ONE MIND™

Mental Illness is an Epidemic

Employee Well-being as a CEO Imperative

LI Roundtable

June 24, 2021

What is Your Mental Health Strategy?

Are You Happy with It?

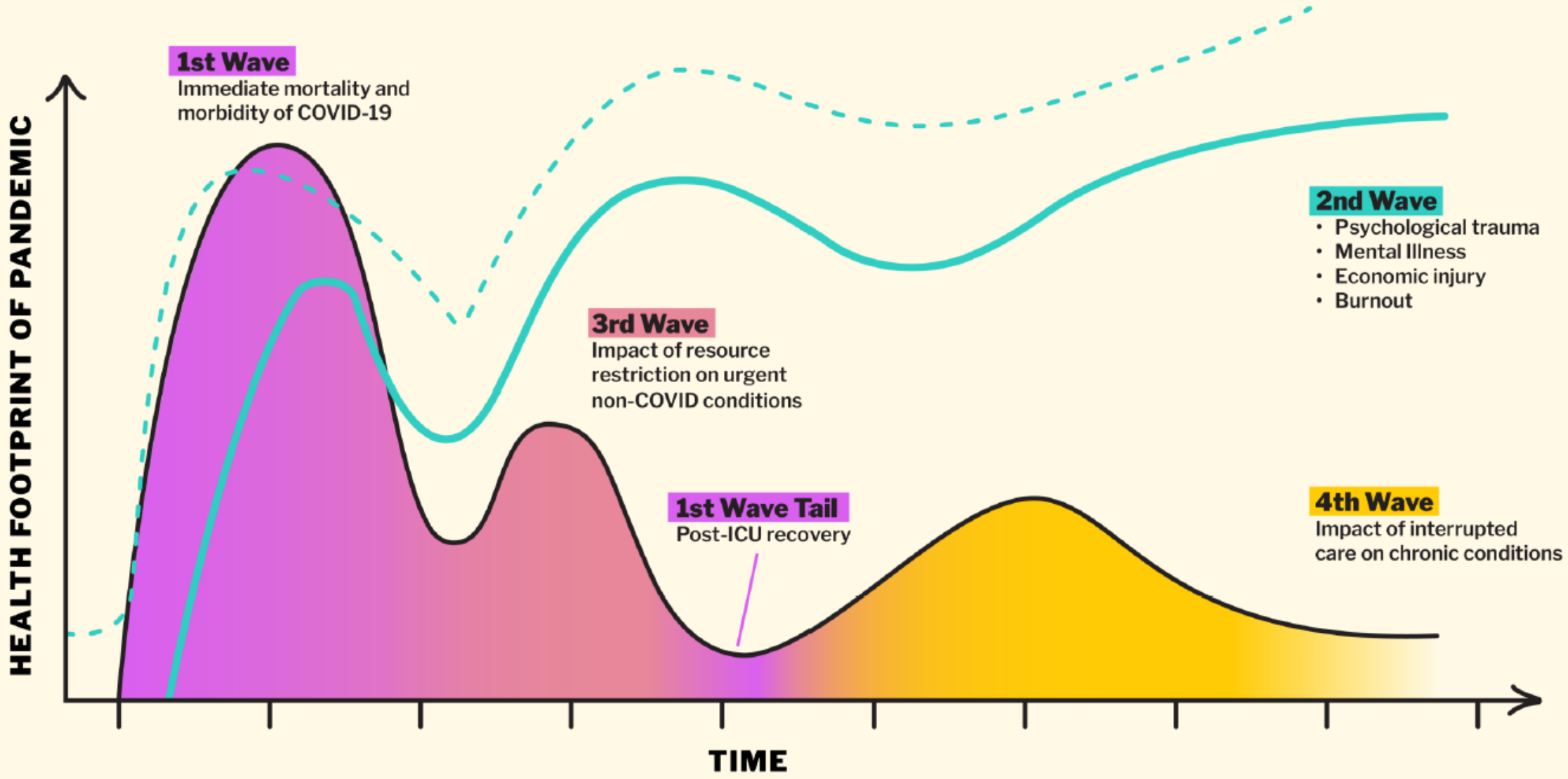
The Amazon That Customers Don’t See

“As Amazon rapidly grew… its policies were harder to implement with fairness and care. **It is just a numbers game in many ways. The culture gets lost.”**

