

PRIORITIZING EMOTIONAL WELL- BEING IN THE WORKPLACE



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SEMINAR GOALS.

Identify the impact of stress and loneliness on emotional well-being.

Understand the relationship between mental and physical health.

Discuss solutions to address emotional wellbeing as employees return to work amid the COVID-19 pandemic.

MENTAL HEALTH IN THE WORKPLACE

1 in 5 people

in the U.S. workplace experience
a mental health condition



10%
of the employee
population takes
time off work for
depression

An average of
36 workdays
are lost each time
there's an episode
of depression

50%
of people with
depression are
untreated



Source: Based on information from the World Federation for Mental Health, 2018.

MEDICAL AND BEHAVIORAL COMORBIDITY.

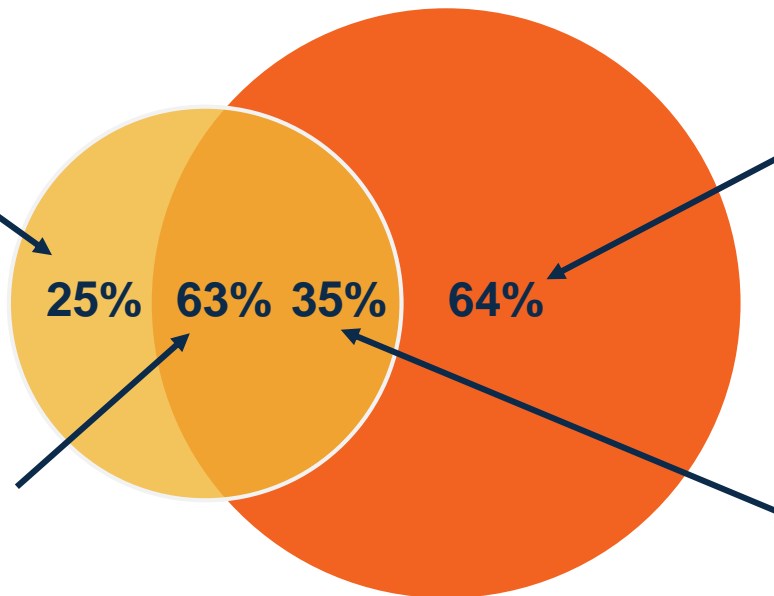
Cigna data is consistent with a previous national industry study on medical and behavioral comorbidity.

25% of the adult population have mental disorders*

64% of the adult population have medical conditions*

63% of adults with mental disorders have medical conditions*

35% of adults with medical conditions have mental disorders*



*Cigna Behavioral Health Insights, Cigna Book of Business claims data 4-1-17 through 3-31-18 for customers/clients who purchased behavioral and medical through Cigna. Adults only.

RECOGNIZING MENTAL HEALTH SIGNS AND SYMPTOMS: **UNDERSTANDING STRESS AND ANXIETY**

Our mental wellness can be impacted in many ways

- Life challenges and stressors affect each of us differently, but we can all struggle at times.
- Coping well with stressors can play a role in maintaining good physical and mental health.
- Being aware and supportive can make a big difference.



Stress is the psychological and physical response that results when a person's (actual or perceived) resources are not sufficient to cope with life's demands and pressures. It can be intensified by the feeling of having little support or control.

360° TOTAL HEALTH AND WELL-BEING.

Tackling the issues that keep your employees from performing at their best.

STRESS IMPACT¹

75% of those surveyed in 2017 experienced at least one symptom of stress in the past 30 days:

35% irritability/anger

36% nervous/anxious

34% fatigue

4% increase over 2016 results of **71%**

PHYSICAL
EMOTIONAL
SOCIAL

- An estimated **75%–90%** of primary care provider visits²
- More than **6 in 10** Americans with chronic health conditions have a significantly higher average stress level (5.0) compared with those without a chronic condition (4.4)¹

1 in 5 adults in the United States experiences mental illness in a given year³



\$444 billion

in medical expenses and lost productivity each year⁴

1. American Psychological Association, Stress in America: Uncertainty about health care, <https://www.apa.org/news/press/releases/stress/2017/uncertainty-health-care.pdf>, January 24, 2018.

2. American Institute of Stress, "Stress: America's #1 Health Problem," <https://www.stress.org/americas-1-health-problem/>, January 4, 2017.

3. Mental Health By The Numbers, National Alliance on Mental Illness, <https://www.nami.org/learn-more/mental-health-by-the-numbers>, August 16, 2018.

