

Coping with Stress and Burnout During a Pandemic

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Agenda



Understanding the state of stress and mental health



Definition of stress, burnout and mental health



What is Pandemic Flux Syndrome?



Self-care – for yourself and your organization



Resources

Workplace Stress

**1 of 3
sources of
stress**

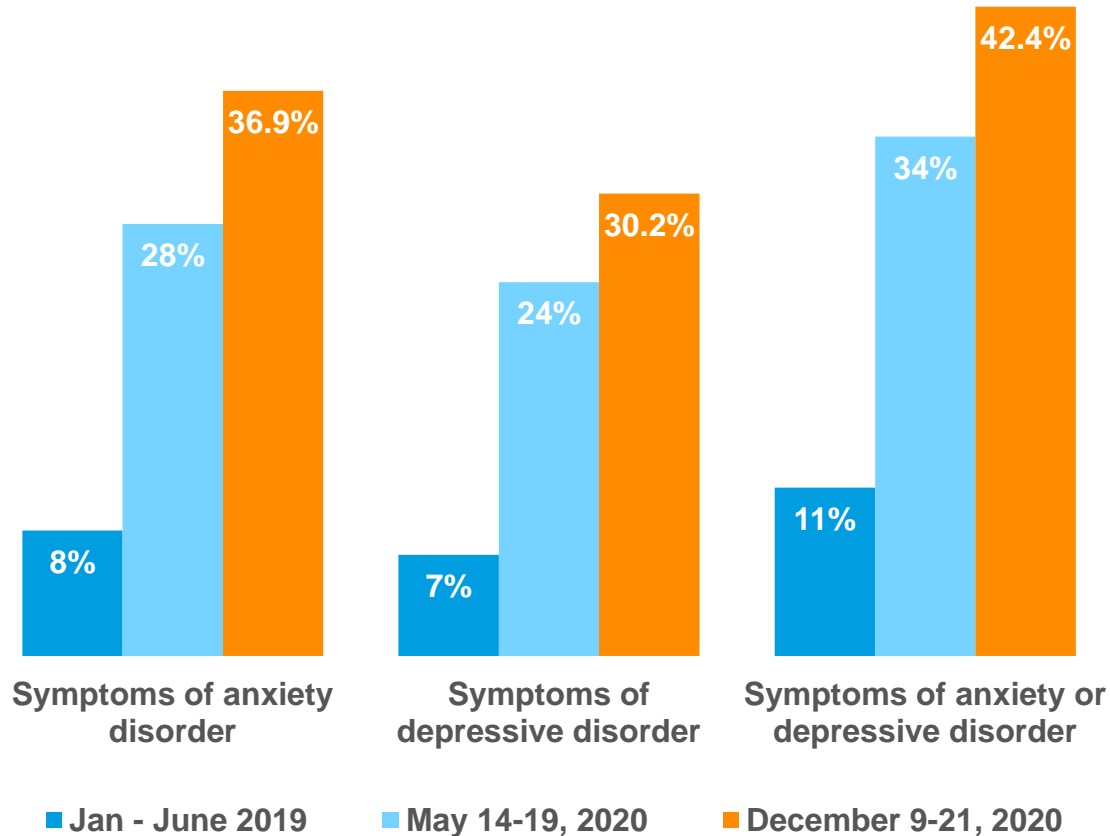
**83% of US
workers**

**Causes
1M
workers to
miss work
each day**

Source: <https://www.stress.org/42-worrying-workplace-stress-statistics>

The State of Mental Health Pre and Post Pandemic

Percentage of U.S. adults showing symptoms of anxiety and/or depressive disorder¹



9 out of 10

Employers plan to address mental health stigma and have concerns with employee access to behavioral health services²

Source: 1. 2021: Statista, Impact of coronavirus pandemic on mental health. 2. Workplace Well-Being and the Employee Experience: Findings from the NBGH/Optum Well-being Survey, 2019.

Mental Health by the Numbers

1 in 5

American adults report having a mental illness.

After the stay-at-home orders, widespread layoffs and general anxiety about the virus spread, **45%** of adults reported their **mental health** was **negatively affected**.

67%

of American workers reported having **higher stress** since the COVID-19 outbreak.

41%

of American workers with **adverse mental health symptoms, increased substance use disorder, or suicidal ideation** during COVID-19.

45%

Overdose counts increased 45% in 2020; of those, **opioid overdoses increased 29%** from pre pandemic.

MMA book of business reveals anxiety is now the #1 mental health diagnosis followed by depression.

