



# Supporting and Guiding Faculty and Staff: How the Employee Assistance Program Can Help

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Employee Assistance Program



# The Ohio State University ~ Who are We?

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- Established 1870 as a Land Grant School in Columbus, Ohio
- Regional campuses in Mansfield, Lima, Marion, Newark, Wooster, Ohio
- Columbus Campus enrollment (Fall'18) : 61,170
- Total enrollment (includes regionals): 68,100
- 15 Colleges, 168 Masters Degree Programs, 114 Doctoral Programs, 200 + undergraduate majors
- 36,095 faculty and staff



## Who are We?

**7 Hospitals: Behavioral Health, Cancer, Brain & Spine, Heart, Rehab and two General Hospitals**

- *Patient Admissions (FY19) - 64,534* ———
- *Outpatient visits (FY19) - 1.92 million*
- *Emergency Department visits (FY19) - 132,632*
- *Physicians - 1,753*
- *Residents and Fellows - 879*
- *Nursing Staff - 4,949*

# OHIO STATE EAP Services

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- Counseling
- Assistance for managers
- Training and Workshops
- Legal Consultation/Referrals
- Financial Assistance Services
- Eldercare Services
- Telephonic Mindfulness Coaching



# We Are Here to Help

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- No cost
- Confidential
- Voluntary
- On campus or off campus life assistance
- In partnership with Impact Solutions
- Service available 24/7/365 through 1-800-678-6265

# Who Can Use Ohio State EAP?

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- Faculty/Staff
- Immediate Household members
- Domestic Partners
- Parents
- Parents-In-Law
- Benefits-Eligible Dependents



# We're Here to Help

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- Work Stress
- Family Stress
- Depression
- Crisis
- Relationships
- Conflict
- Grief and Loss
- Financial Counseling
- Legal Services
- Substance Abuse
- Referrals
- Resources
- Mental Health
- Difficult Situations
- Anxiety
- Eldercare Referrals
- Childcare Referrals
- Employee Emergency Fund

# Stress & The Workplace

- ❑ 47% of employees report the stress of a personal problem impacts their work performance
- ❑ Concentration- 45%
- ❑ Absenteeism – men missing more
- ❑ Poor Work Quality

Morneau Shepell- 2017-White paper Stress at work



# Mental Health and the Workplace

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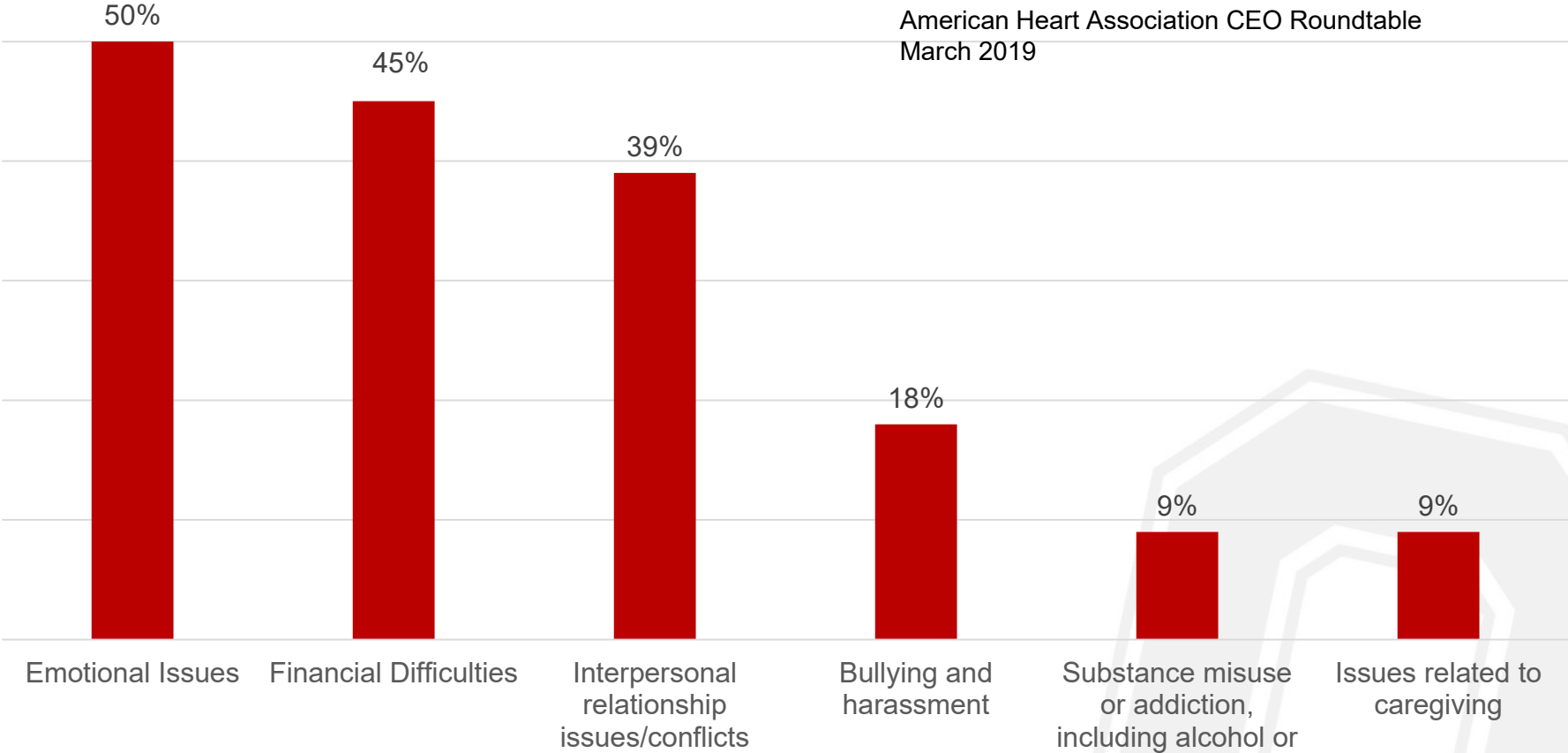
- 18 percent of adults or nearly one in five suffer from ‘any mental illness’” *National Institute of Mental Health, 2017*
- Roughly 4 in 10 adults with mental health disorders don’t seek treatment – *SAMSHA 2016*
- *Outcomes in not treating Mental Health Issues :*
- Worker Productivity – absenteeism & presenteeism
- Healthcare costs – medical and pharmacy because of co-occurring health disorders

