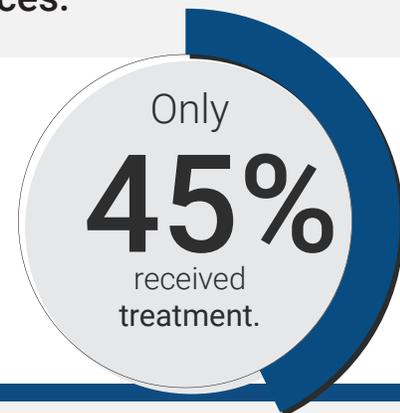


## Mental health issues lead to economic and health consequences:

51.5 million American adults (*nearly 21%*) reported suffering from a mental illness in 2019.<sup>1</sup> Illnesses include anxiety, depression, substance use disorder and alcohol misuse. Many go undiagnosed. Only 45% of those who were diagnosed with a mental health illness received treatment.<sup>1</sup> Among those who felt they needed care but didn't receive it, some of the top reasons were cost (45%), not knowing where to go for care (29%) and not having the time (21%).<sup>1</sup>

In the US,  
of those with a  
mental health  
condition



## Balance improves access to mental health care services:

Balance is a therapist-supported, digital behavioral health program from Johns Hopkins Medicine. Balance delivers convenient, accessible mental health care to employee, health plan member and patient populations.

Balance makes access to care easier. In a 1-year period beginning September 2019, 11,000 (25%) employees at a large health care company registered for Balance and 9,000 completed the proactive assessment. Of the more than 5,000 participants who were at risk of a mental health issue, 33% scheduled with a licensed behavioral health specialist. Balance helped to identify mental health risks and helped drive those in need to the right care for their needs. In September 2020, more than 2,000 of the 2019 users came back to take the assessment again, demonstrating the value of checking in on one's emotional well-being.<sup>2</sup>



One dollar invested  
in treating depression



yielded a \$2.50 return  
on economic benefits alone.<sup>3</sup>

### Benefits

### ROI on Treating Depression

### ROI on Treating Anxiety

Economic Only

2.5x

3.0x

Economic and Health

5.3x

4.0x

Economic benefits include health care cost savings by preventing acute episodes of care and improved management of other health conditions. Health benefits add the value of return to workforce and fewer life years spent in diminished health.

## The value of using Balance in the workplace:

Good mental health among employees helps reduce absenteeism and increase presenteeism in the workplace. Previous research has shown that treating depression improves a person's work performance and can result in a **2.6-hour improvement per week in overall work functioning** due to increased job retention and increased hours worked among the employed in diverse sectors and occupations.<sup>4</sup> The impact of mental health treatment can be wide ranging from improved health<sup>2</sup> and well-being to reduced absenteeism and presenteeism at work. According to a 2016 Lancet Psychiatry publication, one dollar invested in treating depression yielded a 1:2.5 ROI on economic benefits alone. When you add in the savings associated with care and the value of healthy years of life regained thanks to treatment, ROI rose to 1:5.3. ROI ratios for treating anxiety were 1:3 and 1:4 respectively.

## Balance is proactive:

Mental health is something we should actively attend to, just like our physical health. The Balance assessment allows the user to identify mental health risks like anxiety, depression and alcohol misuse signs. 52% of Balance users who sought care to address a concern reported that they were doing so for the first time. By proactively checking on an individual's mental health, Balance can help people in need find the care that is right for them.<sup>2</sup>



### Balance Care Concierge

Satisfaction ratings are  
4.7 out of 5 (n=520)<sup>2</sup>



## Overcoming Barriers:

Balance reduces the time and effort it takes an individual to find the right resources. Trained mental health professionals took on average 3.5 hours to provide this service;<sup>5</sup> an individual or their family might require even more time for this task. Balance helps individuals understand their issue and identify the right resources to meet their needs without having to take time off from work or from family to make phone calls, to check if the doctor is accepting new patients, etc. The Balance Care Team is program-trained, understands the options available to the individual within their network and knows the best resources to match the individual's needs.

*My concierge provided several quick tips to provide better management of my stress level. She made me realize that I should acknowledge my stress and create plans to resolve my concerns. It was a reassuring session.*

## Building Resiliency:

Balance offers tools to help individuals build resiliency and coping skills. Bea, our mental health chatbot, is available 24/7 on any smartphone device. Bea creates a safe space to talk about mental health issues. Bea is also there to encourage outreach to a live human being and remind individuals to connect to care. With Bea, we can monitor utilization, reported stress levels and user satisfaction. We have real-time feedback to ensure that Bea's advice is helping.

Balance also identifies those who could benefit from stress reduction training and makes learning mindfulness an easy process through virtual reality-based stress reduction program sessions. We measure users' stress levels before and after CenteredVR sessions to ensure that the training is effective.



Learn more at [www.johnshopkinssolutions.com/balance](http://www.johnshopkinssolutions.com/balance)

or email [balance@johnshopkinssolutions.com](mailto:balance@johnshopkinssolutions.com)

<sup>1</sup> SAMHSA NSDUH 2019 <https://www.samhsa.gov/data/report/2019-nsduh-annual-national-report>

<sup>2</sup> Unpublished, Johns Hopkins HealthCare Solutions, 2020

<sup>3</sup> Chisholm et al, Lancet Psychiatry, 2016 <https://pubmed.ncbi.nlm.nih.gov/27083119/>

<sup>4</sup> Wang PS, Simon GE, Avorn J, et al. JAMA. 2007 <https://pubmed.ncbi.nlm.nih.gov/17895456/>

<sup>5</sup> Fragala et al, JOEM, 2021 [https://journals.lww.com/joem/Fulltext/2021/03000/Workplace\\_Mental\\_Health\\_Application\\_of\\_a.9.aspx](https://journals.lww.com/joem/Fulltext/2021/03000/Workplace_Mental_Health_Application_of_a.9.aspx)