Coronavirus: Employer Town Hall

Addressing Mental Health & Wellbeing

Hosted with the APA Foundation Center for Workplace Mental Health

April 2, 2020
5:00 PM ET
Moderators & participating panelists

Michael Thompson
President & CEO
National Alliance

Darcy Gruttadaro, JD
Director, Center for Workplace Mental Health
APA Foundation Center for Workplace MH

Panelists

Center for Workplace Mental Health Advisors
- Gaurava Agarwal, MD, Director of Physician Well-Being, Northwestern Medical
- Collier Case, Director, Health & Productivity, Sprint
- Michael Weiner, EY Assist Leader, Ernst & Young

Other
- Patrick Burke, Head of HC, Happify Health
- Connie Chen, MD, CMO, Lyra Health
- Jennifer Hunter, LISW-S, CEO, emVitals
- Amy Kennedy, Mental Health Advocate
Participation

• If you would like to ask your question live, please raise your hand and you will be unmuted by an organizer.

• Alternatively, you can submit your questions/observations through the question box in the gotowebinar platform.
## COVID-19 Emotional and caregiving support

<table>
<thead>
<tr>
<th>Support Provided</th>
<th>Currently doing</th>
<th>Considering</th>
<th>Not doing/considering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide special support for the emotional risks posed by COVID-19</td>
<td>52%</td>
<td>23%</td>
<td>25%</td>
</tr>
<tr>
<td>Unpaid family leave for caregiver support affected by COVID-19</td>
<td>59%</td>
<td>21%</td>
<td>20%</td>
</tr>
<tr>
<td>Paid family leave for caregiver support affected by COVID-19</td>
<td>46%</td>
<td>29%</td>
<td>25%</td>
</tr>
</tbody>
</table>

Source: National Alliance COVID-19 Employer Survey 0320
## A Tale of Two Cities - % Employees that can work at home effectively

<table>
<thead>
<tr>
<th>Industry</th>
<th>Salaried</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th>Hourly</th>
<th></th>
<th></th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt;50%</td>
<td>50-69%</td>
<td>70-89%</td>
<td>90+%</td>
<td>N/A</td>
<td>&lt;50%</td>
<td>50-69%</td>
<td>70-89%</td>
<td>90+%</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Educational Services</td>
<td>28%</td>
<td>17%</td>
<td><strong>33%</strong></td>
<td>17%</td>
<td>6%</td>
<td>74%</td>
<td>9%</td>
<td>13%</td>
<td>4%</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Finance and Insurance</td>
<td>4%</td>
<td>23%</td>
<td>8%</td>
<td><strong>65%</strong></td>
<td>0%</td>
<td>28%</td>
<td>18%</td>
<td>22%</td>
<td><strong>32%</strong></td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Healthcare and Social Assistance</td>
<td><strong>35%</strong></td>
<td>30%</td>
<td>13%</td>
<td>22%</td>
<td>0%</td>
<td><strong>71%</strong></td>
<td>10%</td>
<td>0%</td>
<td>14%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Manufacturing</td>
<td>16%</td>
<td>13%</td>
<td>36%</td>
<td><strong>36%</strong></td>
<td>0%</td>
<td><strong>88%</strong></td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td>Professional, Scientific, and Technical Services</td>
<td>0%</td>
<td>14%</td>
<td>26%</td>
<td><strong>58%</strong></td>
<td>0%</td>
<td><strong>48%</strong></td>
<td>14%</td>
<td>24%</td>
<td>14%</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Public Administration</td>
<td>23%</td>
<td>27%</td>
<td><strong>36%</strong></td>
<td>9%</td>
<td>5%</td>
<td><strong>67%</strong></td>
<td>17%</td>
<td>8%</td>
<td>0%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>Retail/Wholesale Trade</td>
<td><strong>38%</strong></td>
<td>25%</td>
<td>25%</td>
<td>13%</td>
<td>0%</td>
<td><strong>70%</strong></td>
<td>20%</td>
<td>10%</td>
<td>0%</td>
<td>0%</td>
<td></td>
</tr>
</tbody>
</table>

Source: National Alliance COVID-19 Employer Survey 0320

Median Range
The Triggers

Economic Stress
Worrying about (or losing) their jobs or income

Fear of COVID-19
Especially those that continue to work

Social Isolation
Especially for those working from home

Increased Demands & Pressures
Home, family & work
High Anxiety & Stress

Uncertainty & Fear …

- When will this end?
- Will I or a loved one get infected?
- Will I keep my job or get a job?
- Will we ever get back to “normal”?
- What about our finances?
- How do we juggle kids, jobs & more?
- How do I stay healthy & productive while stressed & distracted?

Apart, but not alone.
- Time Magazine
Mental Health & Well-Being are at Risk

What’s at risk?

Developing a MH or SUD condition:
With high stress & anxiety

A worsening condition:
Access to care is critical

Complete recovery relapse:
Access to care is critical

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Managing the Risk

Leadership
Reassure, normalize, show empathy & compassion, humanize, make mental health visible!

