



**Thank you for joining!**

**We will begin our webinar shortly.**

**Before we begin please check that the sound levels on your computer or phone are turned up to hear clearly.**

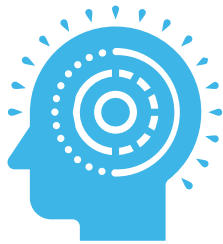




## Emotional Wellbeing and COVID 19

David Wright, Psy.D.

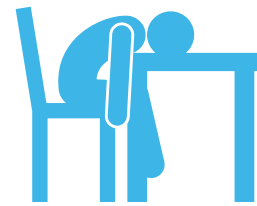
Director, BH & EAP Sales and Account Management  
Anthem, Inc.



**Anxiety**



**Depression**

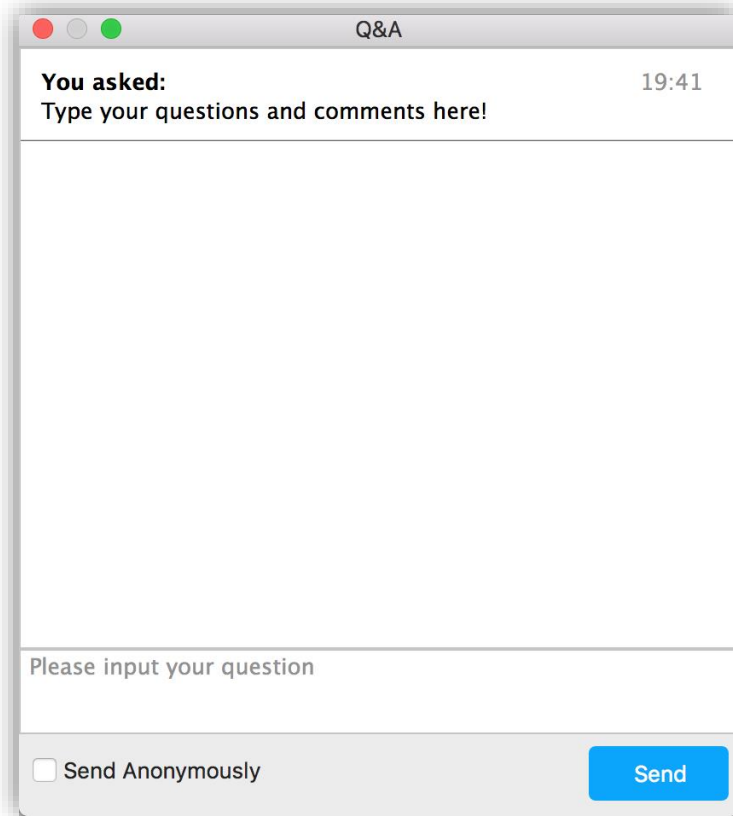


**Job loss**



**Working  
remotely**

# Housekeeping Items



A screenshot of a web-based Q&A interface. The window has a title bar with 'Q&A' and standard OS window controls. Inside, it says 'You asked: 19:41' and 'Type your questions and comments here!'. Below this is a large text area. At the bottom, there is a label 'Please input your question', a checkbox labeled 'Send Anonymously', and a blue 'Send' button. A blue arrow points from the list of housekeeping items on the right towards this Q&A window.

1. Today's webinar is 1 hour including Q&A.
2. All participants will be muted during the webinar.
3. Polls will be used during the presentation. Please answer to be part of the discussion.
4. Please use the Q&A function. We will monitor questions throughout and answer as many as possible at the end.
5. This webinar is being recorded and will be posted within 24 hours at [www.beaconhealthoptions.com/coronavirus/](http://www.beaconhealthoptions.com/coronavirus/) so you have continued access to the information and resources.

**PLEASE NOTE:** This presentation provides some general information that is subject to change and updates. It should not be construed as including all information pertinent to your particular situation or providing legal advice. We encourage you to consult with your legal counsel regarding the topics raised in this presentation.

# Today's speaker



**David Wright, Psy.D.**

Director, BH & EAP Sales and Account Management  
Anthem, Inc.



