



Mid-America (HHS Region 7)

MHTTC

Mental Health Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

Context Clues: Using Social Determinants of Health (SDOH) to Enhance Treatment: Work Stress and Burnout


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MUNROE-MEYER
INSTITUTE

SAMHSA

Substance Abuse and Mental Health
Services Administration



Learning Objectives

This presentation provides an orientation to Employment as a Social Determinant of Health. You will:

- Learn how employment is related to physical and mental health
- Learn how to assess for unemployment and problems related to employment
- Learn how to make referrals to employment support



How
employment can
be stressful and
lead to burnout

Work Stress/Burnout & Health

Stress

“A state of physiological or psychological response to internal or external stressors. it may be manifested by palpitations, sweating, dry mouth, shortness of breath, fidgeting, faster speech, augmentation of negative emotions, and longer duration of stress fatigue. [Severe stress causes] psychological and physiological disorder and disease”.

Burnout

“physical, emotional and mental exhaustion, especially in one’s job or career, accompanied by decreased motivation, lowered performance, and negative attitudes towards oneself and others. Most often observed in professionals who work closely with people ...

(APA, 2007)

Work Stress/Burnout & Health

1

Stress connects work and disability

Work stress cause psychological and physical harm. A state that is perceived to exceed personal resources and endangering wellbeing.

2

Results of psychological stress

Work stress in related to coronary heart disease, fatigue, anxiety, and depression.

3

Results of physical stress

Musculoskeletal “injuries” from strenuous physical activity that exceeds one’s physical capability. Maintained by physical, ergonomic and psychological factors.

4

Return to work after psychological and physical injury

Is associated with treatment and rehabilitation, socio-economic factors, age, and other demographic variables.

5

Healthy work environment are normative

It helps regulate our behaviors in healthy ways. Similarly, stressful work environments have negative effects on our health practices.

Person-Environment fit in career counseling

Fit between an individual and their job title

Stress is often caused by a poor match between an individual and the work they perform. We know how to test for how well a person match their job, and how to help bridge that gap through counseling and work adjustments.

Fit between an individual and characteristics of the specific work site

Despite a good fit between an individual and their job, stress can be caused by a poor fit between an individual and elements of a specific work environment. We know how to become resilient and cope better with stress, and to develop maturity to better handle stressful interpersonal conflicts.

“Work stress and burnout” Z-Codes

Z56.2	Threat of job loss	Z56.89	Other problems related to employment
Z56.3	Stressful work schedule		
Z56.4	Discord with boss and workmates	Z56.9	Unspecified problems related to employment
Z56.5	Uncongenial work environment	Z60.4	Social exclusion and rejection
Z56.6	Other physical and mental strain related to work	Z73.2	Lack of relaxation and leisure
Z56.81	Sexual harassment on the job	Z73.3	Stress, not elsewhere classified
		Z73.5	Social role conflict, not elsewhere classified

Prapare Assessment: Protocol for Responding to and Assessing Patient Assets, Risks, and Experiences

*** kan Native	Money & Resources		
	10. What is the highest level of school that you have finished?		
n or ily's	Less than high school degree		High school diploma or GED
	More than high school		I choose not to answer this question
answer this	11. What is your current work situation?		
d forces of	Unemployed	Part-time or temporary work	Full-time work
answer this	Otherwise unemployed but not seeking work (ex: student, retired, disabled, unpaid primary care giver) Please write:		
speaking?	I choose not to answer this question		
rself, do	12. What is your main insurance?		
	None/uninsured		Medicaid
	CHIP Medicaid		Medicare
	Other public insurance (not CHIP)		Other Public Insurance (CHIP)
	Private insurance		
	13. During the past year, what was the total combined		

Supplemental questions to Prapare Assessment:

- How often do you experience stress at work?
- How does stress at work affect you daily life?
- Do you have physical or psychological concerns related to stress at work?
- What can you tell me about your work environment?
- How are your relationships with your boss and co-workers?
- Has your work performance changed recently?
- Are you at risk of losing your job?

What to do about employment in primary care

ASK

- Ask about stress at work. Dig into how patients are doing workwise. Are they secure in their job, do they experience conflicts with others at work, etc.

IDENTIFY

- Find local resources for employment needs, including, for persons with disabilities, local Vocational Rehabilitation Offices and therapists.

ACT

- Identify patients via Z-Codes and increase their motivation to seek help for employment stress. Make referrals.