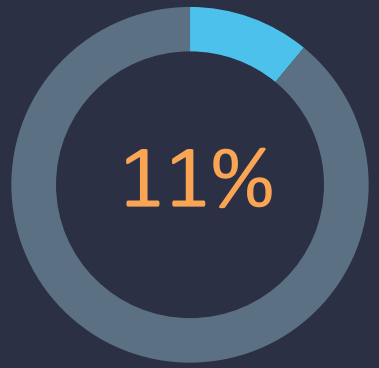
New York Times Investigative Project. Published June 15, 2021.

How has COVID-19 Impacted Your Team?

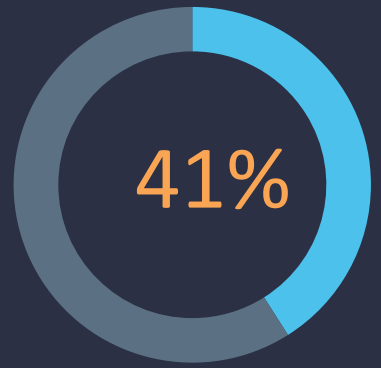
COVID-19 IMPACT TIMELINE



Adults reporting symptoms of anxiety and/or depression.

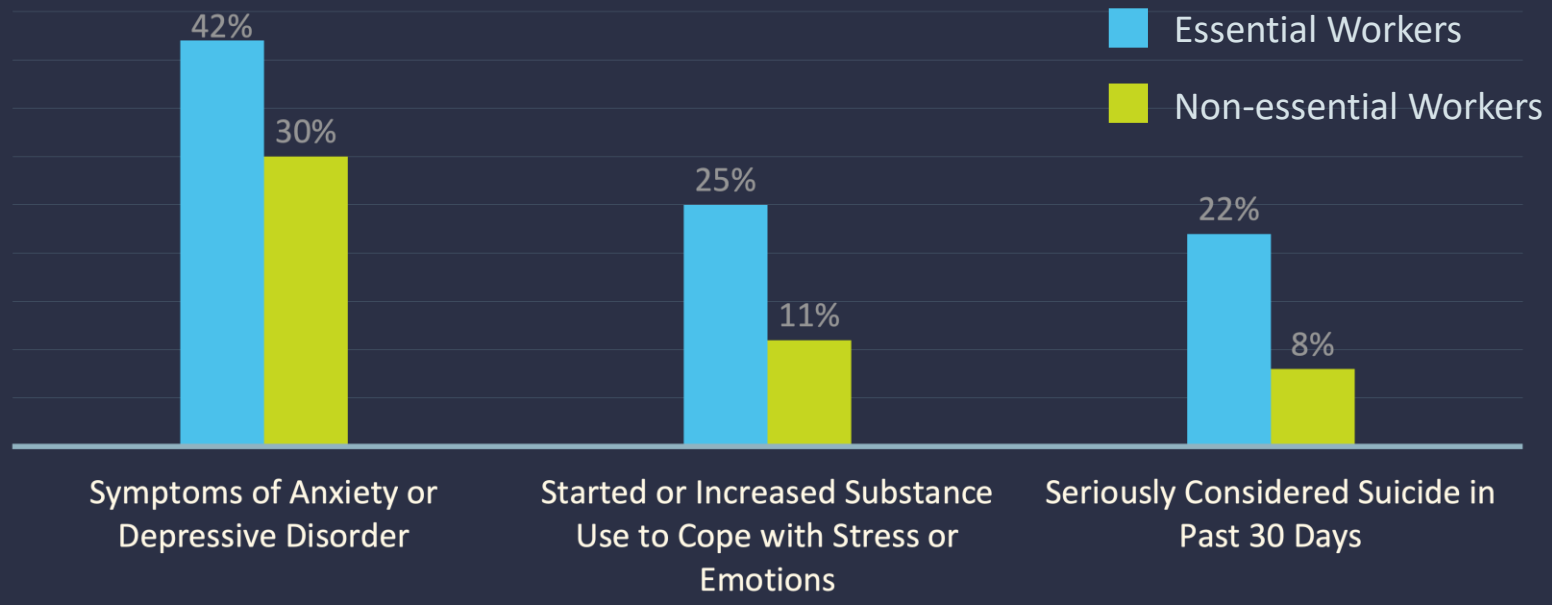


Jan – Jun 2019

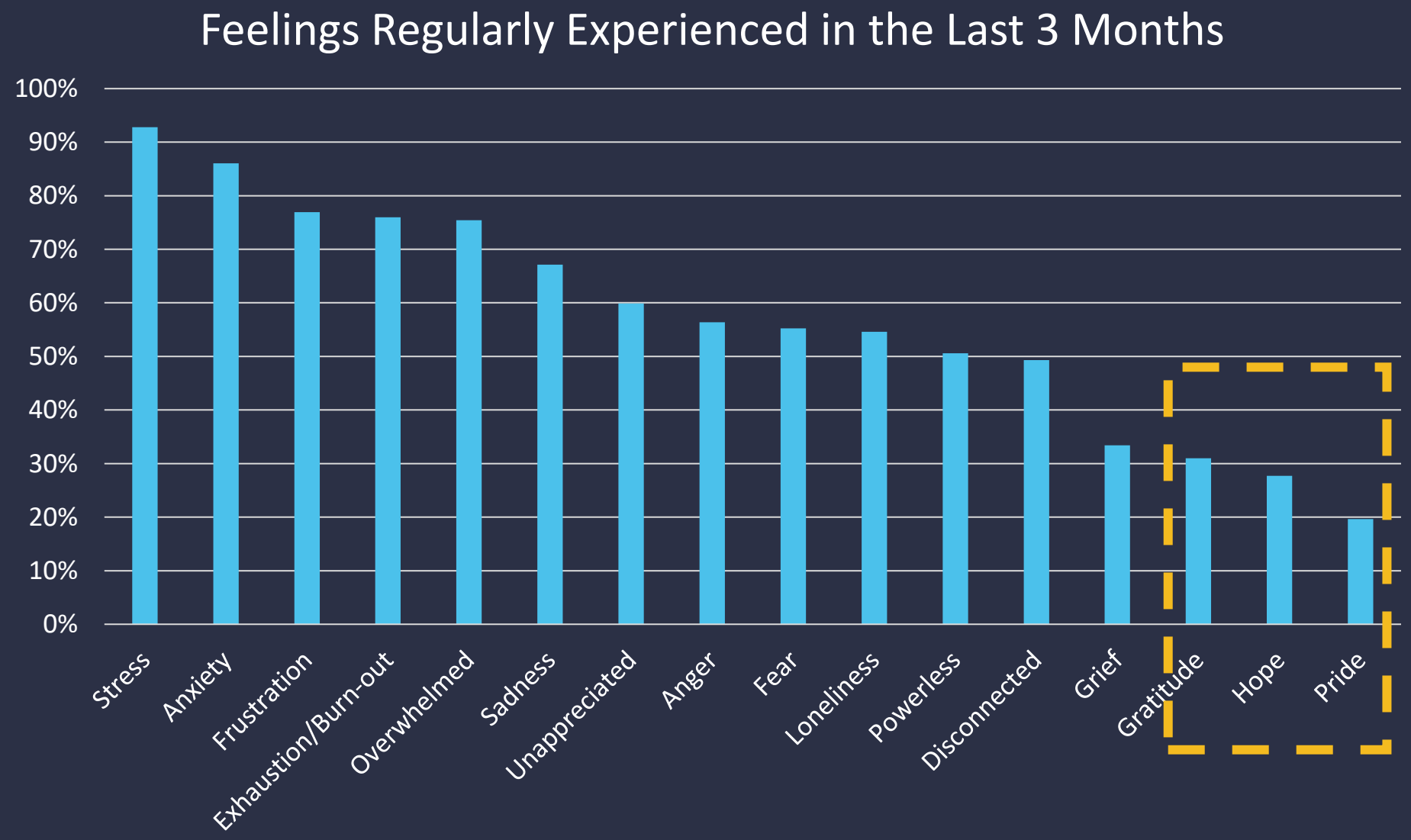