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# Objectives

1

- Discuss where we are now in “phases of disaster” time line of impact of COVID-19

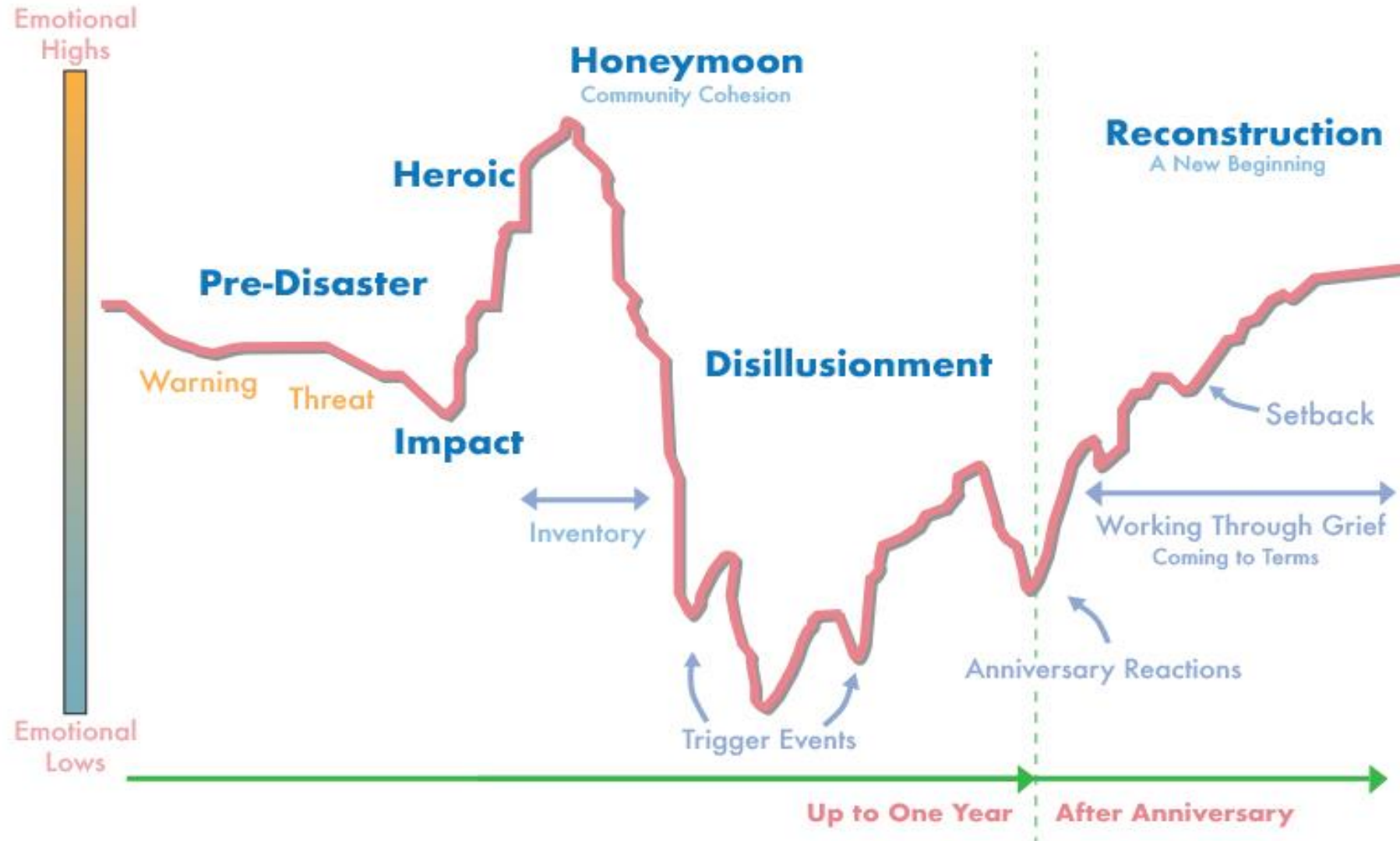
2

- Focus on current phase, and the ongoing impact on clients and providers

3

- Discuss ways to create resilience by building hope, control, and connection

# SAMHSA Phases of Disaster



# Where we are now.....

## Disillusionment

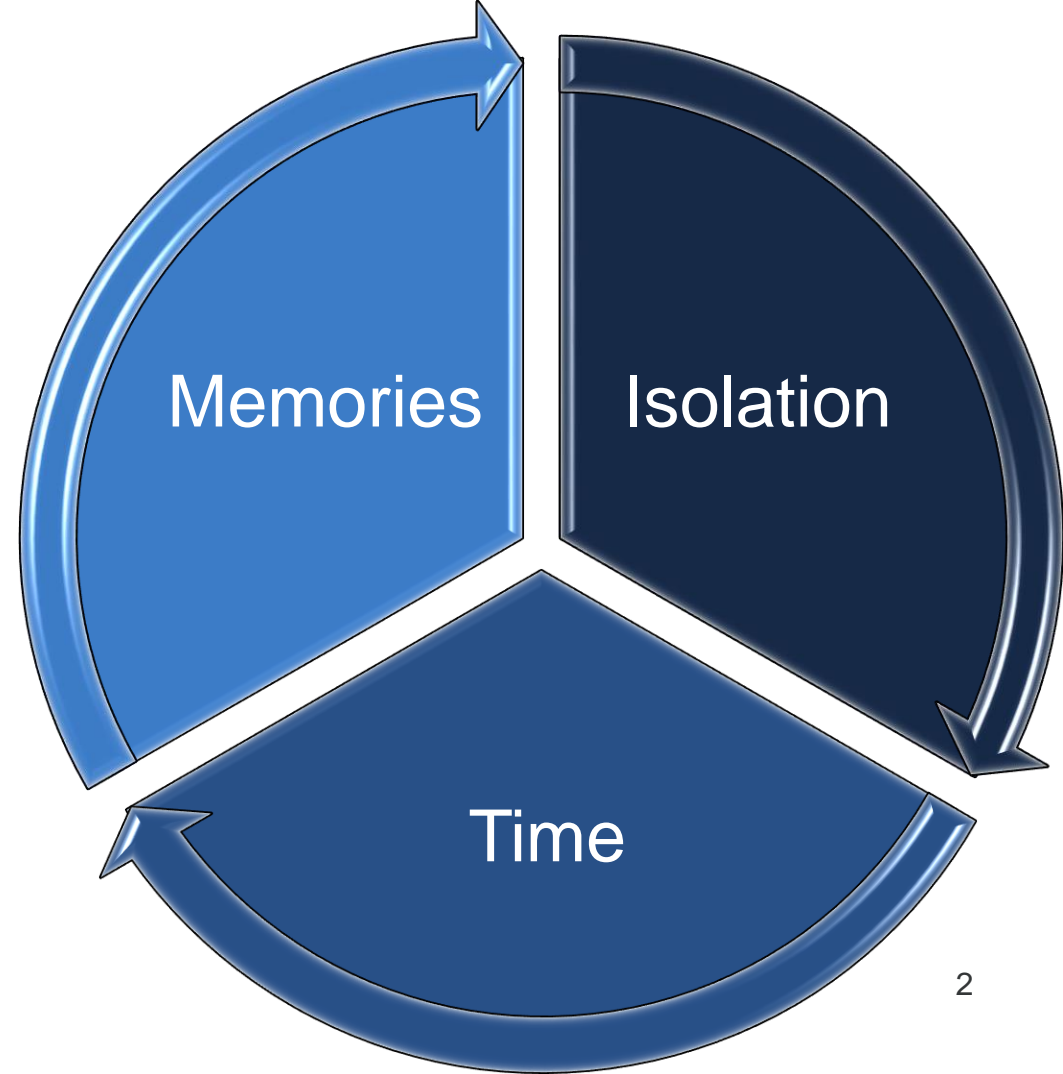
- 2<sup>nd</sup> wave of cases and mortality rates
- Depression/Suicide rates
- Substance Use<sup>1</sup>

## Reconstruction

- Working through grief
- Setbacks
- Post traumatic growth



# It's all the same...too much to process mentally



# Stress levels have increased significantly

96%

Of all U.S. adults say the pandemic has impacted their overall stress

55%

Of Americans say they have felt lonelier since social distancing began

53%

Of all U.S. adults say the pandemic has negatively affected their mental health – this % continues to grow



CDC(June 2020):



13% of adults had increased alcohol consumption or drug use



“seriously considered suicide in the past 30 days?”

- 11% of all adults
- 25% of adults ages 18-34

300%

Increase in rates of depression (JAMA)

Beacon telehealth report – June 2020  
<https://www.kff.org/health-reform/report/kff-health-tracking-poll-early-april-2020/>  
[America's State Of Mind: U.S. Trends In Medication Use For Depression, Anxiety & Insomnia](#)  
[Ipsos "As COVID-19 quarantine continues, desire for virtual community grows but loneliness persists"](#)



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# COVID diagnosis and mental health



1 in 5 COVID 19 patients developing mental illness within 3 months of testing positive for the virus <sup>3</sup>



Those with pre-existing mental conditions are 65% more likely to be diagnosed with COVID 19



Anxiety, Depression and insomnia more likely to be seen in COVID 19 patients over other mental health issues

