

WELCOME

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Asking a question is easy!

- About the topic being presented —
 - ❖ Click on the **Q&A** icon at the bottom of your screen
 - ❖ Type your question & hit Enter
 - ❖ Questions will be answered at the program's end, or offline if time runs out

- About technical issues or CE credit —
 - ❖ Click on the **Chat** icon at the bottom of your screen
 - ❖ Type your question & hit Enter
 - ❖ Our team will reply to your question right away

Housekeeping notes

- ▶ This webinar is being recorded for on-demand access later, after the series' conclusion
- ▶ To earn CE, you must attend the entire session
- ▶ **For those sharing a computer**
 - Complete a manual sign-in sheet before the program ends
 - Go to **Chat** to access the link for the sign-in sheet
 - Each participant must complete an evaluation to obtain CE credit
 - Instructions will also be emailed to the program registrant

2022 WEBINAR SERIES

COVID-19 Impacts on Mental Health

Sara Champion, Human Resources Manager

Learning objectives

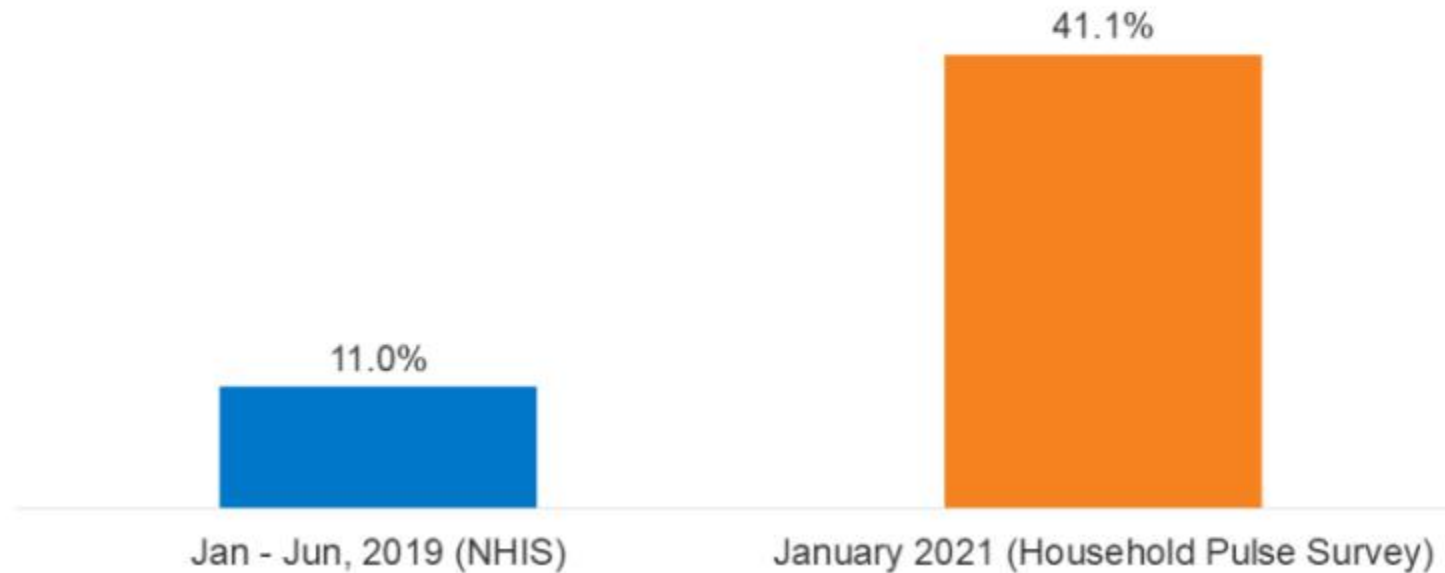
- ▶ Dive into the multifaceted impacts of COVID on mental health
- ▶ Identify ways to help residents and staff members manage mental health obstacles
- ▶ Find resources to support and encourage mental health awareness and break down the stigma that prevents some from seeking help

