

Mental Health & Wellbeing

Moderator:

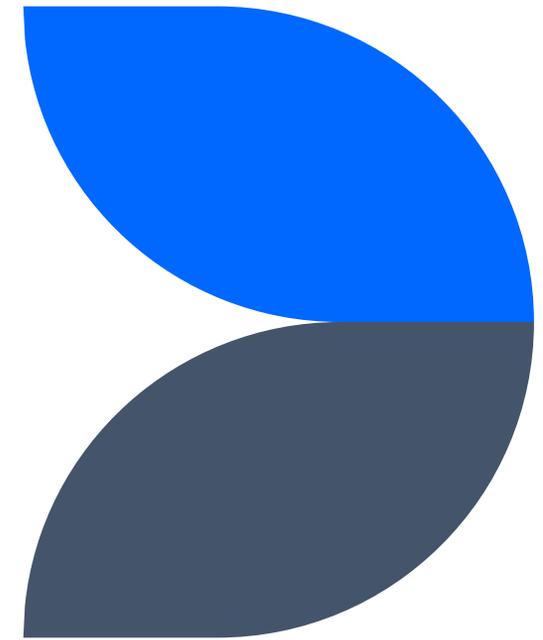
Ann Marie Loiseau DNP, MS, RN, CSN, CCM

Panelists:

Rob Alcock AIC, WCLA Complex Claim Supervisor

Brittany Blythe MA-Mental Health Therapist/Life Coach/Amputee Peer Support/Disability Advocate

Holly Thompson BSN,RN, COHN President Everest Care Management/Aurora Case Management



What is Mental Health?

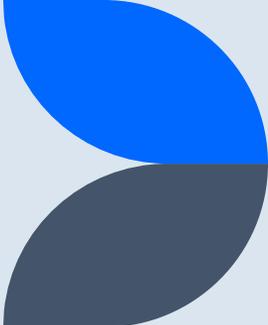
- Mental illness, also called mental health disorders, refer to a wide range of mental health conditions.
 - Disorders that affect mood, thinking and behavior
 - Examples of mental illness include:
 - Depression, anxiety disorders, schizophrenia, eating disorders and addictive behaviors.

Signs & Symptoms

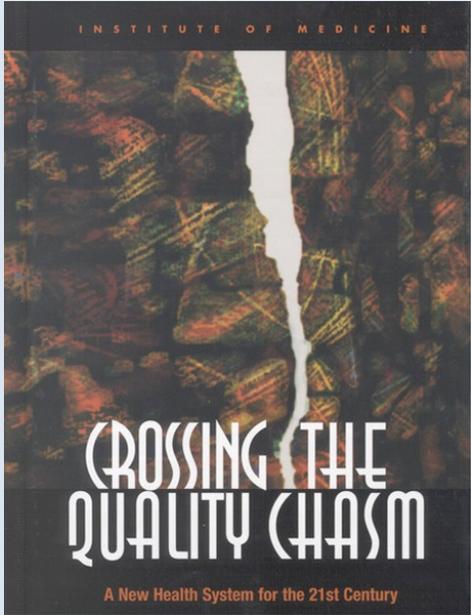
- Feeling sad or down
- Confused thinking or reduced ability to concentrate
- Excessive fears or worries or extreme feelings of guilt
- Withdrawal from friends and activities
- Significant tiredness, low energy or problems sleeping
- Detachment from reality(delusions), paranoia or hallucinations
- Inability to cope with daily problems or stress
- Trouble understanding and relating to situations and to people
- Trouble understanding and relating to situations and to people
- Problems with alcohol or drug use
- Major changes in eating habits
- Sex drive changes
- Excessive anger, hostility or violence
- Suicidal thinking



Institute of Medicine Crossing the Quality of Chasm (2001)



	Safe: Avoiding injuries to patients from the care that is intended to help them
	Timely: Reducing waits and sometimes harmful delays for patients and providers
	Effective: Providing the appropriate level of services based on scientific knowledge
	Efficient: Avoiding waste, including waste of equipment, supplies, ideas, and energy
	Equitable: Providing care that does not vary in quality because of personal characteristics
	Patient-Centered: Providing care that is respectful of and responsive to individual patients

