



КОРПОРАТИВНОЕ ЗДОРОВЬЕ  
CORPORATE HEALTH

# *MENTAL HEALTH and BUSINESS RISKS*

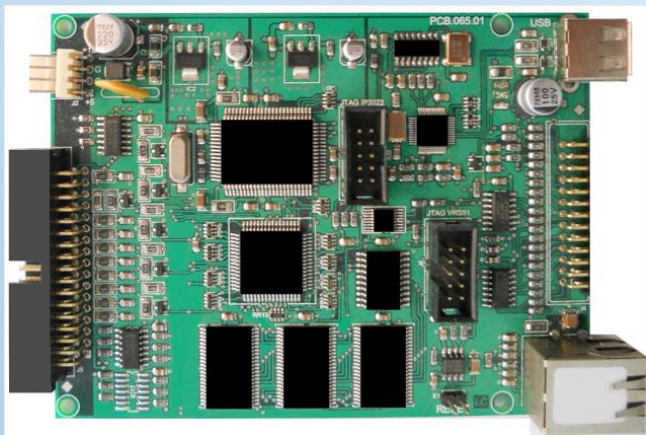
New solutions in Russia

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# What is meant by Mentality?



# Mental Health

*“Mental health is defined as a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.” (WHO, 2013)*

**“Behavioral health”** is the preferred term to **“mental health.”**





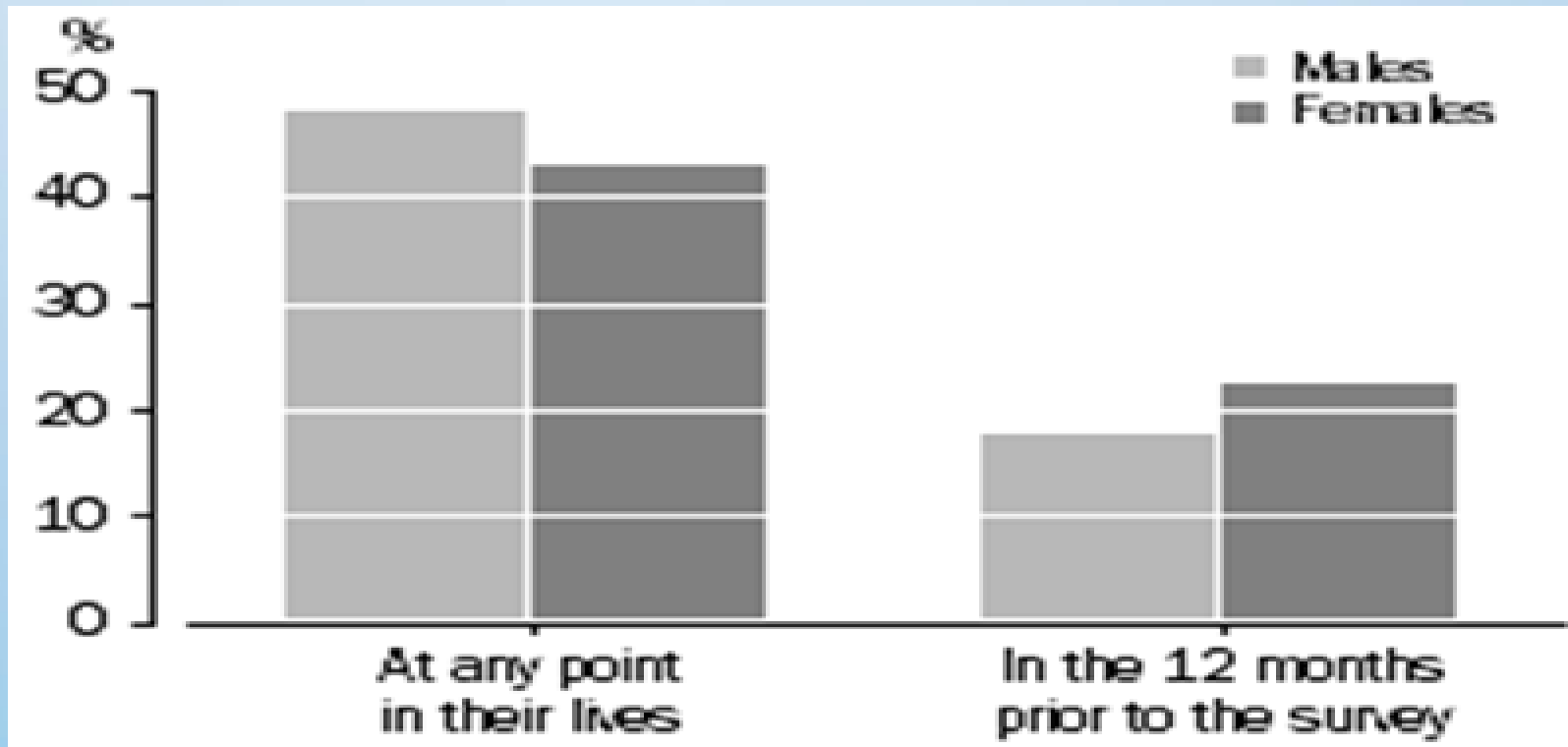
# *What Issues Affect Mental Health?*

- Increased stress level due to new life challenges
- Lack of needed skills and resources
- Emotional difficulties – anxiety, depression
- Relationship issues
- Family issues
- Substance abuse and psychiatric disorders
- Financial and legal issues
- Workplace issues
- Work/Life Imbalance



# Prevalence of Mental Health Disorders

<http://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/4102.0Main+Features30March%202009>



\* Mood, Anxiety and Substance Use Disorders

# ***Poor Mental Health Leads to Poor Performance at Work***

- Safety and security issues: accidents and injuries