COVID-19

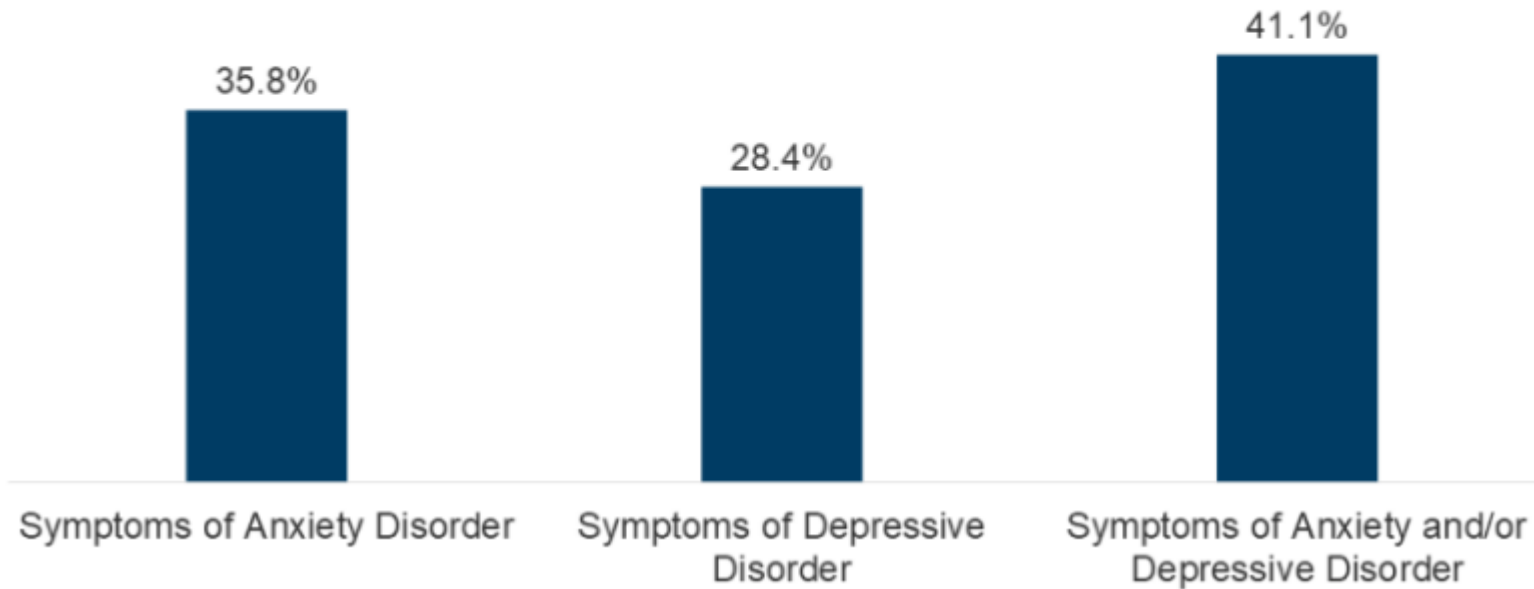
- ▶ The pandemic has put a spotlight on health; mental health in particular. The longevity and gravity of COVID has led to struggles with:
 - Stress
 - Anxiety
 - Depression
 - Loneliness
 - Other mental health obstacles



Average Share of Adults Reporting Symptoms of Anxiety Disorder and/or Depressive Disorder, January-June 2019 vs. January 2021



Share of Adults Reporting Symptoms of Anxiety or Depressive Disorder During the COVID-19 Pandemic



- ▶ According to Mercer's 2021 Health on Demand report:
 - More than half of US employees encountered some level of stress
 - Virtually a fourth of say they experienced mental health issues
 - A fifth were financially worse off
 - Approximately a fifth felt less physically fit or healthy

While low-wage earners were more likely to experience each of these adverse impacts



- ▶ A KFF Health Tracking Poll found that most adults are reporting adverse impacts on their mental health and well-being, including:
 - 36% of adults had difficulty sleeping
 - 32% reported issues with eating
 - 12% stated that their chronic conditions worsened
 - 12% increased alcohol consumption or substance use

Wellbeing

- ▶ Some groups in particular have reportedly struggled with above-average stress levels and negative mental health or substance abuse consequences due to the pandemic:
 - Communities of color
 - Essential workers
 - LGBTQ+ employees
 - Low-paid workers
 - Parents and children
 - Women
 - Young adults



Share of Adults Reporting Symptoms of Anxiety and/or Depressive Disorder During the COVID-19 Pandemic, by Race/Ethnicity