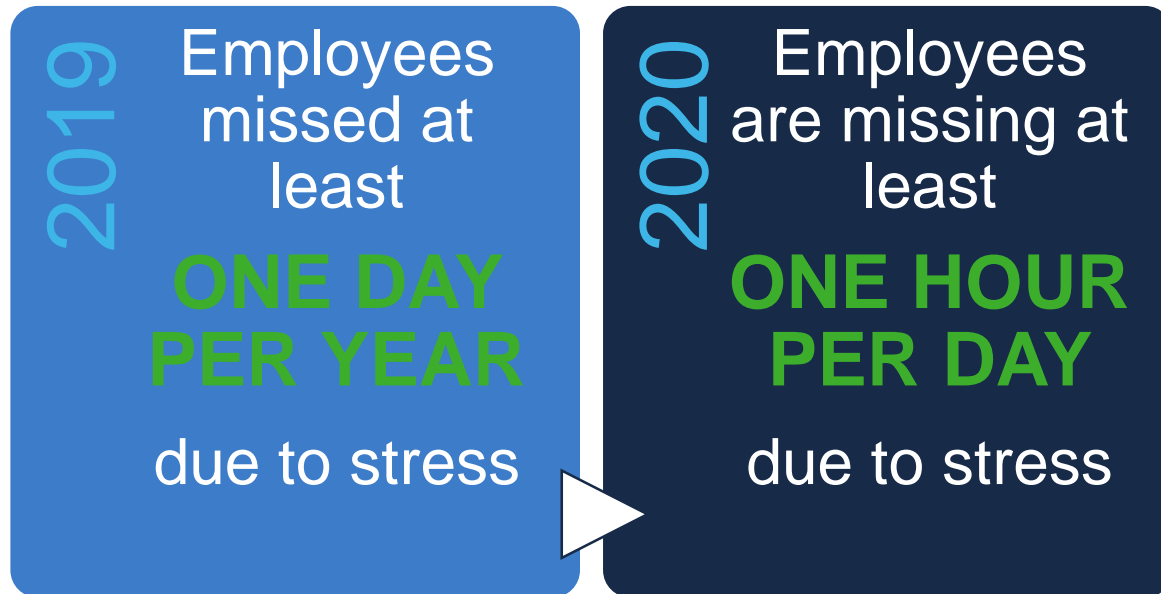
# Providers are impacted too

BH/SUD Providers	1 <sup>st</sup> Month of Outbreak	3 Months Post Outbreak	6 Months Post Outbreak	9 Months Post Outbreak	12 Months Post Outbreak
Emotional (of BH/SUD Providers)	Feeling overwhelmed	Burnout Anxiety	Burnout Depression	Depression Grief	Grief
Cognitive (of BH/SUD Providers)	Confusion Distraction Frustration	Confusion Distraction Frustration	Frustration	Frustration	Hopelessness Helplessness
Behavioral (of BH/SUD Providers)	Absenteeism Consideration of leaving profession	Withdrawal Change in approach to practice	Decreased self-care Withdrawal Increased Substance use Relationship problems	Increased suicide risk	Change in practice, if second pandemic wave occurs Adjustment to the new normal, if pandemic subsides

Doh.wa.gov. 2020. COVID-19 Behavioral Health Group Impact Refer. [online] Available at: <<https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/BHG-COVID19BehavioralHealthGroupImpactReferenceGuide.pdf>> [Accessed 11 December 2020].

# Impact on the workforce

- Impact on coping skills & psychological well-being
- The workplace has always been a stabilizing support for the workforce