According to the American Psychological Association, workplace was the third leading cause of stress (61%) after money (62%) and the future of the nation (63%).

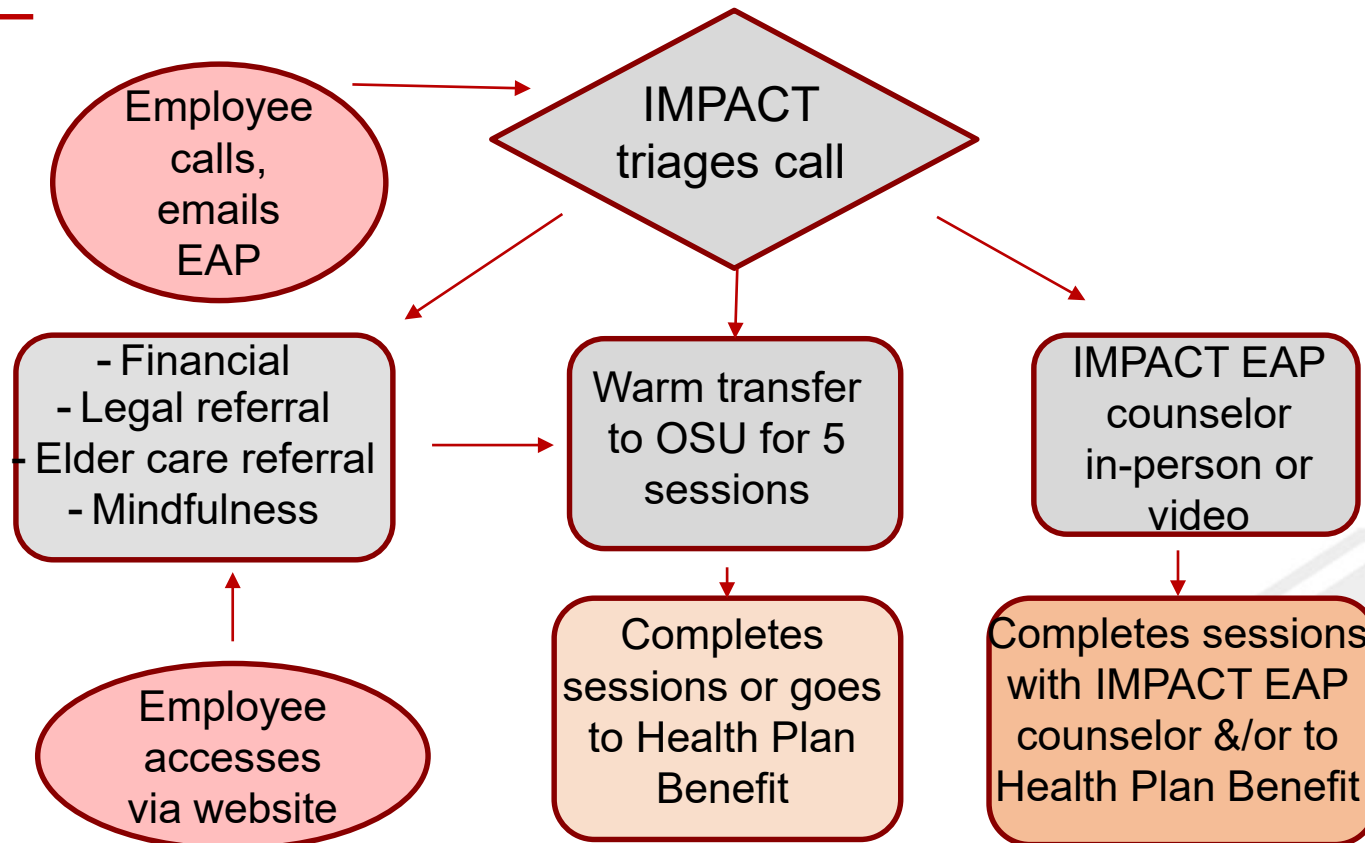
*Stress in America: The State of Our Nation, American Psychological Association  
2017*