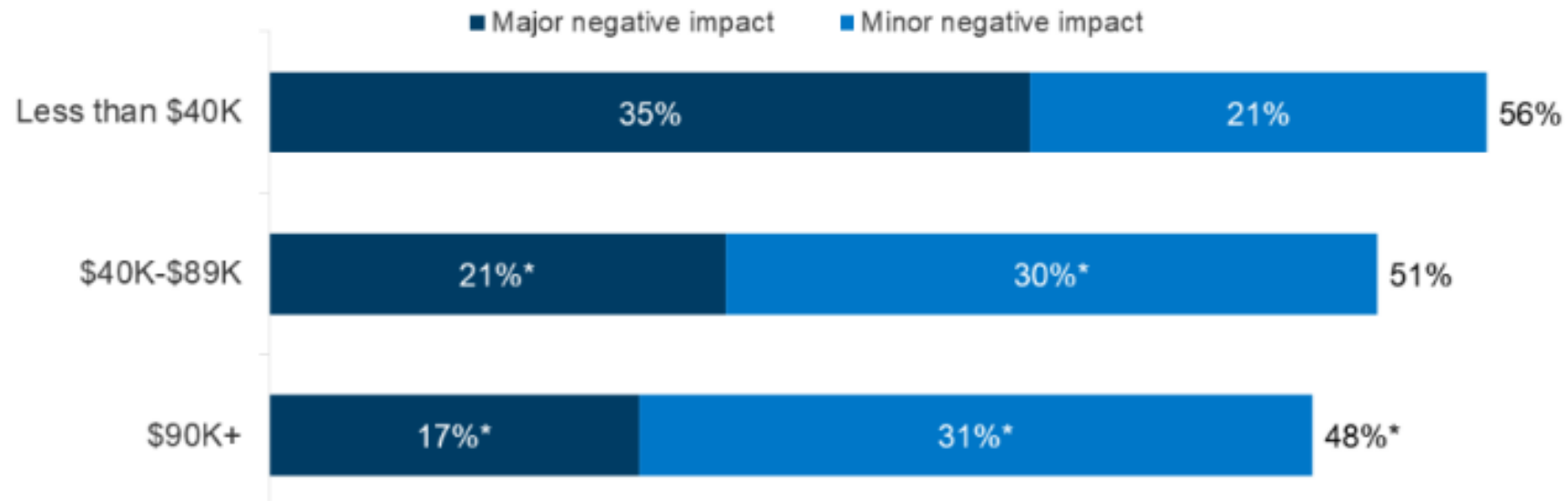
- ▶ According to the American Psychological Association, essential workers have had to deal with stressors which has taken a serious toll on their mental health:
 - 54% of essential workers said they relied on unhealthy habits to get through the pandemic
 - Nearly 3 in 10 reported that their mental health had worsened
 - 3 in 4 essential workers said they could have used more emotional support than they received since the pandemic started



- ▶ According to Out & Equal Workplace Advocates LGBTQ+ individuals are also experiencing distinct disparities in health, income, employment, and access to resources. The LGBTQ community is vulnerable to:
 - Effects of COVID-19
 - Lack of access to Paid Leave
 - Adverse effects on mental health



Percent of Adults Who Say Worry or Stress Related to the Coronavirus Has Had a Negative Impact on Their Mental Health, by Household Income



- ▶ According to American Academy of Pediatrics, parents are facing challenges and widespread disruptions including:
 - Isolation measures
 - Working from home
 - Closure of schools and childcare facilities
 - Transition to virtual learning



- ▶ According to McKinsey & Company the pandemic has had a regressive effect on gender equality.
 - Women's jobs are 1.8 times more vulnerable
 - Women make up 39% of global employment but account for 54% of overall job losses
 - Female dominated jobs are 19% more at risk