What is Stress?

Traditional definition...

Tension

Strain

Pressure

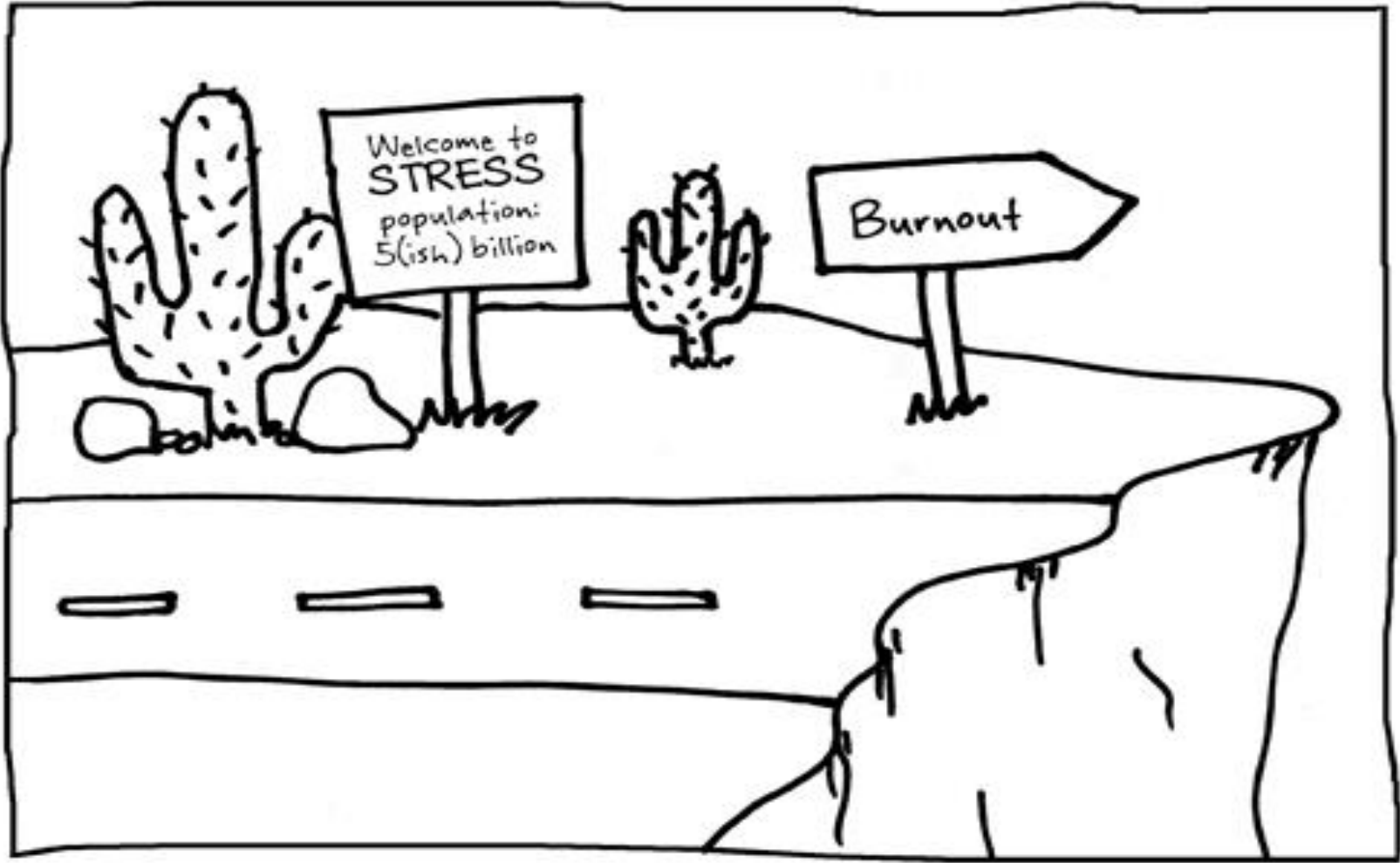
**Feeling
overwhelmed**

**Mentally
Drained**

**Feeling
anxious**

Discomfort





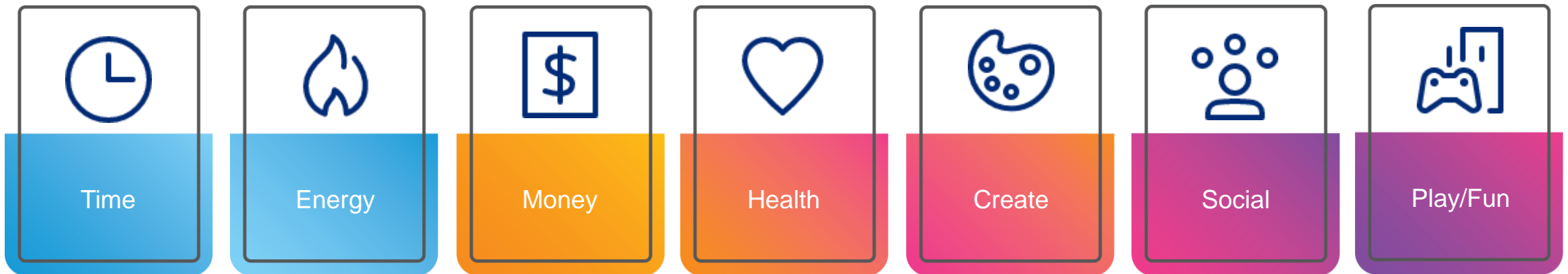
Redefining Stress

A new perspective...

– Stress is information. It tells us when something needs to change.

– Assess, Appreciate, Adjust

- Dr. Heidi Hanna



Definition of Mental Health

- Continuum
- Ranges from good mental health to being diagnosed with a mental health disorder.