Jan 2021

Essential workers disproportionately impacted by COVID-19.



MENTAL HEALTH OF HEALTHCARE WORKERS IN COVID-19



Source: Mental Health America. June – September 2020 Survey of Healthcare Workers.

How was Your Team Doing Before COVID-19?

42%

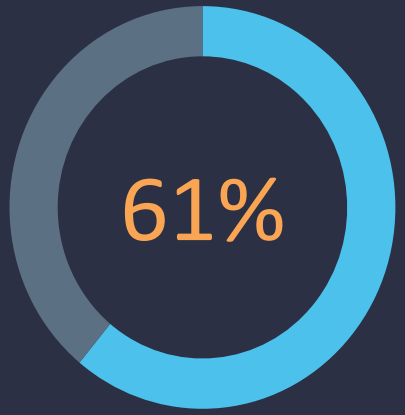
ER Use

Increase in patients going to the ER for psychiatric services.

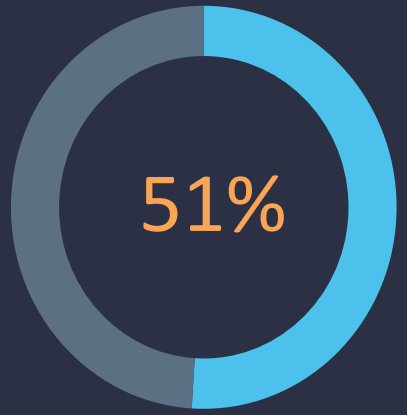
2x

Provider Suicide

Rate of death by suicide for physicians & nurses is twice the national average. Nearly 400 physicians die this way each year.



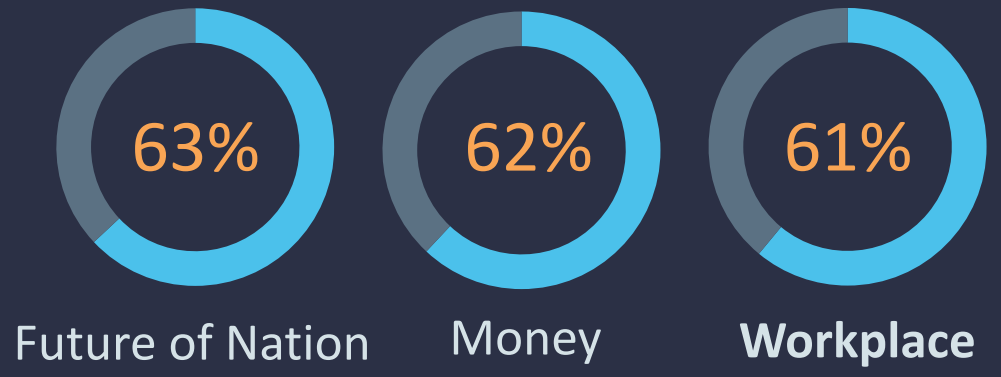
Critical Care nurses who rated their **physical health** score 5 or lower.



Critical Care nurses who rated their **mental health** score 5 or lower.