In 2021 alone,

68% of millennials,

81% of Gen Z members and

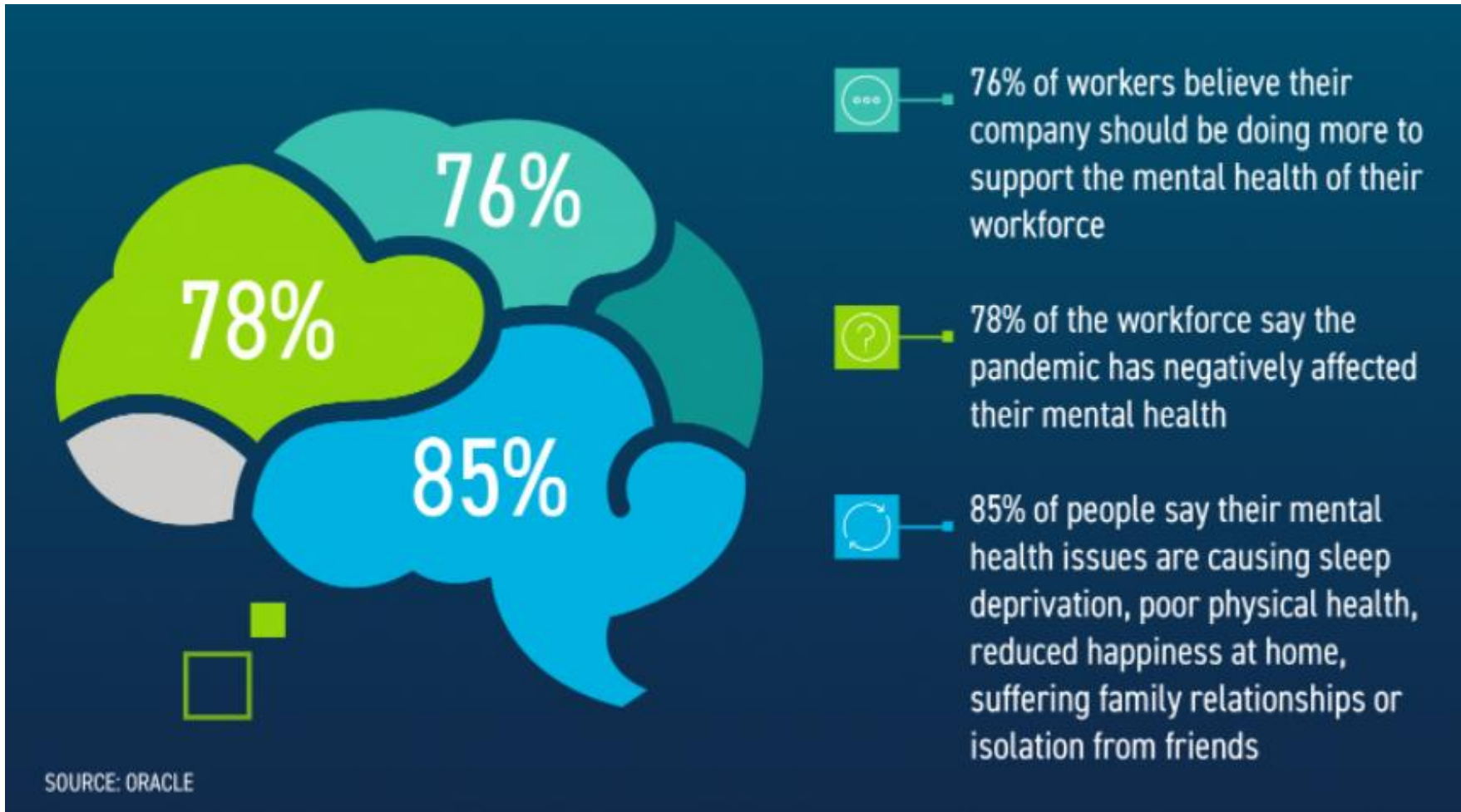
50% of employees overall

left their jobs for mental health reasons



- ▶ According to Harvard Business Review, mental health begins to show in the workplace with:
 - Absenteeism
 - Underproduction
 - Burnout
 - Physical health problems

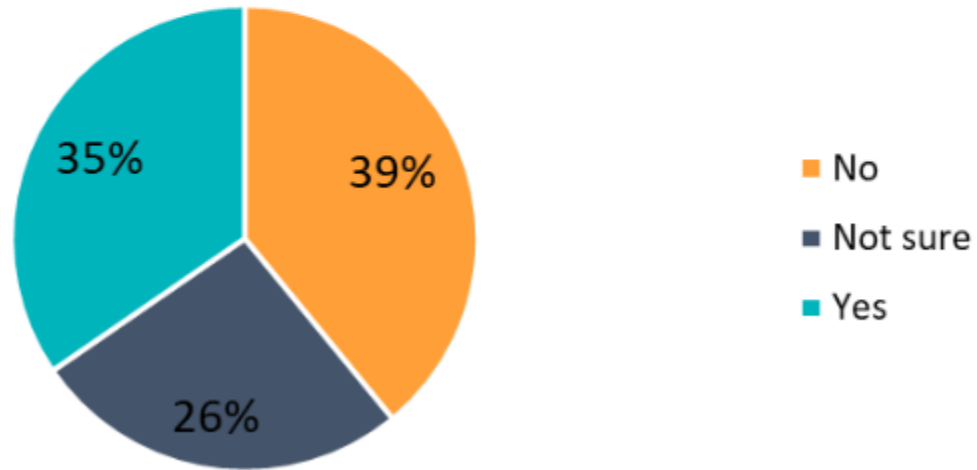




Emotional Support For Healthcare Workers

When asked about emotional support, the largest group (39 percent) of healthcare workers indicated that they did not feel they had adequate emotional support. Another 26 percent were unsure if they were receiving adequate emotional support.

Do you feel like you have adequate emotional support?



- ▶ According to McKnight Long -Term Care News there are not many mental health professionals in long-term care
 - LTCs are first & foremost a medical setting



- ▶ According to Arkansas State University a patient with mental illness may require healthcare workers to:
 - Assess a patient's mental state
 - Provide sensitive patient-centered care
 - Consult with knowledgeable mental health professionals
 - Refer a patient to community services



- ▶ When companies recognize that they must reevaluate and implement new strategies to support employees' wellbeing they show employees that they are valued and supported which will be felt by residents and their families as well.