- Loss of confidential information
- Improper business decisions; loss of opportunities
- Absenteeism and lack of presenteeism
- Turnover and loss of valuable workforce
- Time lost by Managers due to managing of impaired employees
- Low moral and increased employee conflicts
- Reduction of quality and failure to meet deadlines





# *Costs to Business Worldwide*

## Europe:

- **Depression** costs European businesses nearly €100 billion each year.  
<http://www.euractiv.com/health/depression-costs-european-busine-news-534130>
- **Mental illness** is a leading cause of suffering, economic loss and social problems. It accounts for over 15% of the disease burden in developed countries, which is more than the disease burden caused by all cancers.
- In the EU at least 83 million people (27%) suffer from mental health problems (16.7 million in the UK).
- The most common mental health problem is **depression** which is experienced by 8–12% of the adult population.

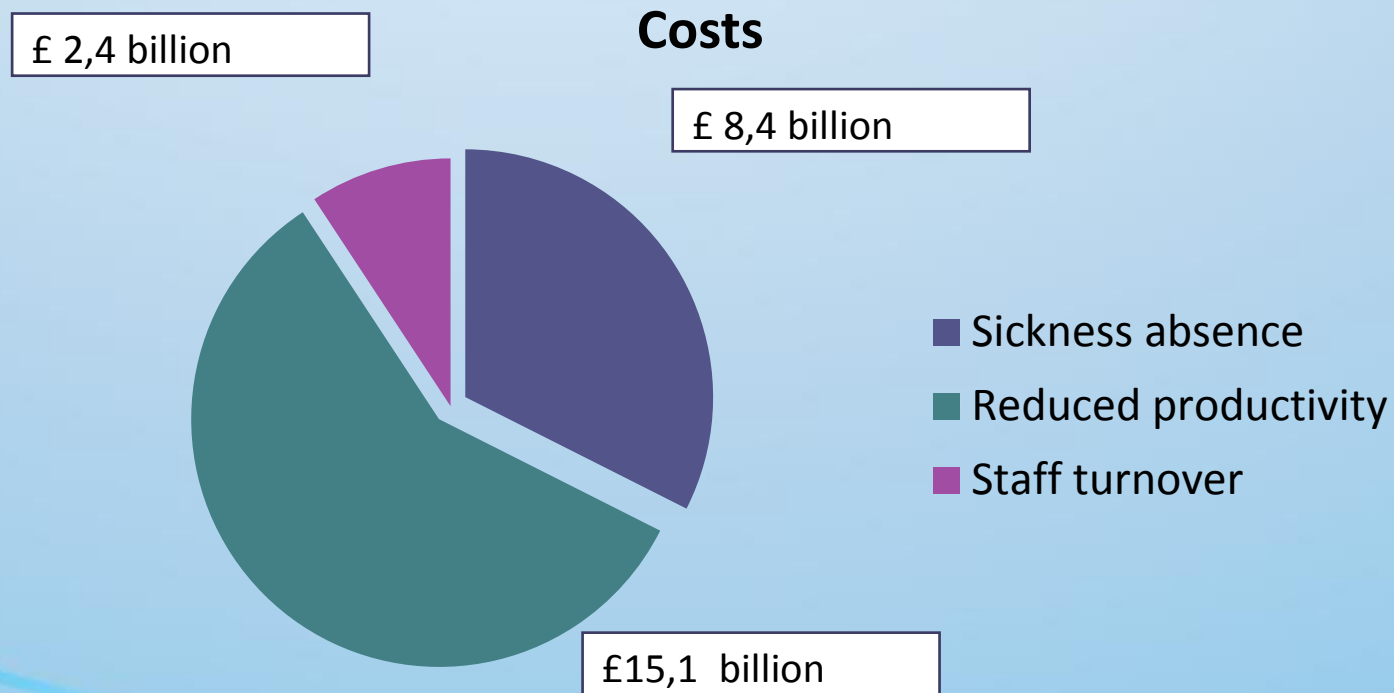
## USA:

- **Mental illness and substance abuse** annually cost employers an estimated \$80 to \$100 billion in indirect costs alone. The good news is that treatment works. The majority (65% to 80%) of individuals with mental illness will improve with appropriate diagnosis, treatment, and ongoing monitoring.  
<http://www.workplacementalhealth.org/Business-Case.aspx>
- The cost of excessive alcohol consumption in the United States reached \$223.5 billion in 2006. The costs largely resulted from **losses in workplace productivity (72% of the total cost)**, **health care expenses** for problems caused by excessive drinking (**11% of total**), **law enforcement** and other criminal justice expenses related to excessive alcohol consumption (**9% of total**), and **motor vehicle crash costs** from impaired driving (**6% of the total**). <http://www.cdc.gov/features/alcoholconsumption/>



# *Costs of Business in UK*

The total cost to employers of mental health problems among their staff is estimated at nearly £26 billion each year. That is equivalent to £1,035 for every employee in the UK workforce. The business costs of mental ill health are shown in Figure 1.





# *Arrival of New Approach*

## *History of success*

### Key events:

- 1935 – Foundation of Alcoholics Anonymous in USA.
- Recognition of destructive effects of excessive alcohol consumption on all aspects of safety and productivity of business as well as high prevalence of this behavior .
- 1940 – **Workplace Alcohol Abuse Intervention Programs** –tools for improvement of safety and productivity through effective managerial referral to Workplace Interventionist. Referrals are based on performance issues – and further referrals to AA for those who need it. (Up to 80% accepts referral).
- Results: increase of safety, productivity, prevention of problems, ability to retain valuable employees and reduce costs.
- Further expansion of such efforts to Australia, Canada, Europe, Latin America, Asia.
- Initial attempt to incorporate such approach in Russian industrial enterprise demonstrated success.



# *From Alcohol Abuse to Mental Health Issues*

## **New concept:**

Other human issues also have negative impact on safety, productivity and business costs.

**Employee Assistance Programs:** easy access to professional counseling on wide range of everyday issues for all employees, direct family members and managers; trainings and informational services, legal and financial advice, etc.