- A person can **vary** along this continuum at different points in his or her life.
- A person with good mental health will feel in control of their emotions, will have good cognitive functioning, and will have positive interactions with people around him or her. This state allows a person to perform well at work, in their studies, and in family and other social relationships.

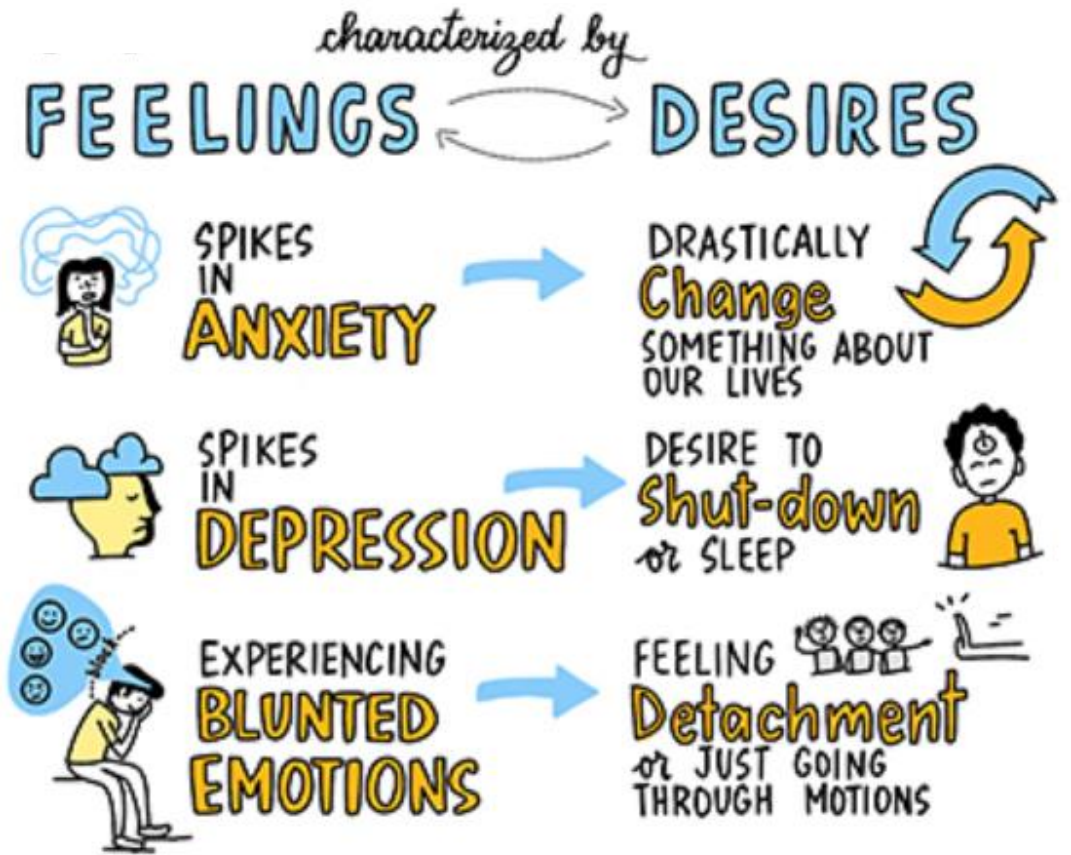




Pandemic Flux Syndrome

Pandemic Flux Syndrome

A stew of conflicting feelings of **HOPE** and **FEAR** as people grapple with this constant flux we are living through...