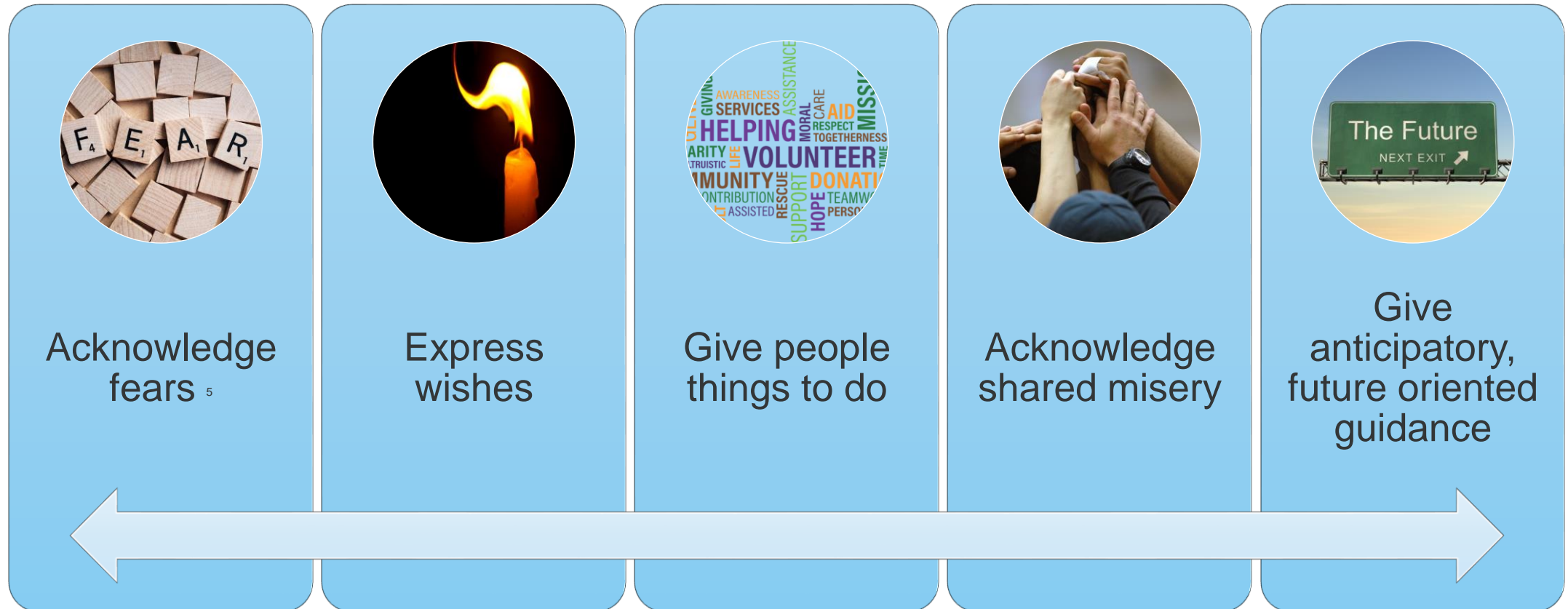


Source: Ginger.i.o, 2020, Workforce Attitudes Toward Mental Health Report 2020.