Referrals



Aunt Bertha - <https://aetna-ks.auntbertha.com>

Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost **help** starts here:

ZIP

67601

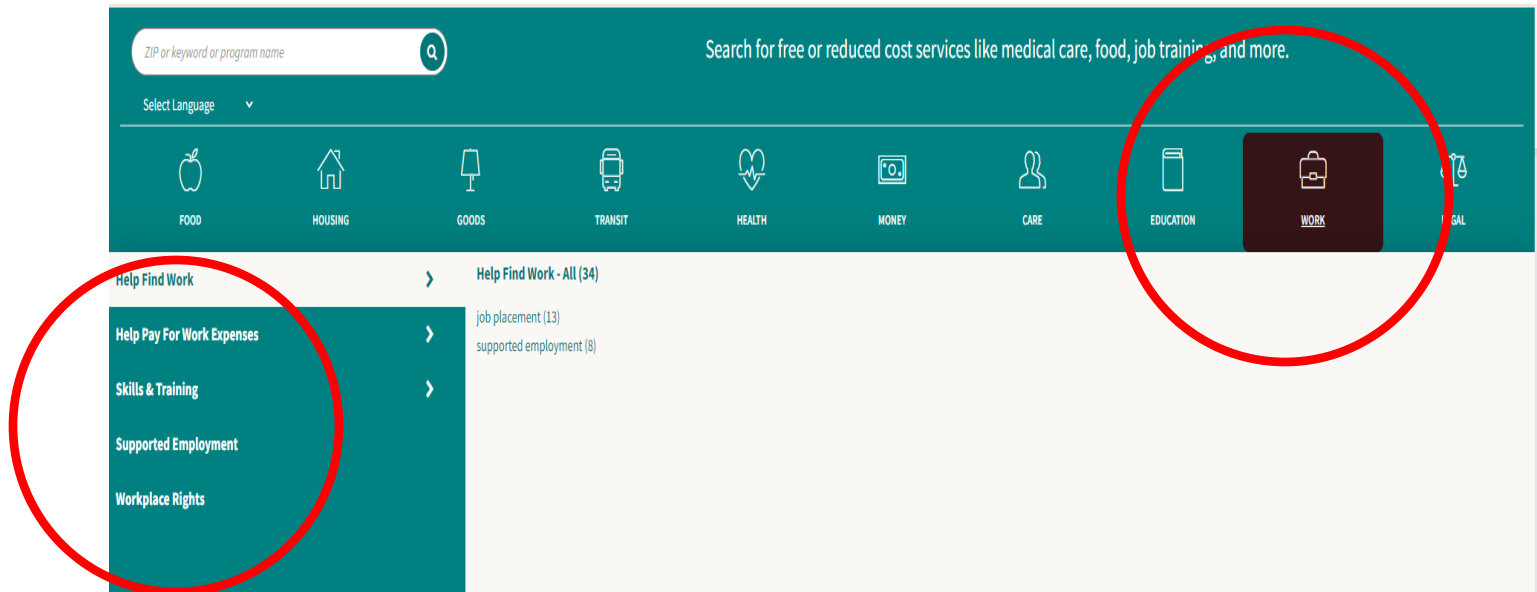
Q Search



Aetna Better Health® of Kansas

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Aunt Bertha - <https://aetna-ks.auntbertha.com>



Aunt Bertha - <https://aetna-ks.auntbertha.com>

The screenshot displays the Aunt Bertha website interface. At the top left is the Aetna logo. On the right, there are links for 'Support', 'Sign Up', and 'Log In'. Below the logo is a search bar with the placeholder text 'ZIP or keyword or program name' and a magnifying glass icon. To the right of the search bar is the text 'Search for free or reduced cost services like medical care, food, job training, and more.' Below the search bar is a 'Select Language' dropdown menu. A horizontal navigation bar contains icons and labels for various services: FOOD (apple icon), HOUSING (house icon), GOODS (lamp icon), TRANSPORT (bus icon), HEALTH (heart with pulse icon, circled in red), MONEY (dollar bill icon), CARE (person icon), EDUCATION (book icon), WORK (briefcase icon), and LEGAL (scales icon). Below this bar is a list of categories on the left, each with a right-pointing arrow: 'Addiction & Recovery', 'Dental Care', 'End-Of-Life Care', 'Health Education', 'Help Pay For Healthcare' (circled in red), 'Medical Care', 'Mental Health Care', 'Sexual And Reproductive Health' (circled in red), and 'Vision Care'. To the right of these categories is a list of services under the heading 'Mental Health Care - All (156)'. The services listed are: bereavement (36), counseling (66), family counseling (18), group therapy (9), individual counseling (23), substance abuse counseling (18), hospital treatment (2), medications for mental health (8), mental health evaluation (15), outpatient treatment (16), psychiatric emergency services (3), residential treatment (8), support & service animals (18), and understand mental health (22). At the bottom of the page, a footer states: 'This curated database of resources is provided by Aetna Better Health of Kansas'.

