THE BENEFITS OF A PSYCHOLOGICALLY HEALTHY WORKPLACE

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Benefits of a Psychologically Healthy Workplace

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Introduction to CuraLinc

• Today’s Presenters
  • David Pawlowski, LCPC, CEAP, Vice President of Administration
  • Justin Steinecker, Vice President of Sales

• CuraLinc Healthcare Overview
  • Headquarters in Chicago
  • Provide a Comprehensive Suite of Behavioral Health and Wellness Programs Highlighted by an Innovative Employee Assistance Program (EAP) Model
  • Over 800 Clients and 712,000 Covered Employees as of January 1, 2017
1. Why do employers care about the mental health of their employees (Business Case)?

2. What is a Psychologically Healthy Workplace?

3. What are the expected benefits of a Psychologically Healthy Workplace?

4. How can an EAP help organizations create a Psychologically Healthy Workplace?

5. What are the actual results (Cost Savings and Clinical Outcomes)?
Mental Health
Mental Illness
Psychological
Depression
Anxiety
The Business Case

Impact on Costs

• Mental Health Treatment Accounted for 7.3% [$135 Billion] of the $1.85 Trillion Spent on Health Care – Nearly as Much as the Total Spent on Heart Disease and Cancer Treatment Combined (SAMHSA)

• Productivity-Related Losses from Employees with Mental Health Problems Cost Employers $247.11 per Employee per Year (American College of Occupational and Environmental Medicine)

• Major Mental Disorders Cost the U.S. Over $193 Billion Annually in Lost Earnings Alone (Nat’l Institute on Mental Health)

• By 2020, Mental Health and Substance Abuse [MHSA] Disorders Will Surpass All Physical Diseases as the Leading Cause of Disability Worldwide (SAMHSA)

• The Average Outpatient Mental Health Counseling Case Lasts Just Over Six Sessions and Costs a Self-Funded Health Plan $622.18 (CuraLinc Healthcare)

Impact on Health and Productivity

• Employee Stress is the #1 Workforce Problem in the US (WTW)

• 85.7% of EAP users who presented with severe or moderately severe depression migrated into lower-risk categories. (CuraLinc Healthcare)

• Almost 19% of Health Risk Assessment (HRA) Participants Were At Risk for Anxiety, Depression, Stress, or Alcohol Abuse (Marquee Health)

• 5 in 6 Users of Psychotropic Medications are Under the Care of a General Practitioner (Express Scripts)

• After Using the EAP, the Average Time Away From Work Caused By an Employee’s Behavioral Health Concern(s) [Depression, Substance Abuse, Anxiety, etc.] Decreased By an Average of 6.8 Hours Within 30 Days (CuraLinc Healthcare)

• 1 in 4 Americans Has a Diagnosable Mental Health Disorder (National Institute of Mental Health)
The Business Case
Mental Illness Prevalence in the U.S.

- Obesity: 35.1%
- Mental Illness: 26.2%
- Smoking: 16.8%
- Illicit Drug Use: 9.4%
- Diabetes: 9.3%
- Cancer: 4.5%
- CHF: 1.5%

Sources: 1 CDC, 2 NIMH, 3 Nat'l Diabetes Statistics Report, 4 American Cancer Society

1 in 4 Americans has a diagnosable mental health disorder.

Only 40% of adults with a mental illness receive treatment for their condition.
The Business Case
Stress in the U.S. Workplace

• Work Stress Impacts Absenteeism, Healthcare Costs, Turnover and Productivity

- 2/3 of Employees Report Work Has a “Significant Impact” on Their Stress Level
- 1 in 4 Employees Has Called in Sick or Taken a ‘Mental Health Day’ in the Past 30 Days
- Health Care Costs are 50% Higher for Employees with High Stress
“A psychologically healthy workplace fosters employee health and well-being while enhancing organizational performance and productivity.” (American Psychological Association)

- Employee Involvement
- Work-Life Balance
- Employee Growth and Development
- Health and Safety
- Employee Recognition
Psychologically Healthy WP
Benefits to Employees

- Increased Job Satisfaction
- Higher Morale
- Better Physical and Mental Health
- Enhanced Motivation
- Improved Ability to Manage Stress
Psychologically Healthy WP
Benefits to Employers

- Improved Quality, Performance and Productivity
- Reduced Absenteeism, 'Presenteeism' and Turnover
- Fewer Accidents and Injuries
- Likelier to Attract and Retain Top Talent
- Better Customer Service and Satisfaction
- Lower Health Care Costs
EAP Key Components

For Creating A Psychologically Healthy Workplace
Anatomy of an EAP

Short-Term Counseling
Face-to-Face Counseling; Nationwide Network of Clinicians

Work-Life Benefits
Legal Consultation, Financial Consultation, Dependent Care and Concierge Referrals, Identity Theft Recovery Assistance