SKETCHNOTE: TANMAY VORA

The Psychology of the Pandemic Flux Syndrome

This is psychologically challenging because...

- 1 We crave clarity and certainty but feel we've lost that and now feel powerless**
There haven't been clear start and finish lines
- 2 Our nervous systems are simply fatigued**
We've been relying on 'surge capacity'...and that surge capacity is depleted.
- 3 "Affective Forecasting Errors"**
Refers to the human tendency to be reliably inaccurate when predicting the intensity and duration of our emotions after significant possible future life events – emerging from a global pandemic.
- 4 People feel ashamed**
They think they should be feeling happy, when they're sad to be losing pandemic routines that reduced their stress and that had come to matter to them.
- 5 Many of us need to grieve**
Without a clear end to trauma, we simply can't process it and actually grieve

Self-Care



Now What?

How do we cope, recover and recalibrate?

- Take care of yourself before taking care of others
- Find time and space to grieve
- Focus on aspects of our lives that we CAN control
- Take a break from stimuli that overwhelm
- Pay attention to the small things
- Use this opportunity to learn more about yourself
- Practice gratitude
- Connect with others



Taking Care of Your Employees

6 Workplace Mental Health and Well-being Best Practices



Raise awareness about the importance of mental health and well-being.



Assess mental health and well-being needs and measure intervention impact.



Partner with local and national organizations to extend and share mental health and well-being practices.



Manage psychosocial risks related to work, environment, and culture:

- Employee involvement
- Employee recognition
- Employee growth and development
- Work-life integration
- Healthy work environment
- Health and psychological safety



Provide and promote access to evidence-based, high quality mental health care:

- Promote mental health care access options
- Increase equitable and timely access to evidence-based mental health care



Integrate mental health and well-being into a comprehensive wellness program inclusive of:

- Emotional
- Environmental
- Spiritual
- Financial
- Intellectual
- Occupational
- Physical
- Social

Source: HERO Employee Mental Health and Well-being: Emerging Best Practices and Case Study Examples. September 2020.

Taking Care of Your Employees

- Listen
- Model behavior and create a positive culture
- Provide support/training – resources for employees and managers
 - Mental Health First Aid
- Normalize conversations
- Think of ways to better support employees at work and provide accommodations beyond flexible schedules



Be There Basics

- Say what you see
- Show you care
- Hear them out
- Know your role
- Connect to help



Source: *Be There and Jack.org*
bethere.org/Be-There-Basics



Resources

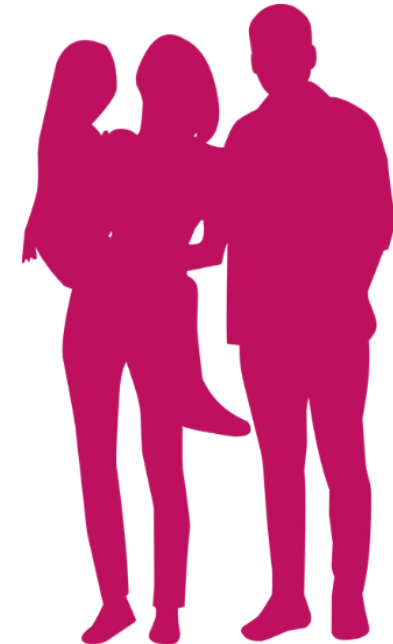
Behavioral Health Resources & Contacts

Area	Phone Number
Medica Behavioral Health	800-848-8327
Optum Behavioral Health Crisis Line	800-848-8327 option 8
Optum Support Line for the Community	800-342-6892
Optum Substance Use Disorder Helpline	855-780-5955
Sand Creek Employee Assistance Program	https://myassistanceprogram.com/sandcreek/ 1-888-243-5744



Additional Resources

- [Kaiser Permanente – Find Your Words](#)
- [Substance Abuse and Mental Health Service Administration](#)
- [Take 5 to Save Lives](#)
- [National Alliance on Mental Illness](#)
- [Mental Health America](#)
- [PsychHub](#)
- [Headspace](#) or [Calm](#)



Before You Leave...

3 new things you are grateful for each day

Or

**Take 2 minutes to send a positive email or text
to someone new each day**



Your future is limitless.SM

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