Leading causes of stress in America

2017 American Psychology Association Survey



Leading causes of stress in America by generation

Gen Z adults (18-23)

1 Money
2 Health-related
3 Work

Millennials

1 Money
2 Work
3 Family Responsibilities

Gen X

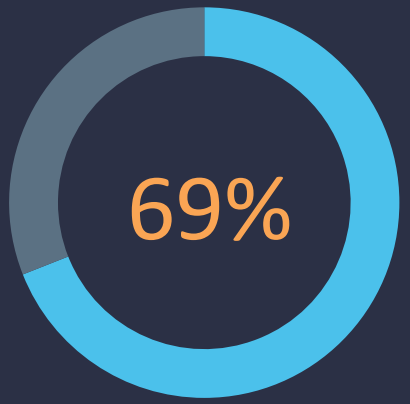
1 Money
2 Work
3 Family Responsibilities

Boomers

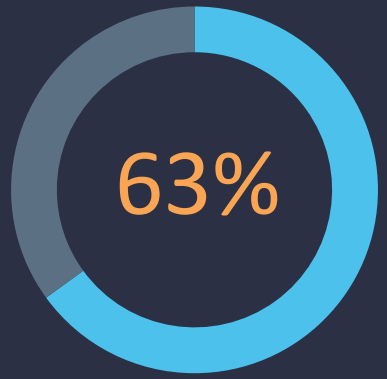
1 Health-related
2 Work
3 Money

2019 American Psychology Association Survey

Would **not recommend** their workplace to others.



Reported it was safer to remain silent about their **workplace stress.**



With diagnosed mental health disorder did **not disclose** it to their employer.

Do You Really Know What's Happening?

“We talk about spiraling burnout because it is too dangerous to talk about mental health.”

Thomas W. Uhde, MD
Chair, Department of Psychiatry and Behavioral Sciences
Medical University of South Carolina

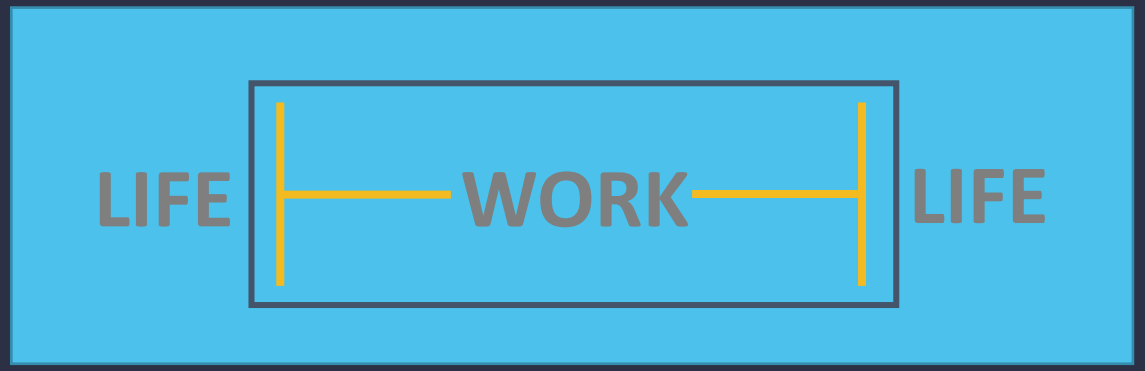
71% of employers with frontline employees report supporting mental health well or very well.

27% of frontline employees agree.

What Does Your Team Expect?

THE FUTURE OF WORK

The Old Way



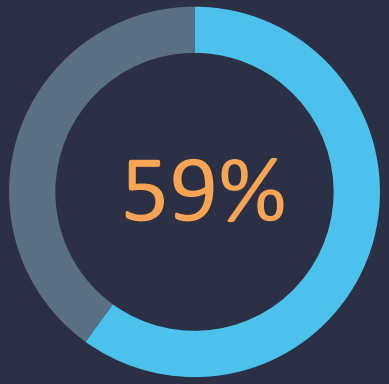
We buy time.
We gather in buildings.

Which facilitates employee & employer compartmentalization.

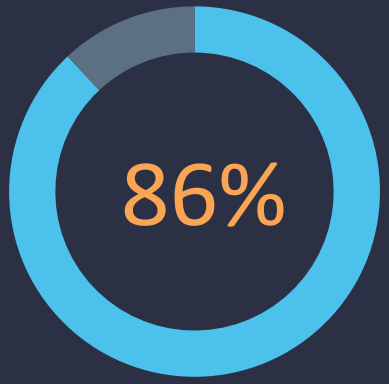
The New Way

We buy work.
We gather flexibly.