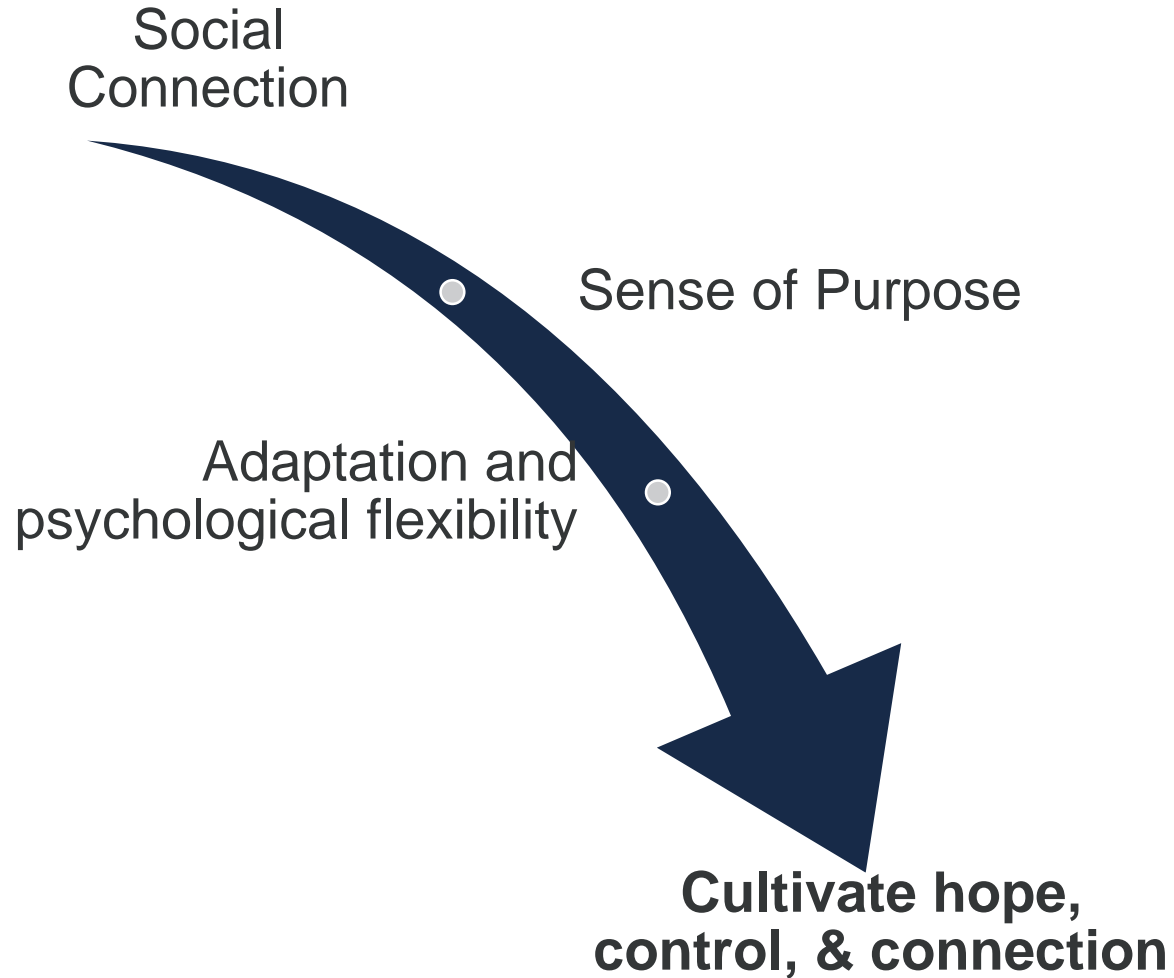




# What to do...Individually and Organizationally



# Building Individual Resilience



# Creating HOPE

- To instill *hope*:
- Provide open & frequent communication
  - clearly communicate what you are doing to make it safe, *how* it is safe for them to serve your customers
  - So keep your communication: *thoughtful, clear and concise*
  - Guard against “information overload”
- Offer empathy & support = “just be human”





# Sense of control

To give a *sense of control*:

- Reset expectations
  - Communicate clearly what is expected, and the end result you expect
  - They need *trust* to work out the best way to get there. Communicate what success looks like.
  - Give your workers what they need without penalizing them.
- Empower employees to take **ownership** of their work



