Building Healthy Academic Communities
National Summit: Fighting a Growing Epidemic on Campus that is Gobbling up your Funds.

Presented by:
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Mona Fitzer, M.Ed, PCC - Director of Higher Education IMPACT Solutions
Agenda

» Why focus on stress?
» Review the process to make health a priority
» Review aggregate metrics from IMPACT Solutions EAP data, compiled from 21 of their colleges and universities, evaluating the prevalence of stress in higher education across Ohio
» Share OSU’s stress data on healthcare claims.
» Highlight strategies that work
Stress: Neither a joke or something we just deal with

» Stress appears to be on the increase
  ‣ 2001 to 2010, decade of Super Stress

» Creates a predictable series of biological responses within the body

» Affects all the organ systems

» Prolonged and/or extremely high levels begin to create symptoms that individuals seek treatment for

» Goal is not to eliminate stress, but to help build skill sets that allow individuals to respond differently
Stress on the Body

Parasympathetic
- Constricts pupil
- Stimulates salivation
- Inhibits heart
- Constricts bronchi
- Stimulates digestive activity
- Stimulates gallbladder
- Contracts bladder
- Relaxes rectum

Sympathetic
- Dilates pupil
- Inhibits salivation
- Relaxes bronchi
- Accelerates heart
- Inhibits digestive activity
- Stimulates glucose release by liver
- Secretion of epinephrine and norepinephrine from kidney
- Relaxes bladder
- Contracts rectum
Why Stress Management?

» Stressors and the impact of stress are not going away
» Reducing the impact of stress is more realistic than reducing the actual stressors within a workplace
» There are multiple ways to reduce the impact and even reverse the effects of stress
» Simple trainings can teach individuals and groups to manage their own stress
» More involved trainings can help even highly stressed individuals and groups reverse impacts of stress
» By reducing the impact of stress, workplaces are both more productive and more healthy
Can’t rely on health plan benefits/providers

» Medical providers are symptom focused
  ‣ Insomnia, anxiety, depression, somatic complaints all treated with medications and expensive tests to rule out medical conditions
  ‣ Medications prescribed have side effects
» Mental health providers are diagnosis focused
  ‣ Have to have diagnosis to bill, so severe stress will be treated as mental disorder
» These two strategies increase costs, don’t address stress
» Stress management strategies, once trained, are self-managed
  ‣ Include mindfulness, yoga, meditation, deep breathing, progressive relaxation, massage, Tai Chi, exercise, social activities, hobbies
How did OSU make stress into a priority

» Started with vision to focus on health, not disease treatment:

» World Health Organization Preamble (1946)
  ‣ Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.
  ‣ 1998 Incentive based pilot to support change towards healthy behaviors
  ‣ 1999-2006, infrastructure assembly
  ‣ 2006- Kick off OSU Your Plan 4 Health
  ‣ 2007-2011, phase 1, member engagement
  ‣ 2012 to present, phase 2, provider engagement
How does the EAP fit in

» EAPs support rapid access to BH professionals
» EAPs provide in the moment support for multiple stressful issues
  ‣ Mental health, substance abuse and relationship issues
  ‣ Work and family conflicts, financial issues, legal issues, eldercare, childcare and much more
  ‣ Triage so those with BH get BH services, those with stress get stress management
» EAPs positioned to effectively address stress
To provide maximum effect, OSU’s EAP expanded

- Internal EAP 1986-2011
- Examined advantages of internal and external EAPs 2008-2010
- Decided to try to blend both models to maximize advantages and minimize disadvantages
- Maintain internal because of immediate availability and significant understanding of unique OSU policies and processes
- Augment with external to cover all of Ohio and add specialty EAP services to mix
- Overlap OSU HP network and IMPACT Solutions Network so clients would have continuity of care
Why is IMPACT Solutions the perfect partner

» Specializes in academic clients
  ‣ 21 colleges and universities in Ohio
  ‣ Doesn’t treat tenure and seniority the same

» Full range of service

» Understands and cooperates in full spectrum of measurement
  ‣ Formed a Higher Education Board of Advisors
  ‣ Data reporting to OSU Data Warehouse
Aggregate EAP data from IMPACT Solution’s 21 colleges and universities in Ohio