4. Newhook, Emily, "Costs of Care: Stigma is Only Part of the Mental Health Price Tag," USA Today, June 16, 2017.

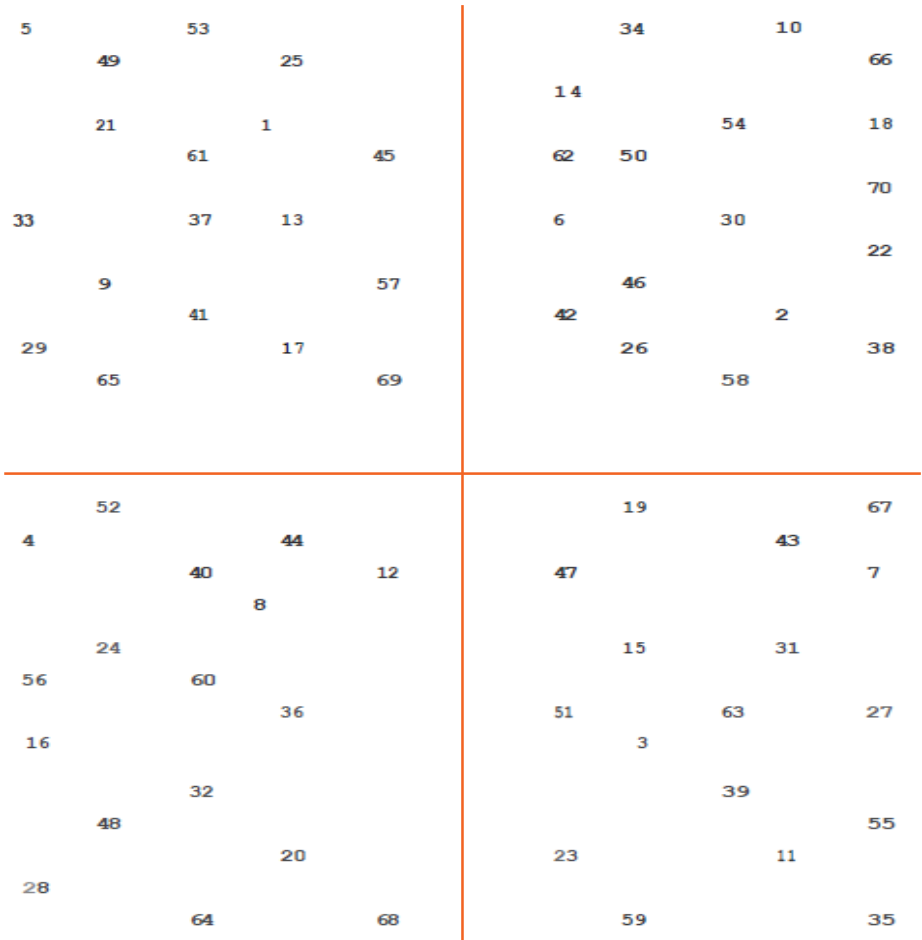


A stress test

5		53				34		10	
	49		25						66
					14				
	21		1				54		18
		61		45	62	50			
									70
33		37	13		6		30		
									22
	9			57		46			
		41			42		2		
29			17			26			38
	65			69			58		
	52					19			67
4			44					43	
		40		12	47				7
			8						
	24					15		31	
56		60							
			36		51		63		27
16						3			
		32					39		
	48								55
			20		23			11	
28									
		64		68		59			35



Once again, with a plan



YOU NEED A PLAN TO CONTROL STRESS



Period of time
to unwind



Location
to de-stress



Activity
to enjoy



Name of someone
to talk to

Period.

Select a period of time every day to take a break from everyday tasks.

This will help you see things more objectively, ultimately allowing you to be more productive.

Suggestions:

- Instead of scrolling through social media, why not use your time to envision positive outcomes?
- To make your life less chaotic, try to wake up 10 minutes earlier, and use this time for something you enjoy.

Location.

Head to a location that's conducive to taking a break.

Suggestions:

- Going for a stroll can help you focus.
- Visit a nearby river or lake and find a relaxing spot to sit for a while.

Activity.

Choose an activity you enjoy that can help to relieve stress.

Suggestions:

- Reading a good book, or joining a book club, can be a positive distraction.
- Try cooking new, healthy recipes.
- Dancing, running, playing music – dive into these and other activities you think could be fun.

Name.

Name some people you can talk with who can help keep you from falling into negative thought patterns.

Suggestions:

- Speak with someone at work about setting boundaries and prioritizing to protect you from mounting pressures.
- Reach out to an old friend or family member you haven't spoken with in a while.

DEFINING LONELINESS

Loneliness is subjective:

- Difference between **feeling lonely** or **experiencing loneliness** and being alone.
- Amount of social connection one wants to have vs. what they currently have.

This study built off of **UCLA's Loneliness Scale**:

- A 20-item scale design to measure one's subjective feelings of loneliness as well as feelings of social isolation.
- A score of 43 or higher is considered lonely.

UCLA LONELINESS SCALE



LONELINESS IS RISING IN AMERICA.

Many of those people are the faces behind our organizations.

24%

say their mental health is fair or poor.

61%

3:5 Americans are lonely.