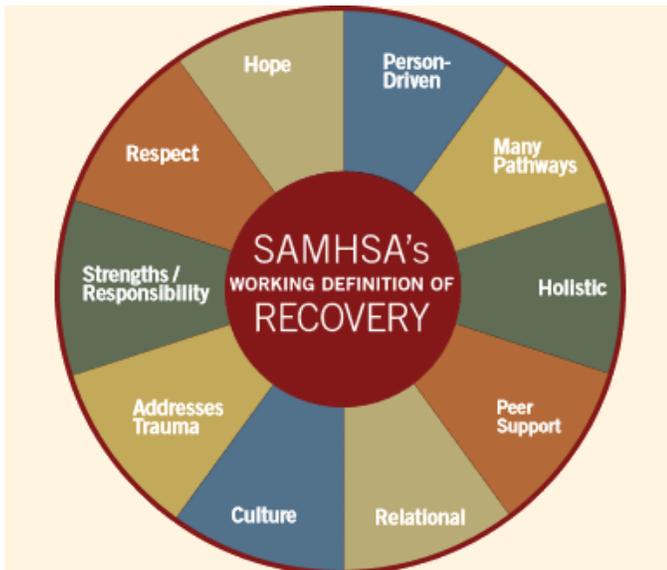


Person Centered Care Helping Wellness

A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.



Person Centered Recovery Model Wheel



10 GUIDING PRINCIPLES OF RECOVERY

1. Hope
2. Person-Driven
3. Many Pathways
4. Holistic
5. Peer Support
6. Relational
7. Culture
8. Addresses Trauma
9. Strengths/Responsibility
10. Respect

Overall message: Individuals are unique with distinct needs, strengths, preferences, goals, culture, and backgrounds— including trauma experience— that affect and determine their pathway(s) to recovery

Patient and Provider View on Person Centered Care

What does person-centered care mean for patients?

Allows patients to make informed decisions about their treatment and well-being.

Having a team of primary care providers, specialists, and other health care providers who know them, listen to them, and are accountable for their care.

What does person-centered care mean for health care providers?

Doctors and other health care providers work collaboratively with patients and other health care providers to do what is best for the patients' health and well-being.

Providing doctors and other health care providers big-picture information, better equipped to develop care plans that include empathy, dignity and respect with patients, their families, and other caregivers



Case Study #1

The injured worker was pulling down a box from an overhead shelf and box hits him on the head and right shoulder.

The injured worker is diagnosed with a right shoulder strain and contusion to the head.

The right shoulder strain begins to get better with rest, physical therapy and some medications.

Due to the bump on the head, the injured worker develops post concussion type symptoms.



Case Study #1

The employee is not released to return to work after 30 days and the employer decides they must move on and fill the production job.

The injured worker feels the employer does not care about them because of the injury and loses any contact with his employer.

The employee begins to experience lack of motivation, lack of focus, low energy and feelings of sadness. They also develop headaches with sensitivity to light.

A referral is made to a concussion injury provider and the employee remains out of work.



What other support could the employer have provided?

Open discussion



What other support could the employer have provided?

Panel Recommendations

Offer empathy and support post injury

Employee can feel that employer cares about his path to recovery

Possible stop the feeling of hopelessness
lack of motivation

Employee can become engaged in the recovery process

Offer referral to employer EAP program

Employee may be entitled to some mental health therapy sessions to address the feelings of hopelessness and lack of motivation

Employee can learn to recover from the trauma from the work accident



Case Study #2

The injured worker sustains a fall from a ladder and hits her right shoulder and head after a fall to the ground.

The injured worker starts with conservative treatment. A MRI rules out a tear to the shoulder. Physical therapy is ordered. Employer arranges for transportation to office visits and therapy since the employee does not have a vehicle.

The employer sends gift certificates for food delivery while the employee is focusing on recovery. Employee can order food for her family.

The head injury starts to resolve, and the employee does not have any lingering symptoms. Employer offers EAP and employee attends a couple of counseling sessions.

After a course of physical therapy, the employee gets back full range of motion. A FCE releases her to medium duty.



Case Study #2 Outcome

Employer offers modified duty position within limitations and employee returns to work.

Employee is released to full duty after a couple of weeks and is feeling mentally healthy as well.

FULL DUTY RETURN TO WORK AND DISCHARGE FROM ALL TREATMENT



What did the employer do differently in Case Study #2

Open discussion



What did the employer do differently in Case Study #2

Employer extended Empathy to employee during the recovery process.

