Investing in Mental Health to Support Our Workforce

August 19, 2021
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Kana Enomoto, M.A.
Senior Expert
McKinsey & Company
Investing in Mental Health to Support Our Workforce

August 19, 2021
Employers have begun taking action to better support employee mental health, but significant opportunity remains

<table>
<thead>
<tr>
<th>Employees are struggling with mental health challenges, and COVID-19 has intensified the impact</th>
<th>~9 out of 10 employers say COVID-19 is affecting workforce well-being and/or productivity¹</th>
<th>~1 out of 3 employees indicate burnout is one of their top 3 challenges during the pandemic²</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employers are beginning to take action and prioritize employee mental health</td>
<td>71% of employers report making some or significant investments in mental health¹</td>
<td>~4 out of 10 employers report appointing a C-Suite, EVP, or SVP leader focused on behavioral health³</td>
</tr>
<tr>
<td>However, there is significant opportunity to better support employee mental health</td>
<td>70% of employees report challenges accessing counseling or similar support services⁴</td>
<td>Only 27% of frontline employees (51% of all employees) rate employer offerings as good or very good⁴</td>
</tr>
</tbody>
</table>
Employees are reporting that returning to on-site work has impacted their mental health

<table>
<thead>
<tr>
<th>Somewhat or significant positive impact</th>
<th>Somewhat or significant negative impact</th>
</tr>
</thead>
</table>

Reported impact of going back to work in pre-COVID-19 environment on mental health
% respondents working remotely immediately after the pandemic began who have returned on-site

<table>
<thead>
<tr>
<th>Of those who have returned...</th>
<th>Feeling anxious/depressed</th>
<th>Feeling distress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Already returned n=2945</td>
<td>37</td>
<td>31</td>
</tr>
<tr>
<td>No children in household n=113</td>
<td>38</td>
<td>33</td>
</tr>
<tr>
<td>Children in household n=133</td>
<td>37</td>
<td>51</td>
</tr>
<tr>
<td>Male n=147</td>
<td>41</td>
<td>36</td>
</tr>
<tr>
<td>Female n=98</td>
<td>31</td>
<td>37</td>
</tr>
</tbody>
</table>

Respondents who reported that return to on-site work had a positive impact on mental health were \(~2x\) more likely to report *being more engaged/present* upon return.

Respondents who reported that return to on-site work had a negative impact on mental health were \(~5x\) more likely to report *taking reduced responsibility at work* upon return.

Source: McKinsey Consumer Health Insights Survey, June 2021
Panelists

**Beth McGinty, Ph.D.**
Director
Center for Mental Health and Addiction Policy Research, Johns Hopkins University, Bloomberg School of Public Health

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**Moderator**
Chatrane Birbal, MPA
Beth McGinty, Ph.D.
Director,
Center for Mental Health and Addiction Policy Research, Johns Hopkins University, Bloomberg School of Public Health
Mental health during COVID-19 – implications for the workplace

Beth McGinty, PhD, MS
COVID-19 and Mental Health

Increases in psychological distress, anxiety, depression symptoms during COVID-19 pandemic


Drivers of declines in mental health during COVID-19 – loneliness?

COVID-19 and Mental Health

Drivers of declines in mental health during COVID-19 – fear of virus?

Drivers of declines in mental health during COVID-19 – health care access?

- **Ability to obtain health care**
  - U.S. adults without serious psychological distress: 12.7%
  - U.S. adults with serious psychological distress: 35.2%

- **Health insurance**
  - U.S. adults without serious psychological psychological distress: 9.6%
  - U.S. adults with serious psychological distress: 26.0%

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Drivers of declines in mental health during COVID-19 – employment & finances?

- Employment:
  - U.S. adults with serious psychological distress: 26.5%
  - U.S. adults without serious psychological distress: 65.1%

- Finances:
  - U.S. adults with serious psychological distress: 29.3%
  - U.S. adults without serious psychological distress: 60.6%

Drivers of declines in mental health during COVID-19 – education?

COVID-19 and Mental Health

- Additional drivers of declines in mental health during COVID-19:
  - Childcare, other caregiving challenges
  - The stress of essential work
  - Uncertainty about the future
  - Co-occurring stressors related to racial justice

- Research shows similar increases in anxiety and depression symptoms among youth.

Other research on this topic:

9. And others!
Conclusions

► Acute distress during COVID-19 may transfer to longer-term psychiatric disorders or exacerbate existing conditions.

► Many of the COVID-19 stressors driving increases in poor mental health still exist as of August 2020.

► Many drivers of psychological distress during COVID are socioeconomic; they go beyond loneliness, social isolation, fear of the virus. These drivers of distress may linger post pandemic.

