, absenteeism
Is HR - irritability, anger	Poor relationships with co-workers, boss, clients, low morale in workplace
Sleep disturbances, can't get going in the a.m.	Late to work

For more information or help with depression:

- Visit www.myimpactsolutions.com and enter username KENT. Here you will find resources on depression including a link to **Right Direction**, a new insurance 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 & WorkLife Program at 800-327-6007 24 hours a day, 7 days a week. A licensed clinician is available at all times to provide in-the-moment support, problem-solving, assessment and identification of resources.

Having trouble logging in?
No problem, give us a call at IMPACT Solutions, 800-327-6007.

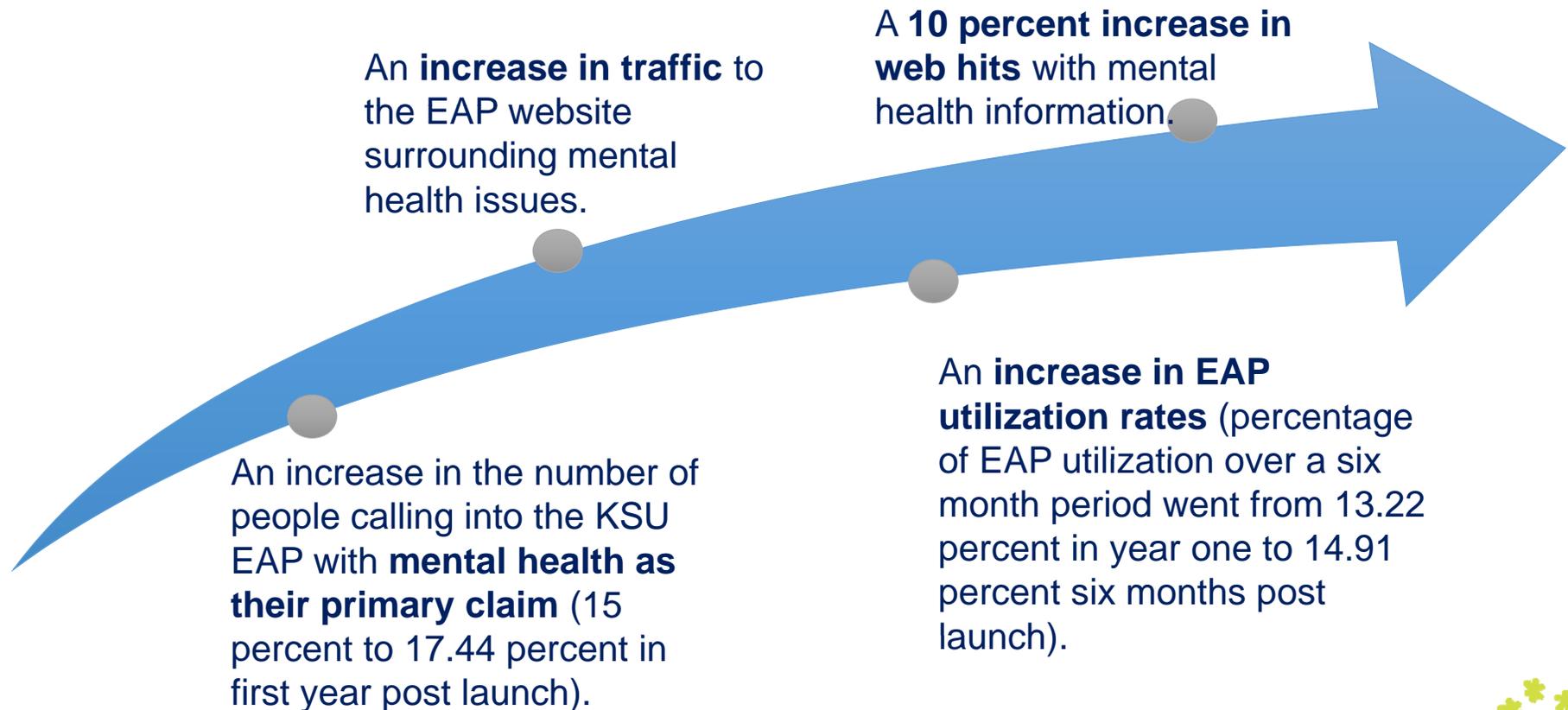



Widespread Launch Tactics: Employee Meetings



Measuring the Success of Depression Awareness Campaign

Kent State University has seen positive results as a result of its initial and ongoing commitment to mental health awareness:



KSU Data Findings

P1 = 12 months pre-depression/EAP campaign (July 2013 – June 2014)

P2 = 12 months post-depression/EAP campaign (July 2014 – June 2015)

Total paid represents all costs, including those for claims unrelated to depression, for members with depression.

Criteria=1 inpatient or 2 outpatient claims to identify member with depression.

Diseases	# of Members		Members per 1000		Office Visits per 1000	
	P1	P2	P1	P2	P1	P2
Major Depression	236	235	24.5	24.1	\$18,247.97	\$17,848.96

ER Visits per 1000		Admission per 1000		Disease Type
P1	P2	P1	P2	
456.1	446.6	132.8	122.6	Acute & Episodic

The Bottom Line

Total Paid		PMPY	
P1	P2	P1	P2
\$ 3,116,174.86	\$ 2,041,274.52	\$ 13,798.56	\$ 8,936.63

Total Paid Reduction = **\$1,074,900**

PMPY Reduction = **\$4,861.93**

What We've Learned

- The burden of depression and other mental health conditions is on the rise globally
- Half of the individuals with depression do not receive access to treatment either because they are not aware of the symptoms or because they are afraid to seek help due to stigma
- Employers and human resources executives must play an informed leadership, facilitation, advisory and advocacy role to support employees with depression.
- **Targeted** and **consistent** messaging along with workplace **interventions** can reduce stigma and encourage self-help behaviors. This allows the employee to return to a more healthy and productive state and reduces risk-factors that contribute to other chronic disease states. This conversation, and supporting resources, cannot be a “one and done.”

Thank You!

Questions?