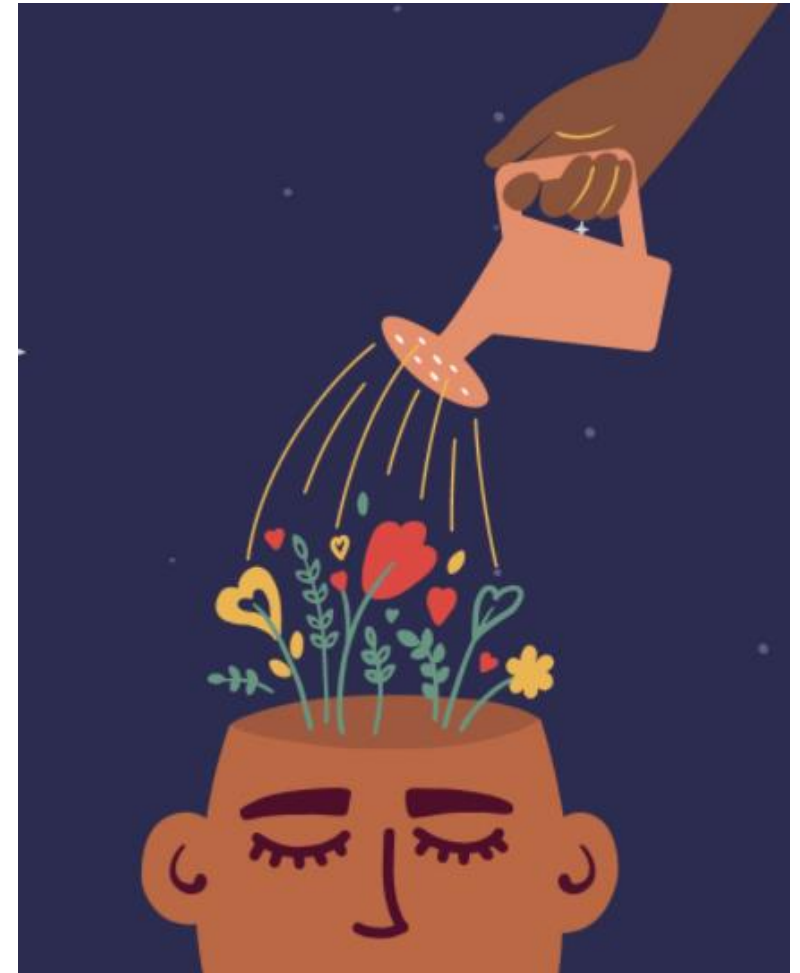
Well-being is higher when employees have access to health-enabling communities

Percentage reporting high levels of well-being:



Shifting...

- ▶ Wellness to wellbeing, employers have the ability to develop and provide resources to address employee challenges who continue to be affected by the pandemic.
- ▶ Organizations can support the mental health of their most valuable assets: their staff members.



Fundamental elements



Community — a feeling of connection & engagement with the area in which you live



Financial — the ability to effectively manage your current & future economic life



Social — the ability to relate to & connect with others; having supportive, positive relationships & feelings of social belonging

Fundamental elements



Physical — the ability to maintain a healthy quality of life & to have enough energy to accomplish daily activities without fatigue or physical stress



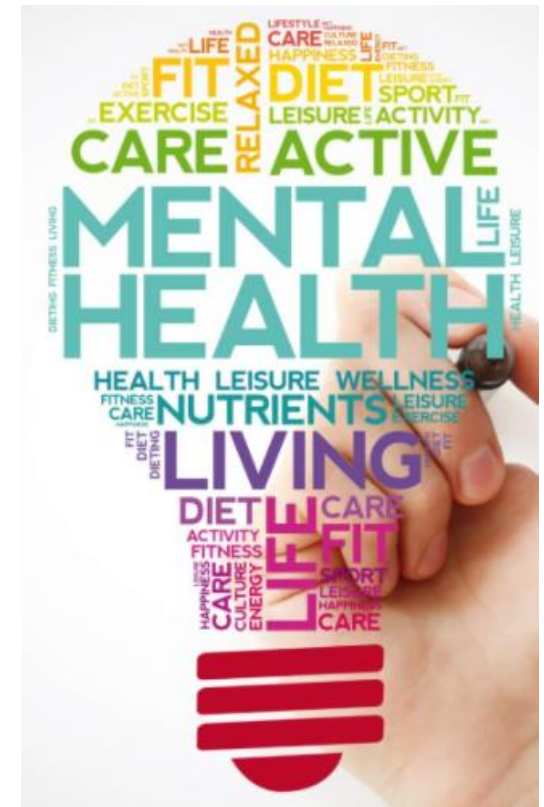
Mental — the presence of positive emotions and moods; the absence of negative emotions; the ability to cope effectively with life

