Wellness on the Run Webinar

The stress factor: How to manage stress and depression in the workplace

September 20th, 2017
Today’s presentation will begin shortly.

- In order to hear the audio for this presentation, please turn up your speakers.
- If you’d like to ask a question, please use the **Q&A area** of the console.
- A PDF of the presentation and other relevant resources are available under the **Resource Widget** at the bottom of the screen.
- To resize the presentation, just drag the lower right corner of the slide area.
- If you need help during the event, please click on the **Question Mark Widget** at the bottom of the screen.
Agenda

• Employee’s are stressed: so what?
• Depression in the workplace
• Stress vs depression
• How do people cope with stress?
• What employers can do to reduce employee stress
• Programs and resources to help
What is stress?

Stress in an individual’s mental, physical or emotional reaction to perceived or actual pressures – “stressors.”

Stressors may stem from

• External circumstances
• Internal conditions

Stress’s negative effects:

• Increased blood pressure
• Heightened risk of stroke
• Suppressed immune function
• Cause of depression
Helping employees manage stress

For 60% of U.S. employees, work is a significant cause of stress in their lives.¹

It’s estimated that workplace stress contributes to at least 120,000 deaths each year accounts for as much as 5% to 8% of annual health care costs in the U.S..³

For 75% of U.S. employers, stress is the top risk to workforce health and productivity.²

¹ American Psychological Association, Stress in America – paying with our health, 2015, p. 2
Do you know what is stressing your employees?

Employers think top stressors for employees are:
• Lack of work/life balance
• Technologies that expand the work day
• Organizational changes

But employees say their top stressors are:
• Low pay
• Stress-inducing culture
• Unclear job expectations

Time and technology aren’t the problem. Workplace stress centers on **support, rewards and culture issues**.
What is depression?

Depression is a common and serious medical illness that negatively affects how you feel, the way you think and how you act.

Depression causes feelings of:

- Sadness
- Loss of interest in activities once enjoyed

It can lead to:

- Emotional problems
- Physical problems
- A decrease in a person’s ability to function at work and at home

More than 1 in 20 adults in the U.S. suffers from depression each year.

National Institute of Mental Health, Major Depression Among Adults (accessed December 2016)
Depression in the workplace

Clinical depression has become one of America’s most costly illnesses.

The annual cost is estimated at $210.5 billion
- 45% attributable to direct costs.
- 5% to suicide-related costs.
- 50% to workplace costs.

Majority of the workplace costs are due to lost productivity
- Absenteeism (missed days of work)
- “Presenteeism" (reduced productivity at work)

Stress vs depression

Both can affect you in similar ways, but there are key differences.

• Depression is more serious and long-lasting than stress.
• Symptoms of depression can be much more intense.
  • They last at least two weeks.
  • Causes powerful mood changes, such as painful sadness and despair.
  • You may feel exhausted and unable to act.

Stress can lead to depression…
Indirect effects of stress – disrupted routines, coping strategies, and relationships and increased unhealthy coping - are often what causes depression to take hold.
## Stress vs depression

<table>
<thead>
<tr>
<th>Common Signs of Stress</th>
<th>Common Signs of Depression</th>
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<tbody>
<tr>
<td>• Trouble sleeping</td>
<td>• Withdrawing from other people</td>
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<td>• Feeling overwhelmed</td>
<td>• Feeling sad and hopeless</td>
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<td>• Problems with memory and concentrating</td>
<td>• Lack of energy, enthusiasm and motivation</td>
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<td>• Change in eating habits</td>
<td>• Trouble making decisions</td>
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<tr>
<td>• Feeling nervous or anxious</td>
<td>• Being restless, agitated and irritable</td>
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<tr>
<td>• Feeling angry, irritable or easily frustrated</td>
<td>• Eating more or less than usual</td>
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<tr>
<td>• Feeling burned out</td>
<td>• Sleeping more or less than usual</td>
</tr>
<tr>
<td>• Feeling that you can't overcome difficulties in your life</td>
<td>• Trouble with memory and concentrating</td>
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<tr>
<td>• Trouble functioning at work or in your personal life</td>
<td>• Feeling bad about yourself or feeling guilty</td>
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<tr>
<td></td>
<td>• Anger and rage</td>
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<td>• Feeling that you can't overcome difficulties in your life</td>
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<td>• Trouble functioning at work or in your personal life</td>
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<td>• Thoughts of suicide</td>
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</table>
How do people cope with stress?