Aunt Bertha - <https://aetna-ks.auntbertha.com>

The screenshot displays the Aunt Bertha website interface. At the top, there is a search bar and a navigation bar with icons for various services: FOOD, HOUSING, GOODS, TRANSIT, HEALTH, MONEY, CARE, EDUCATION, WORK, and LEGAL. The 'HOUSING' icon is circled in red. Below the navigation bar, the location is set to 'Hays, KS (67601)' and the search results are for 'health / counseling', showing '1 - 25 of 65' results. There are filters for 'Personal Filters', 'Program Filters', and 'Income Eligibility'. The first search result is 'FRONTLINE Counseling - Health Care Professionals and Essential Workers' by 'For The Frontlines'. This result includes a 'COVID-19 Response Program' icon, a description of services, and a 'Next Steps' section which is circled in red. The 'Next Steps' section contains the following information: 'Go to the program's website.', 'Serves nationwide', and 'Open Now : Open 24 Hours'. Below this result is another listing for 'Children's Behavioral & Mental Health Treatment' by 'KVC Hospitals Hays'.

ZIP or keyword or program name

Select Language

FOOD HOUSING GOODS TRANSIT HEALTH MONEY CARE EDUCATION WORK LEGAL

Hays, KS (67601) / health / counseling < 1 - 25 of 65 >

Sort by RELEVANCE CLOSEST

Personal Filters Program Filters Income Eligibility

Map Satellite

Notice out-of-date information or see a program you work for? Click **Suggest** to share an update or claim your program listing to get access to free tools and data.

FRONTLINE Counseling - Health Care Professionals and Essential Workers
by For The Frontlines
COVID-19 Response Program

For The Frontlines is offering free 24/7 crisis counseling and support for health care workers and essential workers dealing with anxiety, stress, fear, isolation or other difficult emotions...

Main Services: mental health care , counseling , help hotlines

Serving: anyone in need, adults, young adults, teens, seniors, covid19, in crisis, anxiety, all mental health

MORE INFO SAVE SHARE NOTES SUGGEST SEE NEXT STEPS

Children's Behavioral & Mental Health Treatment
by KVC Hospitals Hays

KVC Hospitals Hays provides psychiatric residential treatment for children ages 6 to 18 who are struggling with depression, anxiety, suicidal thoughts, the impacts of trauma, and other behavioral...

Main Services: psychiatric emergency services , residential treatment , counseling , mental health care , group therapy , family counseling , individual counseling , mental health evaluation , alternative education

Other Services: skilled nursing , medications for mental health , navigating the system , help fill out forms , case management

Next Steps:
Go to the program's website.
Serves nationwide
Open Now : Open 24 Hours

Next Steps:
Call 913-890-7468 or go to the program's website.
1.58 miles (serves your state)
205 East 7th Street, Hays, KS 67601

Selected Resources

Persons with Disabilities

- Kansas Vocational Rehabilitation <http://www.dcf.ks.gov/services/RS/Pages/Employment-Services.aspx>

Adult Job Seeker – “One Stop Centers”

- Kansas WorkforceONE <https://ksworkforceone.org/job-seekers/adult-services/>

Veterans – “Warriors to Work”

- Wounded Warrior Project <https://www.woundedwarriorproject.org/programs/warriors-to-work>

Practice Application

“Our Case Study”



What can we learn from our case study?

Claudia



Mother
Age: 38
Race: Latina
Employment: Waitress
Insurance: through employer

Patrick



Father
Age: 41
Race: White/Thai
Employment: Auto detailer
Insurance: marketplace plan

Ivonne



Grandmother
Age: 63
Race: Latina
Employment: N/A
Insurance: none

What can we learn from our case study?

Tyler



Eldest daughter
Age: 16
Race: biracial
Employment: student
Insurance: Medicaid

Elliot




Son
Age: 13
Race: Latino
Employment: student
Insurance: Medicaid

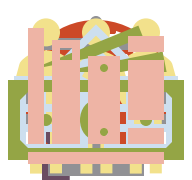
Edith



Youngest daughter
Age: 2
Race: biracial
Employment: N/A
Insurance: Medicaid



The Adult Resilience Curriculum (ARC)



A PUBLIC HEALTH CRISIS
Stress and burnout are common,
and reactive approaches are
insufficient

**AFFECTS SYSTEMS & WORKPLACE
CULTURE**
Healthcare professionals are a critical
factor in creating healthy systems and
environments for patients

AN ETHICAL RESPONSIBILITY
We have a duty to help promote
healthy workplaces and
healthcare environments