- ▶ More than 2,000 employees were surveyed regarding the impact of the five dimensions of well-being. When employers addressed 4–5 dimensions of well-being compared to 0–3 dimensions employees reported:
 - 77% vs. 50% had a good impression of their employer
 - 88% vs. 81% expressed that their usual job performance has been “excellent” over the past year or two
 - 57% vs. 33% highly recommended their employer
 - 58% vs. 42% stated they have an excellent or very good overall well-being



Wellbeing strategies

- ▶ Focus on the physical, communal, mental, financial, and social wellbeing of employees. Companies need to consider:
 - Offering diverse benefits
 - Providing an Employee Assistance Program
 - Upskilling managers
 - Analyzing turnover data
 - Redesigning work
 - Communicating offered mental health resources



Diverse Benefits

The five fastest-growing benefits, the survey showed, are:

Voluntary benefit	Currently offered	Will offer by 2022 or beyond
Identity theft protection plans	53%	78%
Hospital indemnity plans	42%	65%
Pet insurance plans	47%	69%
Critical-illness plans	57%	76%
Group legal plans	58%	75%

Diverse Benefits

- ▶ Over the next two years employers are planning to offer:
 - Financial planning
 - Tuition reimbursement
 - Onsite fitness center
 - Backup childcare
 - Elder care



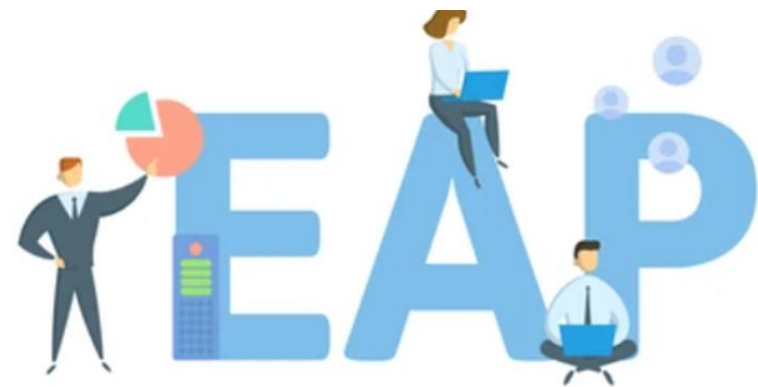
Diverse Benefits

- ▶ Before implementation of a new benefit, HR and Leadership must determine if the new benefit will:
 - Be cost effective
 - Fit the organization's culture
 - Attract & retain a diverse talent pool
 - Be utilized
 - Support employee's well-being



Employee Assistance Program (EAP)

- ▶ EAP is a work-based program intended to assist employees in resolving personal issues that may be adversely affecting the employee's performance.
 - Child or elder care
 - Relationship challenges
 - Financial or legal problems
 - Wellness matters
 - Traumatic events



Employee Assistance Program (EAP)

- ▶ EAPs provide assistance with a wide range of needs
 - Clinical assessments & mental health sessions with licensed clinicians
 - Legal consultation
 - Financial consultation
 - Substance abuse consultation
 - Referrals:
 - ❖ childcare
 - ❖ elder care pet care
 - ❖ personal services



Upskill Managers

- ▶ With the new obstacles that employees face due to the pandemic, protecting and supporting the health of employees is crucial.
 - 49% of employees do not feel their supervisors would know how to speak with them about their mental health issue



Upskill Managers

- ▶ The National Alliance on Mental Illness found that over 50% of American adults living with mental illness have not sought treatment.



Upskill Managers

- ▶ Employees must have a sense of trust and confidence to speak with their managers about mental health
 - Managers must address mental health issues to increase employee's individual performance and development
 - Companies need to provide training whether in person or through a LMS



Analyze turnover data

Turnover rate is calculated by taking the number of separations during a month divided by the average number of employees, multiplied by 100:

$$\text{Turnover Rate} = \# \text{ of Separations} / \text{Avg. \# of Employees} \times 100$$

<https://www.shrm.org/resourcesandtools/tools-and-samples/how-to-guides/pages/determineturnoverrate.aspx>



Analyze turnover data

- ▶ Stay Interviews ask employees what they like about the company, their role, and what they would like to change.