About 98% of companies in English speaking world with employee headcount over 1000 utilize this service

*Identify problem employees and provide help vs.*



*getting rid of them*



# *Specific Features of EAP and Other Workplace Efforts (for business)*

- Supports the business goals
- Is utilized to support safety in the workplace
- Efficiency is manageable
- With proper implementation company may expect ROI due to reduction of costs





# *Specific Features (for management)*

- Managerial referral on the basis of performance issues: Effective tool to manage impaired employees
- Opportunity to provide help to those in need, keeping in frame of managerial job duties
- Trainings on managerial referrals to EAP
- Unlimited telephonic assistance in cases of interaction with impaired employees
- Regular utilization reports with recommendations on promotion of the services



# *Specific Features (for employees)*

- 24/7/365 free access to professional counseling services for all employees and direct family members
- Up to 5-6-10 consultations telephonic or f2f for each case
- Introductory sessions
- Financial and legal advice via telephone (1 consultation per case)
- Voluntarily utilization of services
- Strict confidentiality
- Feedback on efficiency



# Referrals To Services

About 80% are self referrals:

**Prevention** of negative impact of personal issues on safety and productivity

Approximately 20% are managerial referrals:

The way to **help** most troubled employees who wouldn't reach out for help on their own





# *EAP and Safety in the Workplace*

- Highly utilized by companies concerned about Safety issues
- Helps employees with drug, alcohol and other mental health conditions problems in safety sensitive situations
- Utilized by companies around the world in many areas of industry including :