► **Implications for the workplace?**

  ► Mental health services, ranging from wellness to referral (and insurance coverage of) clinical services

  ► Employment and income-related changes are significant stressors; fear around job loss, power dynamics in which employees may feel that they must choose between their job and their health/safety, other critical elements of their lives (childcare, children’s education)
Jonah C. Cunningham, MPP
Government Relations Manager
Trust for America's Health
Federal Response to Mental Health for Workforce Support
Federal Role in Mental Health

- Funding and technical assistance
- Regulations and protections
- Research and surveillance
- Insurance coverage (e.g. Medicare/Medicaid)
- Provides services to some populations (e.g. veterans)
Relevant Federal Agencies & Departments

- Substance Abuse and Mental Health Services Administration (SAMHSA)
- Centers for Disease Control and Prevention (CDC)
- Health Resources & Services Administration (HRSA)
- Centers for Medicare and Medicaid Services (CMS)
- Department of Labor/Department of Education
Federal Response to COVID-19

- Increased flexibility for providers
- Support for social determinants of health
- Investments in existing programs and new ones
- Surveillance and research
Future Opportunities

- Continuing new programs and flexibilities
- 9-8-8 transition
- Continued surveillance of trends
- Novel interventions
Thank you!

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Chatrane Birbal, MPA
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Mental Health Index
U.S. Worker Edition
July 2021 Update

Methodology:

• Dozens of large US corporations using the Total Brain Platform
• Weekly randomized selection of up to 500 assessments
• Statistical control for cohort effect
COVID-19 IMPACT TIMELINE

1st Wave
Immediate mortality and morbidity of COVID-19

3rd Wave
Impact of resource restriction on urgent non-COVID conditions

1st Wave Tail
Post-ICU recovery

2nd Wave
- Psychological trauma
- Mental Illness
- Economic injury
- Burnout

4th Wave
Impact of interrupted care on chronic conditions

HEALTH FOOTPRINT OF PANDEMIC

TIME

No history of anxiety/depression
Preexisting anxiety/depression

ONE MIND
MHI July-21: Key Risk

General Anxiety Disorder (GAD)
- % Positive Screens:
  - Feb 20: 6
  - Aug 20: 22
  - Jul 21: 30
- Changes:
  - ↑ 5%

Depressive Disorder
- % Positive Screens:
  - Feb 20: 6
  - Aug 20: 16
  - Jul 21: 24
- Changes:
  - ↑ 14%

General Anxiety Disorder (GAD) % Positive Screens
- Feb 20: 6
- Aug 20: 22
- Jul 21: 30
- Changes:
  - ↑ 5%

Depressive Disorder % Positive Screens
- Feb 20: 6
- Aug 20: 16
- Jul 21: 24
- Changes:
  - ↑ 14%
MHI July-21: Worsening in 40-59 Year Olds

**Stress**
- 15% (trend) higher in the last month in 40-59yrs
- 13% (trend) higher than pre-pandemic in 40-59yrs

**General Anxiety Disorder**
- 94% (trend) higher in the last month in 40-59yrs
- 98% higher than pre-pandemic in 40-59yrs

**Conscious Negativity Bias**
- 10% (trend) higher in the last month in 40-59yrs
- (although not different to pre-pandemic)
Workplace Resources and Ecosystem of Support

Supporting Mental Wellness
Employees want resources to support their mental health at work. These are the top three resources they want, according to a survey of 1,500 full-time workers in the U.S.

1. Mental health training.
2. Clearer information about resources that are available.
3. A culture that is more open about mental health at work.

Source: Mind Share Partners' Mental Health at Work 2019 Report.

Colleagues & Peer Support

Leadership & Company Culture:
- Leadership supports mental health
- Manager to support them if they have a mental health condition

Company Resources:
- Work accommodation or flexible work arrangement
- Know procedure for getting support
- Mental health training & open culture
Employers are Offering More Mental Health Benefits

- Starbucks is giving employees and their family members 20 free counseling sessions a year.
- Target is expanding its offering of online mental health resources.
- PwC is offering employees access to well-being coaches.
- SoFi is giving employees and select family members up to six therapy sessions.
- Kickstand Communications is providing employees with a more flexible schedule.
- Salesforce has started offering employees a series of articles and webinars on emotional health, as well as a meditation app, in addition to other benefits.
- Power Home Remodeling, a remodeling company, reduced the copay charge for therapy visits.
- TransferWise is giving employees a 50% discount on mindfulness apps like Headspace.
- Clearcover is hosting a digital roundtable session with a mental health counselor.
- EY is offering its employees 24/7 resources through its program EY Assists, which connects employees to healthcare professionals.
- Merit, a platform for digital credentials, is offering workers access to a service that lets employees talk with wellness coaches.
- Benecard, a prescription benefit company, is offering employees free access to a mindfulness app for three months.

A recent survey of 256 companies by the nonprofit employer group the National Alliance of Healthcare Purchaser Coalitions found that 53% of employers are providing special emotional and mental health programs for their workforce in the wake of the pandemic. https://www.businessinsider.com/companies-offering-more-mental-health-benefits-amid-coronavirus-2020-4 Sep 10, 2020
We value your input!

Please fill out the evaluation survey you will receive immediately after this presentation, or via email this afternoon!

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Upcoming Events

**AUG 25**
COVID-19 Vaccine Confidence in Geographic Areas of Need
• 12 pm – 1 pm ET

**AUG 31**
10 Years of Medicare Payment Reform: Lessons Learned and Considerations for the Future
• 12 pm – 1 pm ET

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