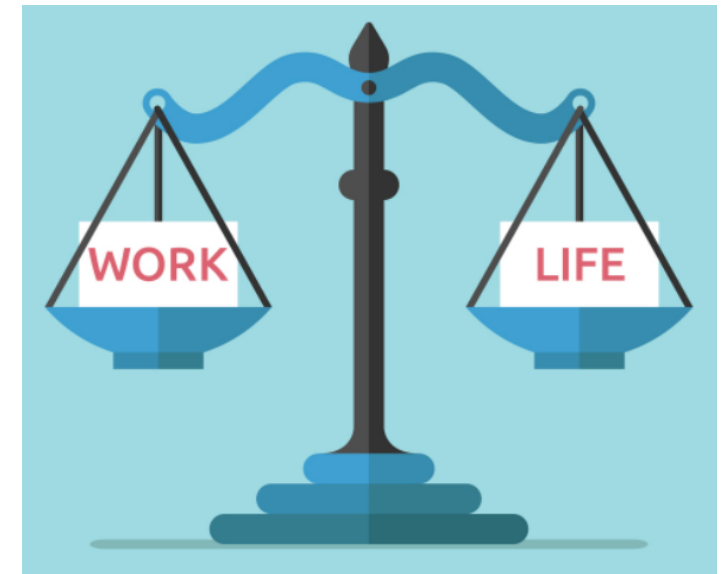
Analyze turnover data

- ▶ Exit interviews occur after an employee has resigned to discover their reasons for leaving & provide feedback about the culture and overall company.
 - Do you have any suggestions for improvements?
 - What could have prevented you from leaving?
 - What is your new employer providing?



Redesign work

- ▶ Providing work life balance and flexibility to employees allows employees to handle new stressors, challenges, and responsibilities.
- ▶ Flexible workload
- ▶ Flexible schedules
- ▶ Remote work



Redesign work

- ▶ Sharing tasks or reducing workload to just essential tasks can help employees deal with stress
- ▶ By allowing employees to have a flex schedule employees can accomplish tasks that they normally would not be able to complete
- ▶ Providing the ability to work remote allows employees to save time and money



Communication

- ▶ By communicating offered mental health resources companies create inclusive cultures that normalize and destigmatize mental health.



Communication

- ▶ As employee feedback is gathered, it is vital to communicate how the company is acting on the received feedback. Employers should communicate:
 - By explaining why actions are taken or not taken
 - Employees may feel disengaged if no changes occur nor are outcomes communicated
 - Employees will feel the organization is transparent which builds trust and motivates employees

EMPLOYEE FEEDBACK



Communication

- ▶ To help employees better understand their mental health and address their personal concerns Mental Health America, offers free resources, such as:
 - Screening tools
 - Public education materials
 - Information to include in a company's internal newsletter



Wellbeing Outcomes

- ▶ A healthier and more inclusive culture
- ▶ Better employee morale & engagement
- ▶ Lower sickness absence
- ▶ Increase in staff productivity
- ▶ Increase staff retention
- ▶ Reduce turnover
- ▶ Increase talent attraction