Communication & Connection
Check-in often on life & work, be available, get creative in connecting, be a trusted source, create FAQs

Flexibility
Be reasonable with expectations, ask what support is needed, jobs must get done but people are highly distracted & stressed

Ensuring Access to MH & SUD Care
Increased MH & SUD care is needed NOW with this crisis, find out what your health plan & EAP are doing, commit to improving access over time, the MH crisis is projected to grow.
Practical Tips for All

Crisis Text Line:
Text “Home” to 741741

National Suicide Prevention Lifeline:
800-273-8255

SAMHSA’s Disaster Distress Helpline:
800-985-5990

Working Remotely During COVID-19:
Your Mental Health & Well-Being

The Coronavirus (COVID-19) is presenting new and unique major challenges. We are navigating unchartered waters with this virus making it important to find new ways to work and interact while also taking care of our mental health and well-being.

Many are teleworking full-time for the first time, isolated from co-workers, friends and family. Our daily living routines are disrupted causing added anxiety, stress and strain physically, mentally, and financially. It is completely natural for this disruption and uncertainty to lead to anxiety and stress. Now more than ever, we all must take care of our mental health and well-being. As we protect ourselves against potential exposure to the Coronavirus, keep in mind that social distancing does not mean social isolation. This resource provides practical tips on taking care of our mental health and well-being.

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Workplacementalhealth.org/covid19tips
We are all in this together!
Open Discussion

Michael Thompson
National Alliance

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APA Foundation Center for Workplace MH

Gaurava Agarwal, MD
Northwestern Medical

Collier Case
Sprint

Michael Weiner
Ernst & Young

Patrick Burke
Happify Health

Connie Chen, MD
Lyra Health

Jennifer Hunter, LISW-S
emVitals

Amy Kennedy
Mental Health Advocate
The Interplay between Mental Health and Overall Wellbeing

Mental Health
“Emotional, psychological, and social well-being”
-- MentalHealth.gov

Mental Illness
“A condition that affects a person’s thinking, feeling, or mood”
-- National Association for Mental Illness

Physical
Social
Financial
Spiritual
Intellectual

Attitude/Outlook

National Alliance of Healthcare Purchaser Coalitions
Driving Innovation, Health and Value
## Integrating The Path Forward into COVID-19 Roadmap

<table>
<thead>
<tr>
<th>Phase I – Slow the Spread</th>
<th>Tele-behavioral Health Access</th>
<th>Collaborative Care</th>
<th>Measurement-based Care</th>
<th>Network Access</th>
<th>MH Parity Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Distancing</td>
<td>Expand Access &amp; Liberalize Policy</td>
<td>Connect Virtual BH to Primary Care entities</td>
<td>Raise expectations of tele-health providers</td>
<td>Expand participation via tele-behavioral health</td>
<td>Relook at NQTLs for COVID-19 physical and BH response</td>
</tr>
<tr>
<td>Testing &amp; Treatment Capacity</td>
<td>Integrate BH into COVID-19 response</td>
<td>Meet their personal and practice needs</td>
<td>Promote MBC for efficacy of tele-health</td>
<td>Assess access for expanded BH needs</td>
<td>Relook at NQTLs for all BH interventions across the spectrum</td>
</tr>
<tr>
<td>Phase II – Reopen, State by State</td>
<td>Engage Stakeholder to make tele-health the “new normal”</td>
<td>Establish baseline for BH integration</td>
<td>Push standard for MBC baseline across all provider types</td>
<td>Engage Stakeholders</td>
<td>Establish universal external accreditation of MH Parity compliance</td>
</tr>
<tr>
<td>Selective Easing of Restrictions</td>
<td>Assess progress</td>
<td>Accelerate CoCM to formalize Phase I links</td>
<td>Engage stakeholders</td>
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<tr>
<td>Specialized Care for Vulnerable</td>
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</tr>
<tr>
<td>Phase III – Establish Protection, Eliminate Restrictions</td>
<td>Sustain and Improve Liberalized Policies</td>
<td>Raise standards for Total Person care</td>
<td>Infrastructure $ to enact MBC standards</td>
<td>Expand standards for network access</td>
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</tr>
<tr>
<td>Mass Vaccination</td>
<td>Evaluate/ Rationalize integration with MBC</td>
<td>Set 100% CoCM goal post-COVID-19</td>
<td>Assess progress toward MBC goals</td>
<td>Assess progress against goals</td>
<td>Expand networks</td>
</tr>
<tr>
<td>Lift Restrictions</td>
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</tr>
<tr>
<td>Phase IV – Rebuild Readiness</td>
<td>Develop sustainable &amp; inter-connected virtual system of support</td>
<td>Improve seamlessness of advanced primary care support</td>
<td>Integrate into accreditations &amp; Purchaser expectations</td>
<td>Establish norm for network inclusion and care integration</td>
<td>Expand cross-training and integration of BH and physical health</td>
</tr>
<tr>
<td>Modernize Health System to be more resilient</td>
<td>Integrate into MBC</td>
<td></td>
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</tbody>
</table>

* Based on “National Coronavirus Response – A Roadmap to Recovery” published by the American Enterprise Institute
Upcoming Events & Contact Information

Choosing Wisely in the Face of COVID-19 for Employers.
When: April 9, 2020 | 10:00 a.m. ET
https://attendee.gotowebinar.com/rt/1748945173700223501

Employer Town Hall - Considering Social Determinants in the context of COVID-19
When: April 13, 2020 | 5:00 p.m. ET
https://attendee.gotowebinar.com/register/5706605392112776203

Darcy Gruttadaro, J.D., Director
Workplacementalhealth.org
dgruttadaro@psych.org

Register today: https://nationalalliancehealth.swoogo.com/2020leadershipsummits/ begin