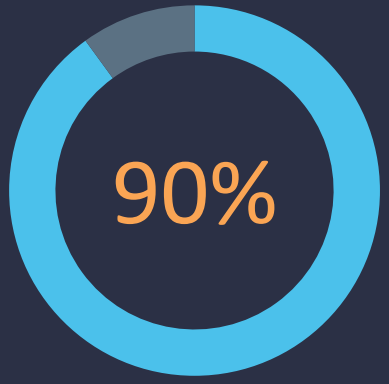
Which requires a whole person & whole life approach to work & leadership.



Disagree that their supervisor provides **emotional support** to help them manage stress.



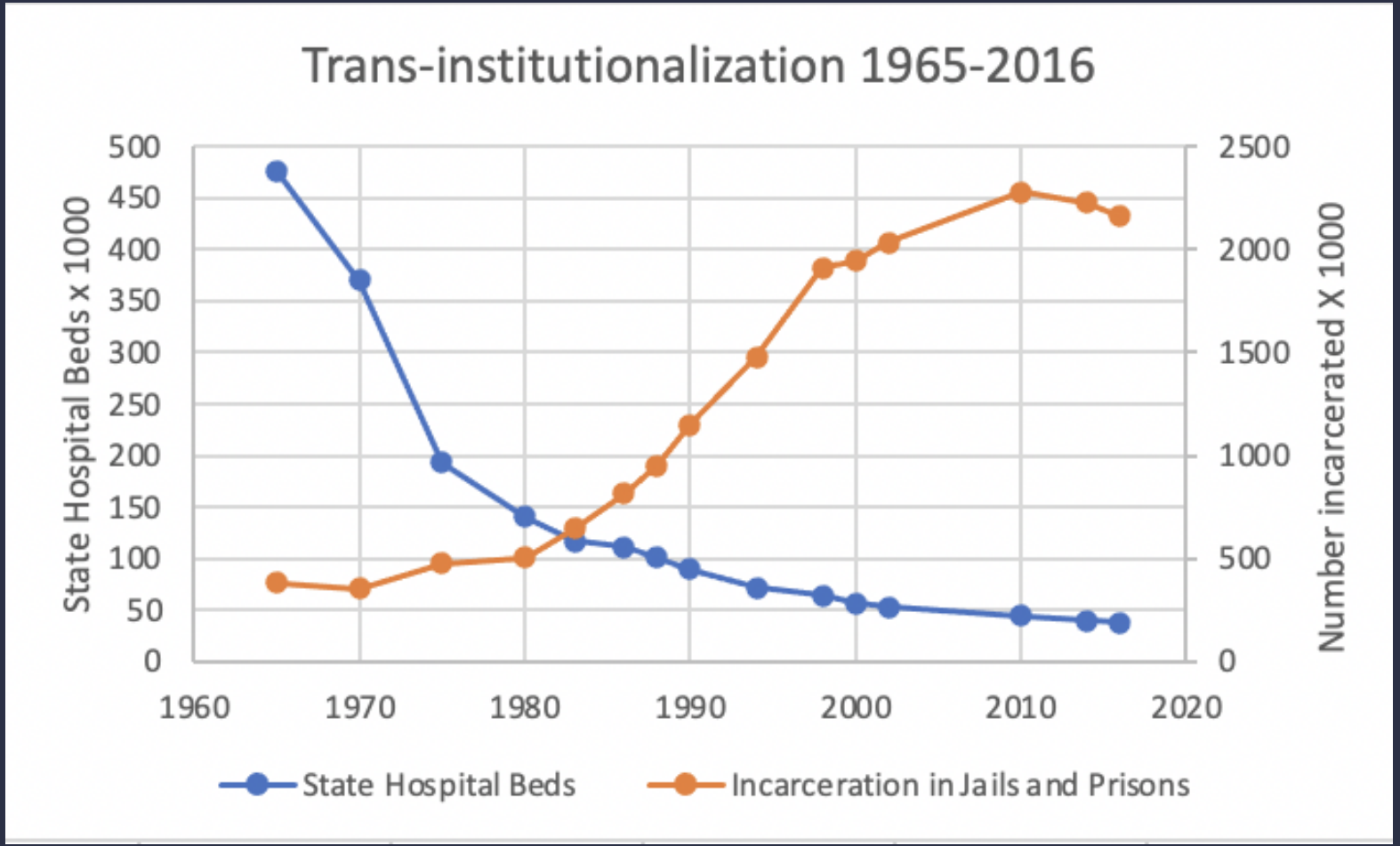
Want **open** mental health **dialogue.**