Employer considered impact of injury on employee's family situation.

Employer took a whole person concept approach to recovery.

Employer offered EAP program benefits to employee.

Employer was concerned about their employee and supported a process to ensure the best outcome.



Including mental health therapy in plan

- Type of psychotherapy varies based on patient need
 - Motivational Interviewing (MI)
 - A client-centered approach to counseling and therapy to help people commit to the difficult process of change
 - Treatment planning examples: addressing addiction and the management of physical health conditions such as substance abuse, weight loss, medication management, diabetes, heart disease and asthma
 - Cognitive Behavioral Therapy (CBT)
 - A form of psychological treatment that has been demonstrated to be effective for a range of problems including depression, anxiety disorders, alcohol and drug use problems, marital problems, eating disorders, and severe mental illness.
 - Treatment planning examples:
 - Learning to recognize one's distortions in thinking that are creating problems, and then to reevaluate them in light of reality.
 - Gaining a better understanding of the behavior and motivation of others.
 - Using problem-solving skills to cope with difficult situations.
 - Learning to develop a greater sense of confidence in one's own abilities.

Why does employee mental health matter?

- Mental illnesses such as depression are associated with higher rates of disability and unemployment.
- Poor mental health and stress can negatively affect employee:
 - Job performance and productivity.
 - Engagement with one's work.
 - Communication with coworkers.
 - Physical capability and daily functioning

Reference: Centers for Disease Control-<https://www.cdc.gov/workplacehealthpromotion/tools-resources/pdfs/WHRC-Mental-Health-and-Stress-in-the-Workplac-Issue-Brief-H.pdf>



Mental Health Disorders and Stress Affect Working Age Americans

- About 63% of Americans are part of the US labor force. By combining medical and behavioral health care services, United States could save \$37.6 billion to \$67.8 billion a year
- Workplace is a key location for activities designed to improve wellbeing among adults.
 - Workplace wellness programs can identify those at risk and connect them to treatment and put in place supports to help people reduce and manage stress.
 - By addressing mental health issues in the workplace, employers can reduce health care costs for their businesses and employees.



Protect and Promote Mental Health at Work

- Protecting and promoting mental health at work is about strengthening capacities to recognize and act on mental health conditions at work, particularly for persons responsible for the supervision of others, such as managers.
- World Health Organization(WHO) recommends:
 - **manager training for mental health**, which helps managers recognize and respond to supervisees experiencing emotional distress; builds interpersonal skills like open communication and active listening; and fosters better understanding of how job stressors affect mental health and can be managed;
 - **training for workers** in mental health literacy and awareness, to improve knowledge of mental health and reduce stigma against mental health conditions at work; and
 - **interventions for individuals** to build skills to manage stress and reduce mental health symptoms, including psychosocial interventions and opportunities for leisure-based physical activity.



How can employers help? Solutions.

- Reasonable accommodations at work
 - adapt working environments to the capacities, needs and preferences of a worker with a mental health condition. They may include giving individual workers flexible working hours, extra time to complete tasks, modified assignments to reduce stress, time off for health appointments or regular supportive meetings with supervisors.
- Return to work programs combine work-directed care
 - reasonable accommodations or phased re-entry to work with ongoing clinical care to support workers in meaningfully returning to work after an absence associated with mental health conditions, while also reducing mental health symptoms.
- Supported employment initiatives help people with severe mental health conditions to get into paid work and maintain their time on work through continue to provide mental health and vocational support.



Available Resources:

- Employee Assistance Program through employer program
- Review for EAP assistance through medical insurance policy
- Telehealth counseling
- Crisis resources
 - Level of care varies depending on mental health condition or suicidality
 - 988 Suicide & Crisis Lifeline- national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week. Available via text, phone call or online chat
 - 2-1-1- assistance finding food, paying for housing bills, accessing free childcare, or other essential services
 - Caregiver Help Desk- Staffed by caregiving experts, the Help Desk helps you find the right information you need to help you navigate complex caregiving challenges.
 - National Domestic Violence Hotline-For any victims and survivors who need support, call 1-800-799-7233, if unable to talk go online to [chat-thehotline.org](https://www.thehotline.org)

Available Resources Cont.:

- Community Support options
 - Pastor, Priest or Rabbi or another religious leader
 - Natural support resources
 - Mental Health Walk In Clinics
 - Legal Aid options