

Prioritizing the mental health needs of your workforce

Coping with stress and anxiety has always been hard. And now, during the pandemic, it's even harder. Individuals are balancing working from home, video conferences, remote learning, little to no daycare, and news of friends and family infected with COVID-19.

There's been a lot of talk in the news lately about how the pandemic is affecting mental health. Your employees don't know what this situation means for them. They don't know how it will impact their jobs or their futures. Dealing with that stress on a daily basis is exhausting. It feels endless and is likely to create poor health outcomes and unhealthy coping mechanisms.

The resultant fatigue is real, relatable, and something that you can help your employees address.

Q: • What is happening to our mental health, and how might this affect your workforce?

A: During uncertain and turbulent times, psychosocial stressors can have a tremendous impact on mental health. Now more than ever, it's important to help your employees stay vigilant for any signs and symptoms of new issues with their mental health — as well as any problems related to their physical health.

We thrive in communities and social settings; maintaining mental wellness relies on the ability to connect with others. It's important to recognize how changes in social and personal pressures can impact the mental health of your employees. Understanding what they are experiencing — and providing access to the care that they need — are the first steps to helping them address the challenges and difficulties they are facing.

50%
of adults with a
mental illness
go untreated*

(and that does not account for those who are not yet diagnosed).

Q • How can providing access to proper assessment of mental health needs have a positive impact on your employees?

A • Being proactive about your employees' mental health is key to making a difference in their overall wellness and, subsequently, to your business.

When managing challenges like stress, anxiety, and depression, finding the right kind of care can be hard. The time that it takes to identify mental health needs can feel like too much. Meanwhile, those stressors can have a critical effect on work performance. Individuals often need support assessing their mental health situation and are looking for guidance they can trust when they may not be functioning at their best.

63% of employees
face tremendous challenges
in locating and accessing
timely and effective
mental health treatment*

The Balance behavioral health program begins with the Balance assessment. Developed in collaboration with clinical experts in the best-in-class Johns Hopkins Psychiatry department, the assessment helps your employees identify their mental health needs and risk factors before they may have a serious health impact. To help them take control of their mental and physical health needs, the Balance assessment uses four lenses to understand the underlying causes of the individual's mental health state.

The approach looks at underlying physical health, personality traits, life experiences and how behaviors drive actions. Once the assessment is complete, your employees see their results immediately on their personalized dashboard. The whole experience is private, secure, and hosted outside your organization.

It is a whole-person approach designed to pinpoint challenges while also providing information on the best way to address them.



• **Even during the best of times, accessing prompt, appropriate treatment for mental health concerns can be a real challenge. What are some of the unique barriers to care posed by the pandemic (and how can those be addressed)?**



During the COVID-19 pandemic, one of the biggest barriers to wellness has been finding appropriate treatment for mental health concerns. Your employees are struggling with ongoing uncertainty and being able to get an appointment to see a therapist or specialist is more difficult than ever. Often, planned care has to be rescheduled – or adjusted to video appointments. By offering flexible options and unique care pathways, Balance provides the care your employees need on their terms – and in their time.

Some people feel that an anonymous chat with our virtual mental health coach is right for them. Others feel comfortable having a conversation with our Care Concierges (program-trained mental health practitioners) or participating in a stress reduction VR (virtual reality) program. Balance is a program designed to ensure that your employees receive the resources they need to get the care they require.

Struggles with mental health can affect your employees’ ability to make healthy choices and fight off illness. Maintaining a healthy workforce starts with giving your employees the tools they need to proactively address their mental health.

 Virtual Wellbeing Coach	 Care Concierge	 CenteredVR
<p>Built by clinical psychologists and based on the principles of Cognitive Behavioral Therapy, Bea is a virtual mental health coach that is interactive, convenient, confidential, secure, and accessible 24/7.</p>	<p>Our Care Concierges are licensed behavioral health care practitioners; a human connection at the ready to help your employees understand why they feel the way they do. Care Concierges are able to provide ongoing support and techniques to help employees address what’s challenging them and, if necessary, make a referral to an appropriate in-network mental health care professional.</p>	<p>If your employees are looking to learn new resilience and coping skills to more effectively manage stressors in their lives, the Balance program offers dynamic and personalized VR experiences provided conveniently in the workplace or at home.</p>

Q

Helping employees identify a path to mental wellness that stays consistent during the pandemic – and after the world discovers a new normal – is a priority. As the pandemic ends, how will accessible mental health care remain important?

A

Health care is adjusting to a new normal. Patients and providers are learning to look past traditional care and into a world where technology plays a major role in their relationship. Delivery of mental health care is also changing.

It's not always easy to talk about struggles with mental health. It may even take time for your employees to open up and trust another individual with what are often personal and vulnerable topics. That's why Balance offers a combination of digital and human care pathways. While the accessibility and flexibility of Balance are particularly helpful during the pandemic, the Balance program will continue to be an essential part of mental health care long after the pandemic has ended.

Balance empowers the individual to take proactive measures to address their behavioral health needs. It's a personalized behavioral health program committed to delivering convenient, accessible resources. And it's a way to make sure that your employees feel comfortable prioritizing their mental health now and in the future.

80% of employees treated for mental illness report improved levels of **work efficacy** and **satisfaction**.*

About Balance:

Balance is the therapist-supported, digital, behavioral health program from Johns Hopkins Medicine. Balance is committed to delivering best-in-class, convenient, accessible mental health care to ensure that your employees receive the resources they need to feel better and be their best.

To learn more about Balance or Johns Hopkins HealthCare Solutions' other programs designed to keep your workforce healthy, please visit www.johnshopkinssolutions.com/balance or email balance@johnshopkinssolutions.com.

*Source: American Psychiatric Association's workplacementalhealth.org