Organizational Resources
Management, HR and Policy Consultation, Formal Referral Coordination

Worksite Services
Critical Event Responses, Onsite OD/Training

Technology
Website, Mobile App, Distance Counseling Platform
Superior Intake and Assessment Model
- 24/7 Live Answer by Licensed and Experienced Masters- and PhD-Level Clinicians
- Empowered to Conduct Thorough Behavioral Health Assessment
- Proprietary Tool to Establish Baseline for Impact (Clinical Outcomes)
  - *CuraLinc Uses an Evidence-Driven Mechanism to Track the Impact of the EAP on Productivity, Absenteeism, and Acute Clinical Concerns (Depression and Substance Abuse)*
- Cross-Trained to ID and Refer Members with Comorbid Health Conditions
- Referral to EAP Network Clinicians Who Also Participate in the Client’s MHSA Network

Clinical Case Management and Outcomes Tracking
- Clinical Follow-Up with Participant and Network Counselor Throughout the Course of Treatment
- Post-Case Coordination with Health Plan MHSA or Community-Based Resources
- Scheduled 30-, 60- and 90-Day Outreach to Track Clinical Outcomes
Three-Pronged’ Approach to Employee Engagement

- **Use Promotion**
  - Culturally-Relevant Promotional Strategy, Tailored to the Client
  - Remove the Stigma of Seeking Treatment (“Support for everyday issues. Every day.”)

- **Use Technology**
  - Leverage Mobile and Web Platforms to Provide Resources and Connect Employees to the EAP

- **Use Other Providers (‘Marketing Integration’)**
  - Train Other Health Management Programs to Market and Refer to the EAP
CuraLinc Healthcare
Differentiators

- **Innovation**
  - eConnect® Behavioral Telehealth
  - eConnect® Mobile App
  - Stress Management Module
  - Mindfulness Toolkit
  - Computerized Cognitive Behavioral Therapy (cCBT)

- **Client Services**
  - Dedicated Service Team for Each Client
  - Facilitates Internal Coordination of Resources
  - Facilitates Integration with Other PHM Components

- **Capacity and Willingness to Integrate**
  - “Seat at the Table” When Clients, Advisors and Vendors Discuss PHM
• **Management Consultation**
  - Workplace Polices and Practices That Promote a Psychologically Healthy Workplace
  - Guidance to Managers When Referring Employees to the EAP

• **Training**
  - Mental Health Awareness Training for Employees and Supervisors
  - Personal and Professional Development Modules

• **Critical Incident Response**
  - Support for Employees and the Organization After a Traumatic Event
  - Prevents Long-Term Mental Health Problems and Restores Workplace Productivity
Results
Health and Productivity Outcomes (2016)

Depression

34.4% of EAP participants presented with severe or moderately severe depression during the initial clinical assessment, compared to only 4.9% after using the EAP.

85.7%

85.7% of those who presented with severe or moderately severe depression migrated into lower-risk categories.

Productivity

Nearly 81% of employees reported 'high' productivity after 30 days, a 55% improvement from baseline.

Absenteeism

During the initial assessment, EAP participants reported missing 9.7 hours of work due to their behavioral or emotional health concern. Thirty days after EAP treatment was completed, employees reported missing only 2.9 hours, resulting in a net improvement of 6.8 hours.

Alcohol Use

The mean alcohol index score for EAP participants who presented with alcohol use or abuse improved from 6.5 (initial assessment) to 3.9 (after treatment), which demonstrated a significant reduction in the abuse of alcohol.

36.6% of EAP participants reported misusing alcohol (an index of 8 or higher) during the initial clinical assessment, compared to 7.3% after EAP treatment was completed.

Before

After

34.4%

4.9%

52.2%

80.8%

19.9

24.5

6.5

3.9
• Financial Offset Dashboard

  • Estimates ROI of EAP for Prospective and Current Clients

    • Medical Cost Savings: MHSA Claims

    • Human Capital Cost Savings: Absenteeism, Productivity, Disability Costs, Employee Turnover

  • Average ROI of All CuraLinc Clients: 4.9-to-1

  • Higher ROI for Clients That Follow Best Practice Recommendations
Mental Illness Is...

- Real
- Common
- Treatable
Enhances Employee Productivity, Lowers Employee Absenteeism
Addresses the Need for Behavioral Health in a Population Health Management Strategy
Reduces Unnecessary MHSA Claims and Increases Plan (MHSA) Utilization Efficiency
Impacts the Well-Being of Employees with Depression, Anxiety, Relationship Issues
Empowers Organizations To Create a Psychologically Healthy Workplace

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