<table>
<thead>
<tr>
<th>Prevalence of Stress</th>
<th>PRIMARY</th>
<th>SECONDARY</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>8.33%</td>
<td>25.60%</td>
<td>33.93%</td>
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<tr>
<td>2012</td>
<td>10.24%</td>
<td>41.06%</td>
<td>51.30%</td>
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<tr>
<td>Increase</td>
<td>1.91%</td>
<td>15.46%</td>
<td>17.37%</td>
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</table>
OSU EAP, clients with stress

- 2008 through 2011
  - Clients seeking EAP services with stress as primary issue increased 100% in 4 years

- FY 12 with IMPACT as a Partner
  - Clients seeking EAP services with stress as primary or secondary issue up 160% over 2011

UFSAP

<table>
<thead>
<tr>
<th>EAP clients with Stress</th>
<th>FY 08</th>
<th>FY 09</th>
<th>FY 10</th>
<th>FY 11</th>
<th>FY 12</th>
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<tbody>
<tr>
<td>Primary issue</td>
<td>74</td>
<td>80</td>
<td>112</td>
<td>149</td>
<td>163</td>
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<tr>
<td>secondary issue</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>227</td>
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</table>
## PHA cost risk

<table>
<thead>
<tr>
<th>Risk Factor</th>
<th>Per Person Excess Health Care Spend</th>
<th>Number of Participants</th>
<th>2011 Total Excess Health Care Spend</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>2009</td>
<td>2010</td>
</tr>
<tr>
<td>Depression</td>
<td>$2,080</td>
<td>1,544</td>
<td>2,016</td>
</tr>
<tr>
<td>Stress</td>
<td>$1,282</td>
<td>4,707</td>
<td>6,337</td>
</tr>
<tr>
<td>High Blood Sugar</td>
<td>$1,029</td>
<td>436</td>
<td>720</td>
</tr>
<tr>
<td>Obese</td>
<td>$617</td>
<td>2,537</td>
<td>3,648</td>
</tr>
<tr>
<td>Tobacco Use</td>
<td>$399</td>
<td>473</td>
<td>635</td>
</tr>
<tr>
<td>High Blood Pressure</td>
<td>$349</td>
<td>108</td>
<td>175</td>
</tr>
<tr>
<td>Cardiovascular Exercise</td>
<td>$302</td>
<td>861</td>
<td>1,041</td>
</tr>
</tbody>
</table>

The 2011 “Excess Spend” in the OSU Health Plan for Stress alone is estimated by Web MD algorithms to about equal to the other 6 modifiable conditions combined!
Does Stress really cost that much?

» Facts on Stress Costs at OSU
  
  ‣ 20,392 PHA participants (1/11-11/11)
    ○ 20% (3,820) had very high levels of reported stress
    ○ Average cost per member 29% higher than average
    ○ PMPY ‘very high’ stress $6,598
    ○ PMPY Plan Avg $5,112
    ○ Difference $1,486 (x3,820) = $5,676,520

» Stress costs for only 11 mo PHA is over five million

» 2012 rates of very high unchanged
OSU Strategic Plan

» Make stress a priority
» EAP is main focal point for care and education
» 2013 Pilot of a YP4H “stress benefit”
  ▶ Apply to approved programs
  ▶ Rebate benefit of member paid upfront costs
  ▶ If successful, add to 2014 benefits
» Use a tool that measures only stress
  ▶ PHQ9 and GAD 7 are sensitive to stress
  ▶ Brief Inventory of Perceived Stress (BIPS)
Organizational Checklist
Address the Stress Epidemic on your campus by:

» Make the decision to address stress as a key priority for your organization
» Review your EAP Utilization reports and other organizational metrics regularly to determine prevalence and contributing factors associated with stress.
» Consult with your EAP to identify resources (internal campus & external) to address the issues identified. Include proactive and reactive approaches based on need.
» Find opportunities to leverage and share best practices among other institutions of higher education.
» Commit to a specific strategy. Create a long-term plan of action (in conjunction with your EAP & other campus resources).
» Provide reinforcements to encourage participation and acknowledge success.
» Review progress on a regular basis.
Key Points to Remember:

» Not all stress is bad
» Ignoring chronic stress won’t work!
» Impossible to make stress go away
» More effective to do a combination
  ‣ Immediate stress support for those in crisis
  ‣ Stress hardening training for the organization
» Incorporate the EAP and other organizational strategies to address stress
Questions? Call Us…

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