

Building a Resilient Workforce

Integrating Mental Well-Being into the Work Culture

March 31, 2022

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The Data Is In!



The pandemic has taken a significant toll on everyone's mental health — and the research proves it.

- The [majority](#) of employees say their job is the main source of their mental-health challenges, and 65.9% reported [higher levels of stress](#) since the outbreak.
- Elevated levels of work overload and extreme burnout are rampant, especially in the [healthcare community](#), as a result of the pandemic.
- Acute stress caused by the COVID-19 crisis has also triggered, and in many cases worsened, mental-health conditions such as [insomnia, alcohol and substance abuse](#) and chronic [exhaustion](#).

Pandemic's Impact on the Healthcare Community



Findings¹ from the AMA Coping with COVID-19 for Caregivers [Survey](#):

- 61% felt high levels of fear of exposing themselves or their families to COVID-19
- 38% self-reported experiencing anxiety or depression
- 43% suffered from work overload
- 49% had burnout
- Stress scores were highest among nursing assistants, medical assistants, social workers and inpatient workers

46% of respondents felt valued by their organizations and of those respondents they were 40% less likely to experience burnout

¹ Between May 28 and Oct. 1, 2020, 42 health care organizations across the U.S. assessed their workers' stress during the pandemic. 20,947 physicians and other healthcare workers responded to the survey

What is Mental Well-Being?

Mental well-being is an overall positive and hopeful emotional state fueled by a sense of purpose and satisfaction with life, work and relationships. It is supported by the capacity to adapt to life's stressors.

Why Resilience Matters

Psychologists define resilience as the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress, such as family and relationship problems, serious health problems, or workplace and financial stressors.

Building a resilient workforce:

- Reduces absenteeism
- Improves employee productivity
- Increases job performance, not just the what but also the how
- Increases job satisfaction
- Positively impacts workforce recruitment and retention

It's also good for the bottom line. A 2021 National Safety Council and University of Chicago [analysis](#) found that organizations that support mental health see a return of \$4 for every dollar invested in mental health resources.

Florida Blue's Integrated Whole-Health Work Culture

At Florida Blue, we believe there is no health without mental health.

We integrate and promote both the physical and mental health of our employees, by words and action:

- Spotlight our Employee Assistant Program (EAP), through enterprise communications and the “go-to” resource for managers to offer to their team
- Mental Well-Being and Resilience Building Training
 - Computer Based Training
 - Digital Books
 - Webinars
 - Manager Training



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- Employees use the digital mental well-being program [meQuilibrium](#), it uses insights driven by data to help our employees build resilience and reduce stress – and they can earn health savings account dollars
- Employee affinity group, Mental Health Collaborative, provides peer support and education to help employees navigate their personal mental health journey or as a caregiver to a loved one's mental health journey
- Leaders "Talk the Talk and Walk the Walk"



What You Can Do – Now!

“Talk the Talk and Walk the Walk”

- Acknowledge the impact of the pandemic and the importance of mental-well-being, every chance you get
- Survey your employees, share the results, get their input to improve results, and share the progress of next steps – and “rinse and repeat”
- As a leader and influencer, identify opportunities and role model healthy mental well-being habits
- Integrate mental well-being into employee communications, staff meetings, and one-on-one performance discussions
- Explore creating an employee mental well-being peer support group
- Provide an easy to access digital page with national and local community mental well-being resources



What You Can Do – Now!

Promote No Cost Resources and Services

- Florida Blue’s [Retail Centers](#) offer free events throughout the month including exercise classes, health and wellness lunch and learns, and community events
- Florida Blue’s Better You webinars are available to the community – June’s webinar is “Post Traumatic Stress Disorder, Resilience, and Post-Pandemic Growth ”
- Florida Blue’s care partner New Directions Behavioral Health’s public website offers a list of [resources \(ndbh.com\)](#) for a variety of national and local services
- [NAMI](#), the National Alliance on Mental Illness, the nation's largest grassroots mental health organization, provides a variety of information and resources
- United Way of Florida offers an easy to remember three-digit phone number, [2-1-1](#), for access from anywhere in the United States to 24/7 free and confidential information and referral for help with food, housing, employment, counseling, and more.



Serving the Mental Well-Being of Our Communities



We're also dedicated to improving access to mental-health services in underserved communities and reducing the stigma associated with them.

- In January, the [Florida Blue Foundation](#) awarded \$3.8 million in grants to 12 nonprofit organizations across the state addressing mental well-being in children, families and seniors in innovative and creative ways.
- Over the past five years, we've invested more than \$12.7 million community-based solutions to address mental well-being.

Integrating Mental Well-Being into our Health Plans

At Florida Blue, our belief there is no health without mental health extends to our health plan members.



Our health plan provides access to over 9,000 behavioral health providers in Florida, most offer both in-person and virtual visits – and telehealth behavioral health services through [Teladoc](#)

Our fully insured members have access to the digital mental well-being program [meQuilibrium](#) for a personalized journey created just for them to build resilience at their own pace



Our care management team includes licensed clinical social workers to serve both the medical and mental health needs of our members engaged in our care management program

Our Better You Strides and Retail Center programs sends our members information about and offers webinars on a variety of health and mental well-being topics



Our in-network medical providers are delivering measurement based, integrated primary care - and adopting behavioral health quality measures in their value-based arrangements

Question

Answer