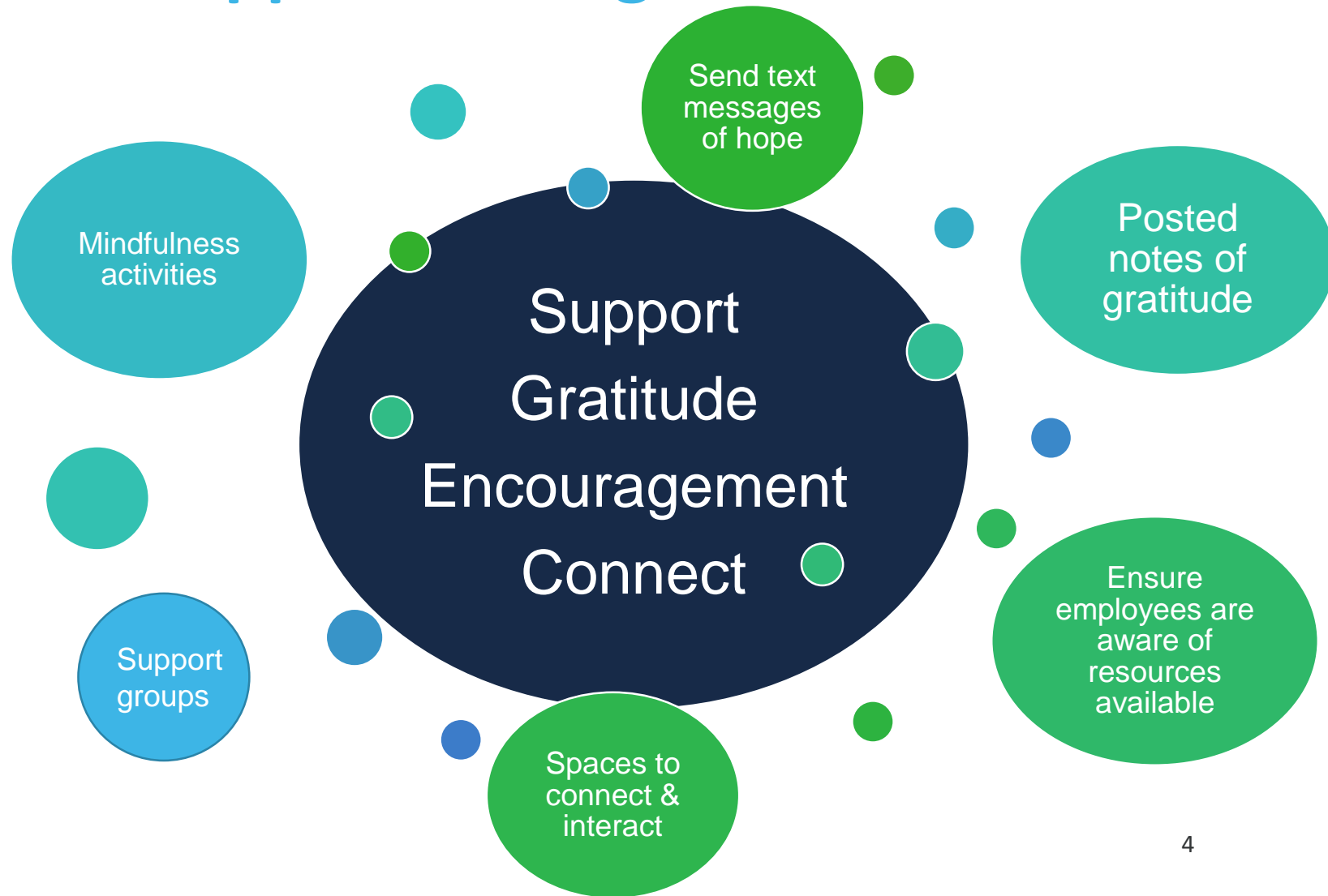
# Staying Connected



Employees also need to *feel connected*

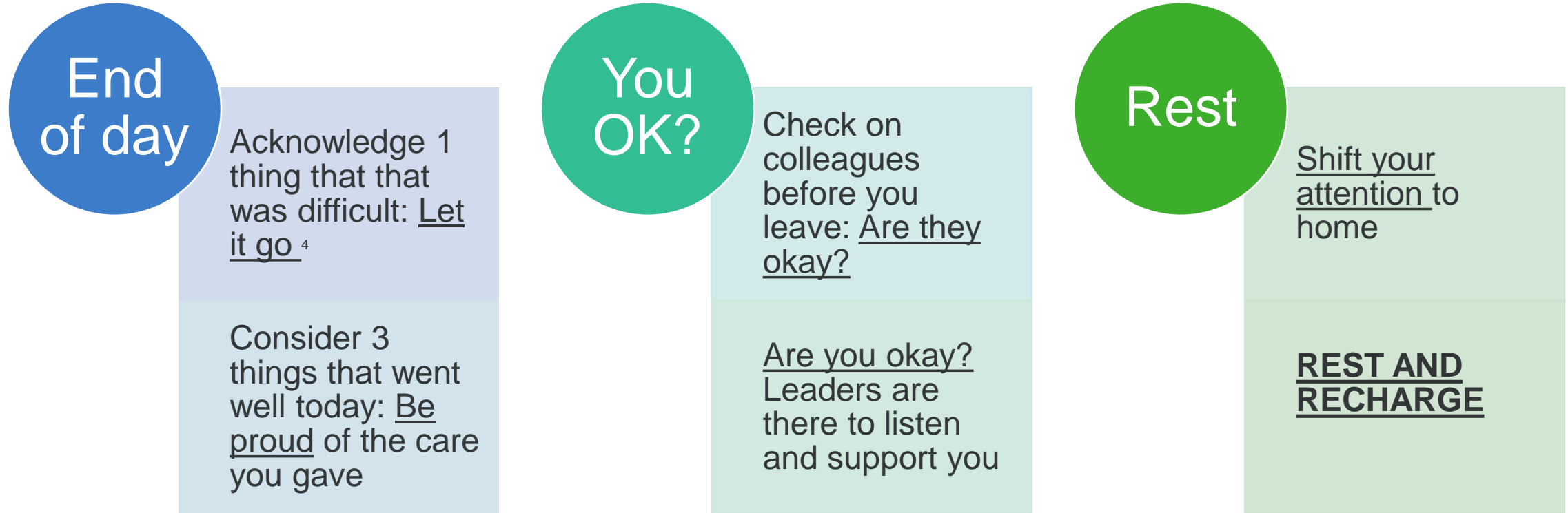
- The challenge for employers is to **adjust communication patterns** and create engagement
- Employees want to *know you care*, they want to connect with Managers and each other. This requires an **intentional change in communication practices.**
- Some ideas to consider:
  - **Turn on your camera** for virtual meetings, but guard against “Zoom fatigue”
  - Encourage managers start off 1:1s with 5-10 minutes to **“just check in”** about life matters
  - Provide Managers with the **know-how to connect** a worker with EAP when workers need it