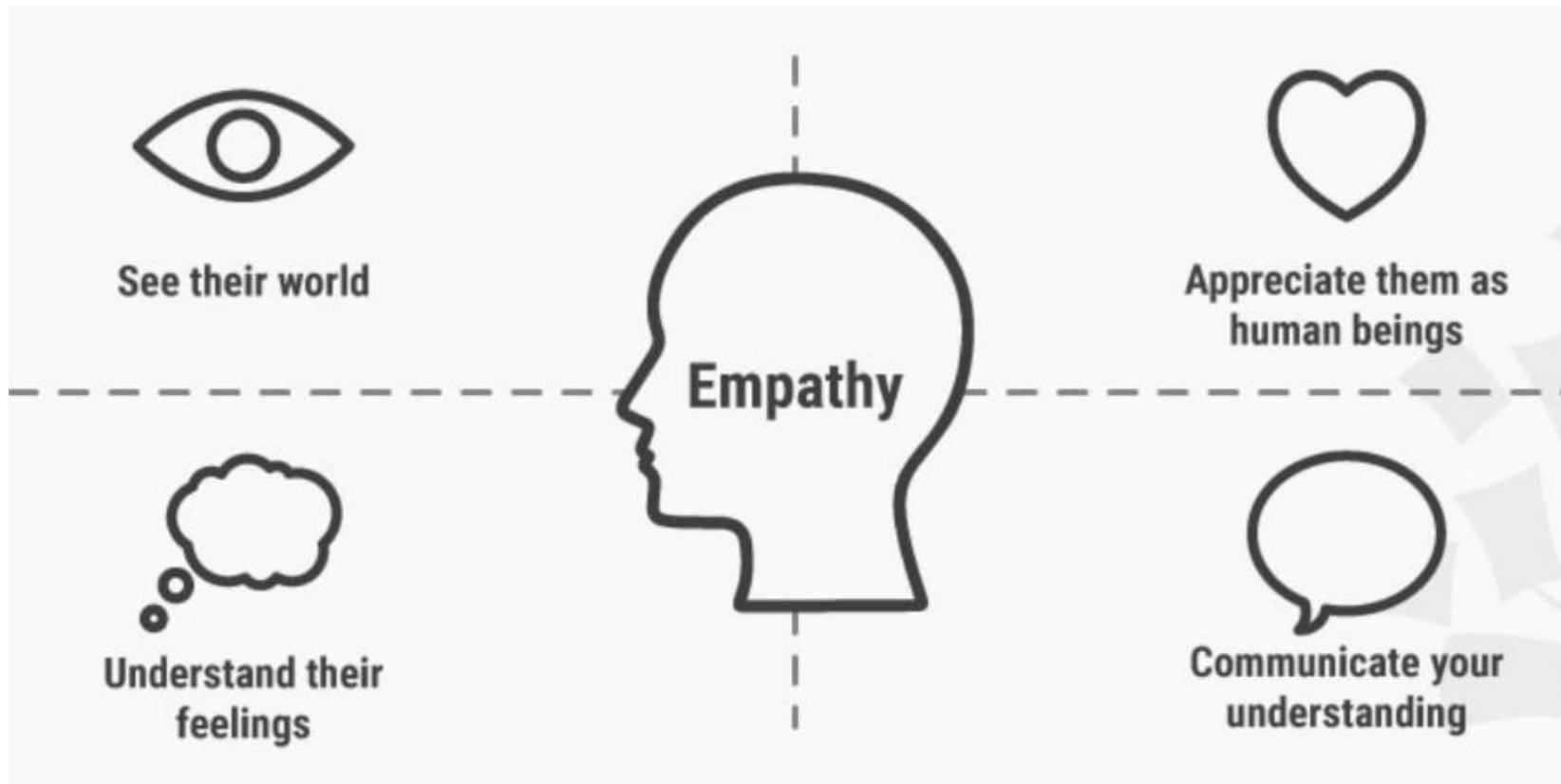


Wellbeing Outcomes

- ▶ Improves the workplace experience
- ▶ Reduces workplace stress
- ▶ Improves employee health behaviors
- ▶ Reduces health care costs
- ▶ Increases overall employee satisfaction



Wellbeing Outcomes



Sources:

- <https://hbr.org/2021/10/its-a-new-era-for-mental-health-at-work>
- <https://healthcare-conversation.com/2020/03/09/the-shift-from-wellness-to-well-being/>
- <https://mhanational.org/about>
- <https://mhanational.org/mental-health-healthcare-workers-covid-19>
- <https://outandequal.org/covid19-lgbtq/>
- <https://publications.aap.org/pediatrics/article/146/4/e2020016824/79686/Well-being-of-Parents-and-Children-During-the>
- <https://www.aap.org/en/about-the-aap/>
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- <https://www.ehstoday.com/wellness/article/21181346/time-to-move-from-wellness-to-wellbeing>
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- <https://www.kff.org/coronavirus-covid-19/issue-brief/the-implications-of-covid-19-for-mental-health-and-substance-use/>
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- <https://www.mercer.com/newsroom/2021-health-on-demand-survey-released.html>
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- <https://www.paycom.com/resources/blog/how-to-build-a-supportive-culture-for-mental-health/>
- <https://www.peoplescout.com/insights/mental-health-in-the-workplace/>
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- <https://www.vscpa.com/sites/default/files/2021-11/Mind%20Share%20Partners%27%202021%20Mental%20Health%20at%20Work%20Report%20in%20partnership%20with%20Qualtrics%20and%20ServiceNow.pdf>

Q & A

About CE credit

Administrator credit

This program has been approved for one clock hour of continuing education credit by the National Continuing Education Review Services (NCERS) of the National Association of Long-Term Care Administrator Boards (NAB).

Approval #20230326-1-A82034-DL

Nursing credit

This program has been approved for one clock hour of continuing education credit by The Illinois Board of Nursing, an approved sponsor of continuing education by the Illinois Department of Professional Regulation.

Obtaining CE credit

- ▶ Complete the evaluation at the conclusion of this program:
 - In your web browser
 - Also emailed immediately following this program

- ▶ For those sharing a computer to view the webinar:
 - Submit your sign-in sheet to the email address listed on the form
 - Each participant will then be emailed a link to the evaluation
 - Each person must complete an evaluation to receive CE credit

- ▶ CE certificates should be **emailed in the next 30 days**

Want more CE after this?

Stay tuned for our upcoming webinars:

ForumPharmacy.com

May 19, 2022

Appropriate Use of Psychotropic Drugs in Long-Term & Residential Care

July 21, 2022

Where Do We Stand Now – Recap of Regulations & Surveys After COVID

August 18, 2022

Recruitment, Retention & More in the New Normal

Back by popular demand

SAVE THE DATE!

**6th Annual Live Forum on
Post-Acute, LTC and Assisted Living**

June 3, 2022

7 am – 4:30 pm

DoubleTree Oak Brook, Illinois

THANK YOU!