Source: Cigna 2020 U.S. Loneliness Index.

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AND IT MIGHT NOT BE WHO YOU EXPECT.

The 2020 report reveals those most affected.



MEN



**YOUNGER PEOPLE
(GEN Z)**



**URBAN AND RURAL
COMMUNITIES**



**HEAVY SOCIAL
MEDIA USERS**

Source: Cigna 2020 U.S. Loneliness Index.

Key factors affecting loneliness in the workplace:

EMPLOYMENT STATUS
JOB SATISFACTION
COWORKER RELATIONSHIPS
WORK-LIFE BALANCE

Source: Cigna 2020 U.S. Loneliness Index.

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COMBATING LONELINESS

EVERYONE CAN BE PART OF THE SOLUTION

- Learn to recognize loneliness in yourself reach out to families, friends and colleagues
- **Get to know your coworkers better**
- Find the work-life balance that's right for you
- Use technology to stay connected. Find creative ways to connect with others in fun and meaningful ways
- Take advantage of the health and wellness offerings



COVID-19: RETURNING TO WORK

Continued impact as precautions are lifted:

- Ongoing changes and updates
- Continued uncertainties
- Development of new routines and new sense of normalcy



I wonder if it's safe to go back to the office?

How am I going to social distance?

I just got used to working from home...

WE CAN MAKE A DIFFERENCE

Recognize
signs of
emotional
distress

Reach out to
connect with
the person

Resource help
and support
together



HOW TO IDENTIFY POSSIBLE SYMPTOMS OF MENTAL ILLNESSES.*

- Unexplained physical symptoms
- Confused thinking
- Strong feelings of anger
- Feelings of extreme highs and lows
- Extreme worry
- Extreme sadness
- Substance use
- Social withdrawal

*Each illness has its own set of symptoms.

Sources: Mental Health America, 2018, Retrieved April 23, 2018 from <http://www.mentalhealthamerica.net/recognizing-warning-signs>.

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It is not intended as medical/clinical advice.



REACHING OUT



- Find words to **open the conversation**
- **Express your concern** and support
- **Listen**; let them take the lead, treat them with dignity & respect
- **Reassure that you care**, avoid judgment
- Use **“I” statements**



UTILIZING AVAILABLE RESOURCES

Programs and digital tools help improve emotional well-being and manage life events.

Three face-to-face visits with an EAP counselor*

Community support helps with food, housing, financial and other needs

On-demand peer coaching and personalized learning help boost your mood and improve mental health**



Digital self-guidance tool to help increase resilience**



*Three visits per issue per year. Restrictions apply to fully insured business situated in New York.

**iPrevail and Happify offered through Cigna.



IMPACT OF STIGMA



Public stigma

Stigma that is accepted by the general population

- Leads to Avoidant Types of Behaviors – “I don’t want to get this prescription filled”
- Label Avoidance – “I don’t want to be seen as crazy or weak”
- Leads to Avoidance of Seeking care – or being associated with care providers, or care settings
- Evident in media and satire



Personal stigma

When the individual believes in the stereotype, leading to ‘behavioral’ consequences

- Personal shame
- Hopelessness – ‘Why even try?’
- Personal Helplessness
 - Not seeking treatment, even though it can help
 - Dropping out of treatment
 - Stopping medication



ADDRESSING MENTAL WELL-BEING IN THE WORKPLACE

Employee Assistance Programs (EAP)



- Use EAP program to increase mental health and substance use disorder awareness
- Provide onsite trainings to drive mental health and substance use disorder literacy
- Provides data of your employees' health and well-being related to stress, mental health and substance use
- Leverage EAP program for Human Resources, benefits teams, Employee Relations, and managers
 - Consult on performance or conduct issue connected to stress, mental health or substance use
 - Avoids labeling and focuses on behaviors, performance and conduct
 - May lead to the employee receiving consulting outside of the workplace.





THE BENEFITS OF Mental Health First Aid USA®.

LEARN



Risk factors and warning signs of mental health and substance use issues/concerns

Strategies to assist in both crisis and non-crisis, situations, including development of a five-step action plan.

Studies have shown that individuals certified in Mental Health First Aid improve their knowledge of signs, symptoms and risk factors of mental illnesses and addictions, increase their confidence in and likelihood to help an individual in distress and show improved mental wellness themselves.*

Information related to depression and mood disorders, anxiety disorders, trauma, psychosis and substance use disorders.

Available professional, peer and self-help resources

*Mental Health First Aid, Research and Evidence Base, excerpt from <https://www.mentalhealthfirstaid.org/about/research/>, 2019.



LIFE CONNECTEDSM

For all aspects of your employees' well-being.

A fundamental shift in how workplace health and well-being is approached. Identifying your employees' needs within the five dimensions of total well-being.



Physical



Emotional



Environmental



Financial



Social





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