Employees tend to deal with stress by:

1. Exercising and engaging in other stress reduction activities
2. Connecting with family and friends

Exercising: 64.0%
Craft plan to tackle source of stress on their own: 54.4%
Seek support from friends, family, coworkers: 52.5%
Indulge themselves (TV, food, shipping, alcohol): 47.6%
Seek support from their manager: 47.6%
Seek professional help: 22.2%
Use services provided by employer or health plan: 15.6%
Typical responses to workplace stressors

Modify the stressors experienced

- Reduce, eliminate or transform sources of stress and pressure into opportunities for challenge and fulfillment.

Alter individual responses to stressors

- Engage in physical activity, meditation, mindfulness training and yoga.

Seek help with recovery from the consequences of stress and depression

- Avoid responding to stress until it leads to physical or psychological problems.
What employers can do about workplace stress

Implement a stress response system – to prevent and modify cause of stress, not merely accept and react to them.
Reduce the causes of employee stress

Build employee’s trust:
- Survey employees to find out what causes their stress, how they prefer to manage it and how you can help.
- Make sure they understand that their personal information is confidential.

Examine stress-causing elements within your control, including compensation and staffing levels.

Develop a strategy for supporting employee’s financial well-being.
Reduce the causes of employee stress

Create an **environment** that supports stress management:
- Provide **clear direction and expectations** for job performance.
- Train **managers** to be supportive.
- Provide opportunities for **stress-relieving exercise**; encourage **vacations**.

Provide **programs** that align with employees’ preferences: onsite and off; use the latest technology; include feedback mechanisms; consider rewards to boost participation.

**Update workers’ skills** to help them weather change.
LiveHealth Online*
Making care easy to access

Seeking help is a big step. That’s why we’ve made it easy and convenient. LiveHealth Online (LHO) is a 50-state solution offering counseling via computer, tablet or smartphone.

**LHO EAP**
- Members call the EAP toll free number for information and access to LHO EAP
- Appointments are available within four days
- EAP counseling sessions are at no cost to the member. And, there is no need to file a claim
- Continuity of care with the same counselor using LHO Psychology

**LHO Psychology**
- Cost share remains the same as for current in-office therapy benefits
- Automatic claims submission

**LHO Psychiatry** – launching 2018

*Requires activation of LiveHealth Online*
Employee Assistance Program*

Resources to make a difference personally and professionally

With this simple and comprehensive program, employees and their families can receive help with a wide range of personal and work-related matters.

- 24/7 Counseling Services
- Financial Consultation
- Identity Protection & Recovery
- Legal Consultation
- Web & Mobile Tools
- Child & Eldercare Resources
- Tobacco Cessation
- myStrength
- Wellness seminars for employees
- Critical Incident Response services

*buy-up program
A “health club for the mind” myStrength offers tools and resources to help manage stress, anxiety, depression, chronic pain, insomnia and other concerns related to emotional wellbeing.

Members can access myStrength via a link on the EAP website. Once on myStrength members can:

- Complete a wellness assessment
- Set up a customized home page
- Utilize the mood tracker
- Engage with the eLearning modules
- Track progress
- And more!

*myStrength included with Enhanced EAP*
Behavioral Health
Fully integrated with our health plans

With our approach to Behavioral Health Utilization Management we help members get to the right type and level of care using our strong national network

• 227,095 behavioral health providers
• 6,636 facility-based programs

Then, our Case Management team provides ongoing consultation, guidance and support to the member to help them achieve their wellness goals by

• Enhancing their understanding of behavioral health symptoms and conditions
• Educating them on behavioral health treatment options
• Referring them to social work, behavioral health, medical and other community resources
• Coordinating with community providers for a more integrated approach
Resources you can use

Time Well Spent

- Health Kits – including “Emotional Health Kit”
- Employer webinar archive
- Tips and tools to build and implement wellness plans
- Member education and resources
- [www.timewellspenthome.com](http://www.timewellspenthome.com)
2017 DocTalks

Your employees can get health tips with our free DocTalk webinars!

DocTalk webinars are available to all members and their spouses.

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<th>Date</th>
<th>Time</th>
<th>Topic</th>
<th>Presenter</th>
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<tr>
<td>October 10, 2017</td>
<td>12:00 pm. &amp; 3:00 p.m. EDT</td>
<td>Diet, Nutrition and Weight Loss</td>
<td>Richard M. Lachiver, MD, MPH, FACPM, Regional Vice President and Medical Director</td>
</tr>
<tr>
<td>December 12, 2017</td>
<td>12:00 pm. &amp; 3:00 p.m. EDT</td>
<td>LiveHealth Online: Telehealth on The Cutting Edge</td>
<td>Sharon S. Booze, Sales Director, LiveHealth Online, Anthem, Inc.</td>
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Employees can register at webinars.on24.com/doctalk/register.
Questions?