Energy

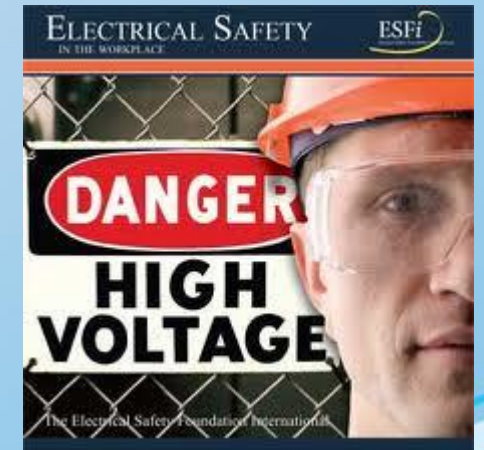
Manufacturing

Transportation

Construction

Financial Services

In some countries specific areas of industries are obliged to implement EAP



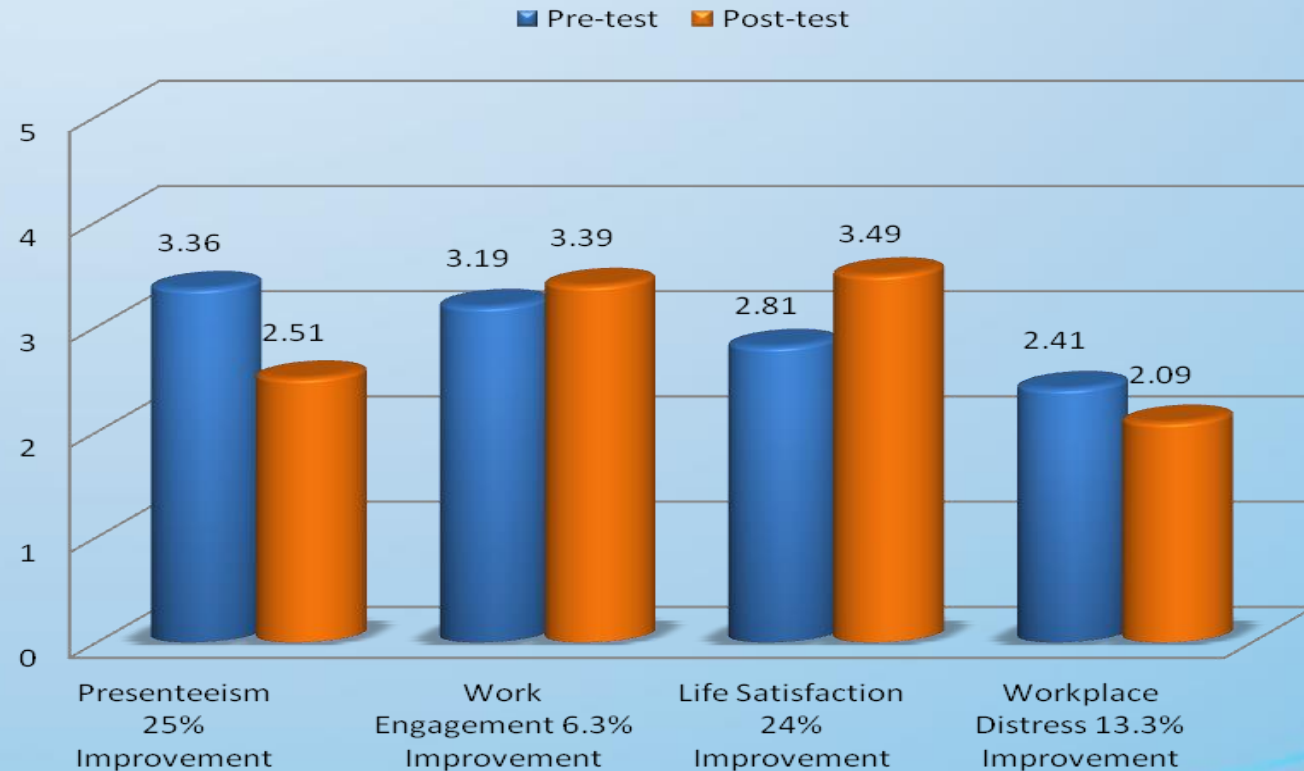
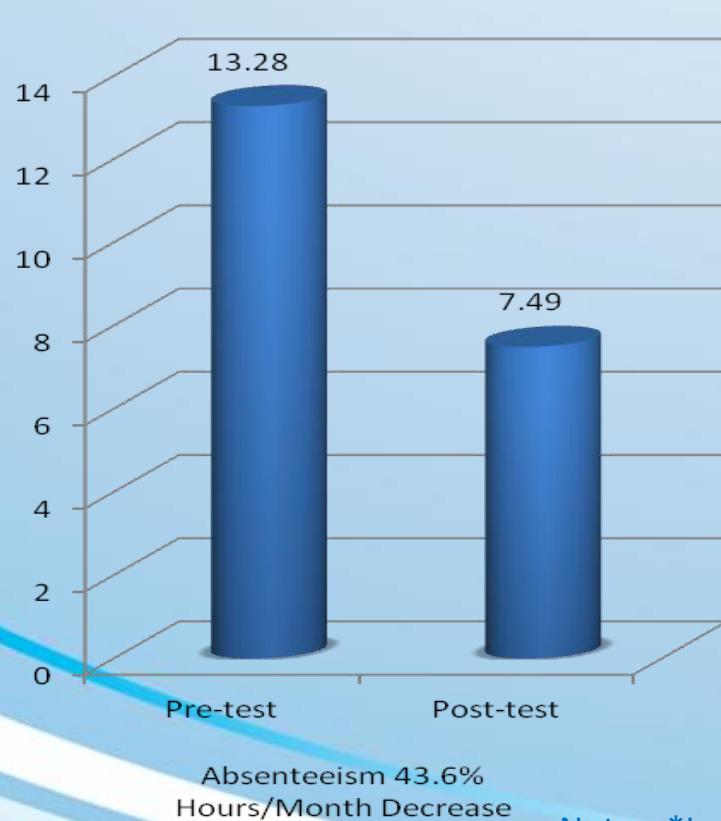
# Tools to Measure Results

## Workplace Outcome Suite (WOS)

<http://chestnutglobalpartners.org/wos>



### Sample “pooled” data from 20 WOS EAPs (N=3187)



Notes: \*Lower scores are a better outcome. \*\*Higher scores are a better outcome.  
All scales reflect statistically significant change ( $p < .0001$ ).



# Other Workplace Programs

- Critical Incidents Response (CIR) at Workplace
- Biometrical Testing and Health Risk Assessment
- Smoking Cessation
- Expatriate Support Program
- Stress Management
- Workplace Wellness and Wellbeing Program



**Danger**

Critical incidents might be closer than you think





# *EAP in Russia*

- First EAP for International Bank in Russia, Ukraine and Kazakhstan started 2006
- Founding of Corporate Health, LLC in 2008 – first Russian EAP provider
- Currently Corporate Health serves 72 companies in Russia, Kazakhstan, Ukraine, Azerbaijan, Belorussia.
- 2012-2013 implementation of first in Russia Workplace Alcohol Abuse Intervention Program for a big industrial enterprise in Urals
- New providers appeared in Russia in 2014 mostly due to winning global contracts for international companies operating in Russia



# *Thank You For Your Attention!*



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