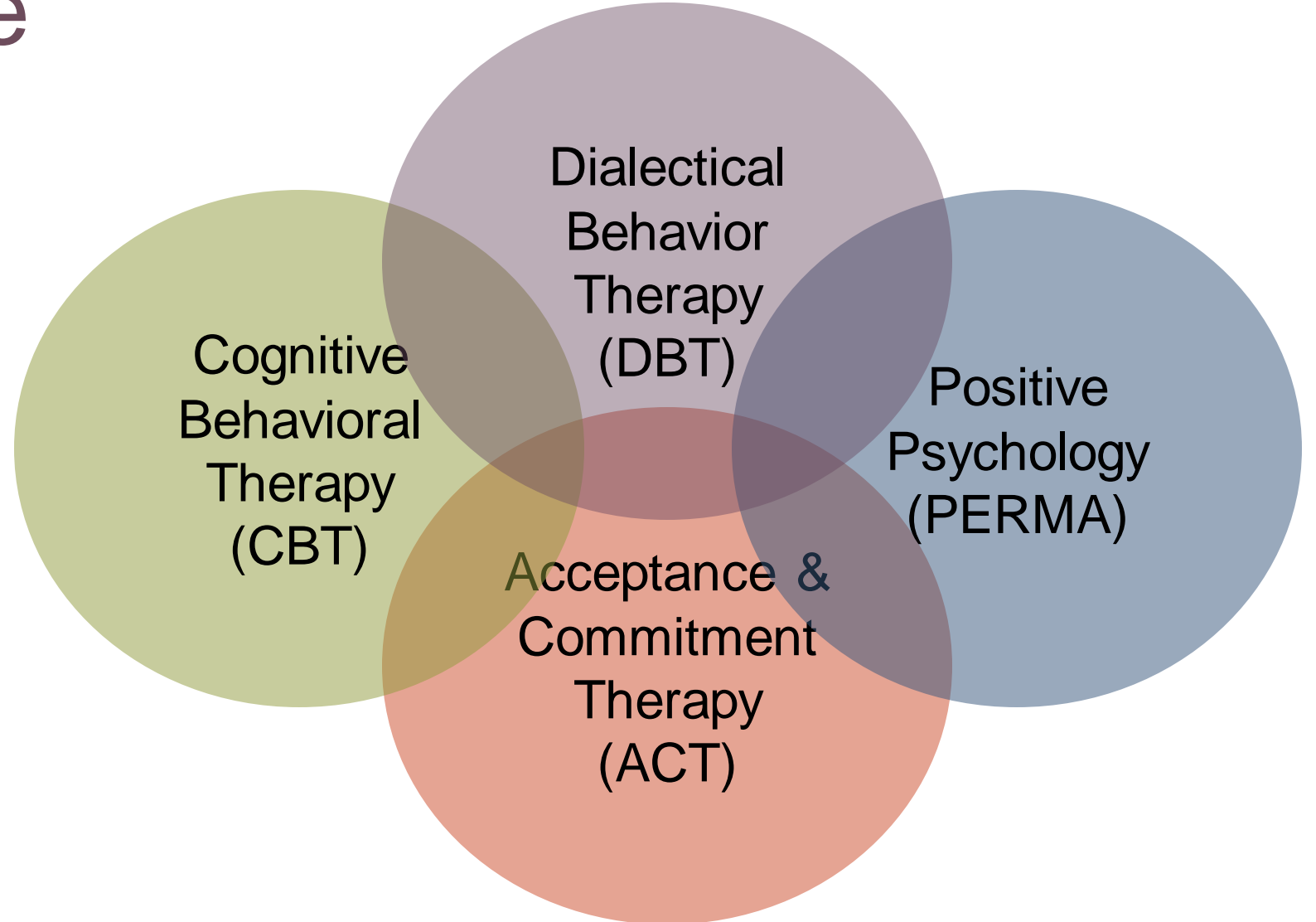
RETURN ON INVESTMENT
Healthcare professional burnout leads
to costly absenteeism, attrition, and
hiring concerns

IMPACTS PATIENT CARE
Healthcare professional stress
impacts delivery of services and
patient care

A RESEARCH DRIVEN DECISION
Research suggests that programs to
reduce stress and improve wellbeing
are effective

An integrative approach

Integrative approaches involve distilling effective interventions into overlapping *active ingredients* and blending them in intentional ways to create additive, synergistic effects.



The ARC Modules

0: Introduction to
the Adult
Resilience
Curriculum (ARC)

1: Understanding the
psychobiology of
stress and well-being
(*psychoeducation*)

2: Creating safe and
supportive
environments
(*context*)

3: Clarifying, aligning
with, and committing
to one's values
(*values*)

4: Cultivating
awareness through
mindfulness-based
practices
(*mindfulness*)

5: Connecting
meaningfully with
others
(*connection*)

6: Fostering pleasant
emotions and
experiences
(*positivity*)

7: Coping with
difficult thoughts,
feelings, and
experiences
(*coping*)

8: Feeling good
physically through
nutrition, movement,
& sleep
(*health*)

9: Rejuvenating
through relaxation,
recreation, and
routines
(*three R's*)

10: Bringing it all
together: A wellness
plan for the future
(*wellness plan*)

Questions?





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