Agree that employers have a **responsibility** to support mental health.

What Impact Will COVID—19 Have on Your Community?

What Role Will You Play?



Data for state hospital beds from National Association of State Mental Health Program Directors. Data for incarceration from Bureau of Justice Statistics includes state and federal jails and prisons.

Lack of Access

54%

Percent of US counties without a single psychiatrist.

Aging Supply

61%

Percent of practicing psychiatrists over the age of 55 – one of the highest among all specialties.

PCP Referrals

2 out of 3

Primary care physicians who reported difficulty referring patients for mental health care.

What Are You Going to Go Home and Do?

Dr. Thomas Insel

PEOPLE	Connection
PLACE	Sanctuary
PURPOSE	Meaning

BIG PICTURE LEADERSHIP

Make A **C**ommitment

Build A **C**ulture

Assess The **D**esign of the Workplace

Ensure **A**ccess to Care

IMMEDIATE IMPACT | Your Personal Story

1 BE AUTHENTIC

Lead with vulnerability.
Talk about your personal story.
Be the example of a culture that is open and supportive of personal struggle.

2 BUILD MOMENTUM

Start with your leadership team. Create a safe space. Have them do the same with their directs.
Observe the momentum build as the conversations continue.
Ensure the dialogue is not one and done, but ongoing.

3 GO PUBLIC

Use your community network. Others will come forward to share when you do.
Dialogue publicly with them.

IMMEDIATE IMPACT | Homework

1 ESTABLISH A COMMAND CENTER

Pick a Leader.
Not from HR.
Invest in them & their work.

2 TAKE CARE OF YOUR TEAM

Re-onboard your entire team like they are new.
Assess their state of mind.
Retrain managers on the skills necessary for emotional intelligence.

3 TAKE CARE OF YOUR COMMUNITY

Assess the gaps in mental health. Own Them.
Engage community workplaces in workplace mental health efforts.
Be the organizer of community mental health services.

NEW ISO STANDARD

"The organization should **identify hazards of a psychosocial nature.** These can include aspects of how work is organized, social factors at work, and work environment, equipment & hazardous tasks." Examples include:

- Role ambiguity
- Performing work of little value or purpose
- Having too much to do within a certain time
- Career stagnation
- Poor communication, including poor information sharing

FINAL DRAFT

INTERNATIONAL STANDARD

ISO/FDIS 45003

ISO/TC **283**

Secretariat: BSI

Voting begins on: **2021-03-05**

Voting terminates on: **2021-04-30**

Occupational health and safety management — Psychological health and safety at work — Guidelines for managing psychosocial risks

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IN ADDITION TO THEIR EVALUATION AS BEING ACCEPTABLE FOR INDUSTRIAL, TECHNOLOGICAL, COMMERCIAL AND USER PURPOSES, DRAFT INTERNATIONAL STANDARDS MAY ON OCCASION HAVE TO BE CONSIDERED IN THE LIGHT OF THEIR POTENTIAL TO BECOME STANDARDS TO WHICH REFERENCE MAY BE MADE IN NATIONAL REGULATIONS.

Reference number
ISO/FDIS 45003:2021(E)

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