# Emotional-Support Strategies



4

# IDEAS for coping strategies & acceptance practices





# Questions & Discussion



# References & Resources



# References

1. Samhsa.gov. 2020. *Phases Of Disaster*. [online] Available at: <<https://www.samhsa.gov/dtac/recovering-disasters/phases-disaster>> [Accessed 10 December 2020].
2. Williams, A., 2020. *The Year Of Blur*. [online] Nytimes.com. Available at: <<https://www.nytimes.com/2020/10/31/style/the-year-of-blur.html?referringSource=articleShare>> [Accessed 10 December 2020].
3. Hart, R., 2020. *One In Five Covid-19 Patients Diagnosed With A Mental Illness Within Three Months Of Testing Positive, Study Finds*. [online] Forbes. Available at: <<https://www.forbes.com/sites/roberthart/2020/11/10/one-in-five-covid-19-patients-diagnosed-with-a-mental-illness-within-three-months-of-testing-positive-study-finds/?sh=d34a67837887>> [Accessed 10 December 2020].
4. Dudley, MD, J., 2020. *Taking Care Of Our Caregivers*. [online] Harvard Business Review. Available at: <<https://hbr.org/2020/07/taking-care-of-our-caregivers>> [Accessed 10 December 2020].
5. Emergency.cdc.gov. 2020. [online] Available at: <[https://emergency.cdc.gov/cerc/ppt/CERC\\_Psychology\\_of\\_a\\_Crisis.pdf](https://emergency.cdc.gov/cerc/ppt/CERC_Psychology_of_a_Crisis.pdf)> [Accessed 10 December 2020].

# Resources

## **CDC : CERC: Crisis + Emergency Risk Communication: Psychology of a Crisis**

[https://emergency.cdc.gov/cerc/ppt/CERC\\_Psychology\\_of\\_a\\_Crisis.pdf](https://emergency.cdc.gov/cerc/ppt/CERC_Psychology_of_a_Crisis.pdf)

## **SAMHSA: Phases of Disaster**

<https://www.samhsa.gov/dtac/recovering-disasters/phases-disaster>

## **America's State of Mind: U.S. trends in medication use for depression, anxiety and insomnia**

[https://corporate-site-labs-prod.s3.us-east-2.amazonaws.com/2020-04/Express%20Scripts%20America's%20State%20of%20Mind%20Report%20April%202020%20FINAL\\_1.pdf](https://corporate-site-labs-prod.s3.us-east-2.amazonaws.com/2020-04/Express%20Scripts%20America's%20State%20of%20Mind%20Report%20April%202020%20FINAL_1.pdf)

## **The Year of Blur: How Isolation, monotony and chronic stress are destroying our sense of time**

<https://www.nytimes.com/2020/10/31/style/the-year-of-blur.html?referringSource=articleShare>



# Resources

## **Taking Care of our Caregivers**

<https://hbr.org/2020/07/taking-care-of-our-caregivers>


## **COVID-19 Behavioral Health Group Impact Reference Guide**

<https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/BHG-COVID19BehavioralHealthGroupImpactReferenceGuide.pdf>

## **American Hospital Association: COVID 19: Stress and Coping Resources**

<https://www.aha.org/behavioralhealth/covid-19-stress-and-coping-resources>

# Refer to Beacon’s COVID-19 webpage for the most up-to-date information



Who We AreMembersBrokersProvidersSolutionsContact

COVID-19 Information and Resources: MEMBERS | CLIENTS | PROVIDERS

HOME / CORONAVIRUS AND YOUR MENTAL HEALTH / PROVIDER RESOURCES

## Provider Resources

Beacon Health Options is strongly committed to our members, clients and providers to ensure that mental health needs are being met during this stressful time.


We recognize that many of our members and providers are being encouraged or mandated to stay at home in order to prevent community spread of coronavirus. When clinically appropriate, telehealth can be an effective way for members to begin or continue their care through a mental health provider safely from their homes via phone, tablet or computer-enabled web cam.

The policy changes contained in these documents are intended to apply to most of our members and plans and offer general guidance only. Not all health plans have adopted the leniencies we describe (especially with respect to certain commercial, Medicaid and employer plans). If you are unsure of coverage please contact the National Provider Service Line at 800-397-1630.

Please note that since this is a rapidly evolving situation, any new state and federal mandates will override any guidance we have provided.

**GENERAL**

- > Delivering substance use disorder care via telehealth – [video](#) | [powerpoint](#)
- > Compassion fatigue for providers and clinicians – [video](#) | [powerpoint](#)
- > Effective management of a remote team webinar – [video](#) | [powerpoint](#)
- > Telehealth for IOP and PHP – [video](#) | [powerpoint](#)
- > Exploring wellbeing in a pandemic – [video](#) | [powerpoint](#)
- > Crisis planning utilizing telehealth: Managing risk – [video](#) | [powerpoint](#)
- > [Provider FAQs: IOP & telehealth](#)
- > [Provider FAQs: PHP & telehealth](#)
- > [ABA/COVID-19 FAQs](#)
- > [Business support FAQs for providers](#)
- > [Coronavirus general and mental health FAQs](#)
- > [Telehealth 101: What you need to know to get started – video](#) | [powerpoint](#)
- > [Beacon Health Options partners with Psych Hub to develop COVID-19 resource hub](#)



Member Resources

Client Resources

[Provider Resources](#)

Additional Resources +

Español

Beacon COVID-19 provider resources & webinars LINK

# Thank You



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## Thank you.

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