# Table 14. Issues That Have Negatively Affected Employees' Mental Health

From : Mental Health: A Workforce Crisis  
American Heart Association CEO Roundtable  
March 2019

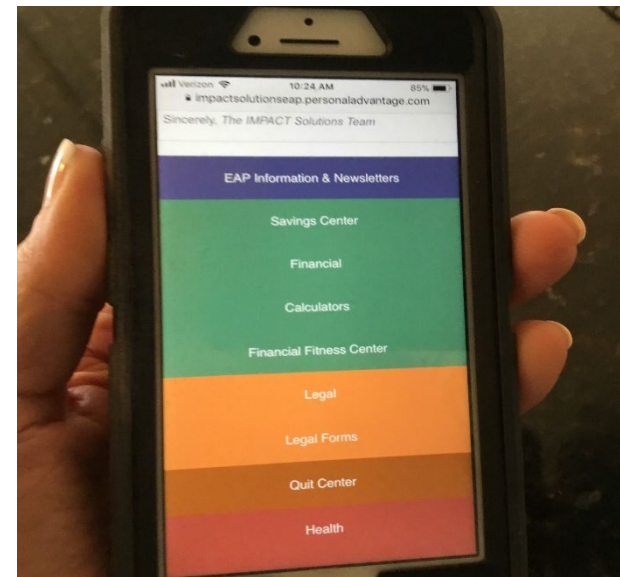
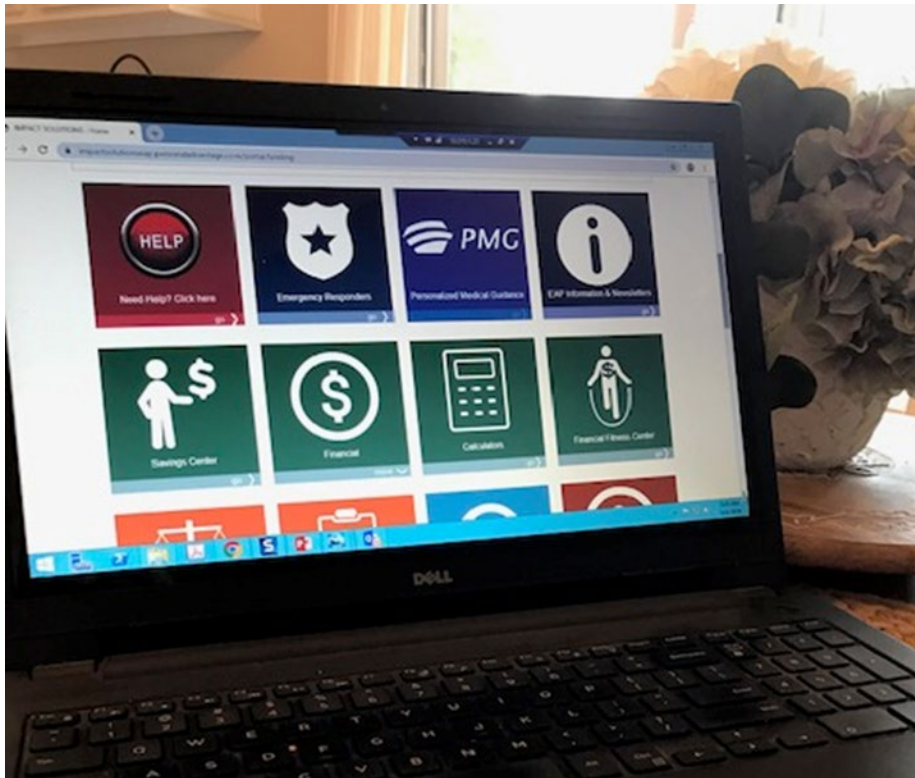


# How it looks



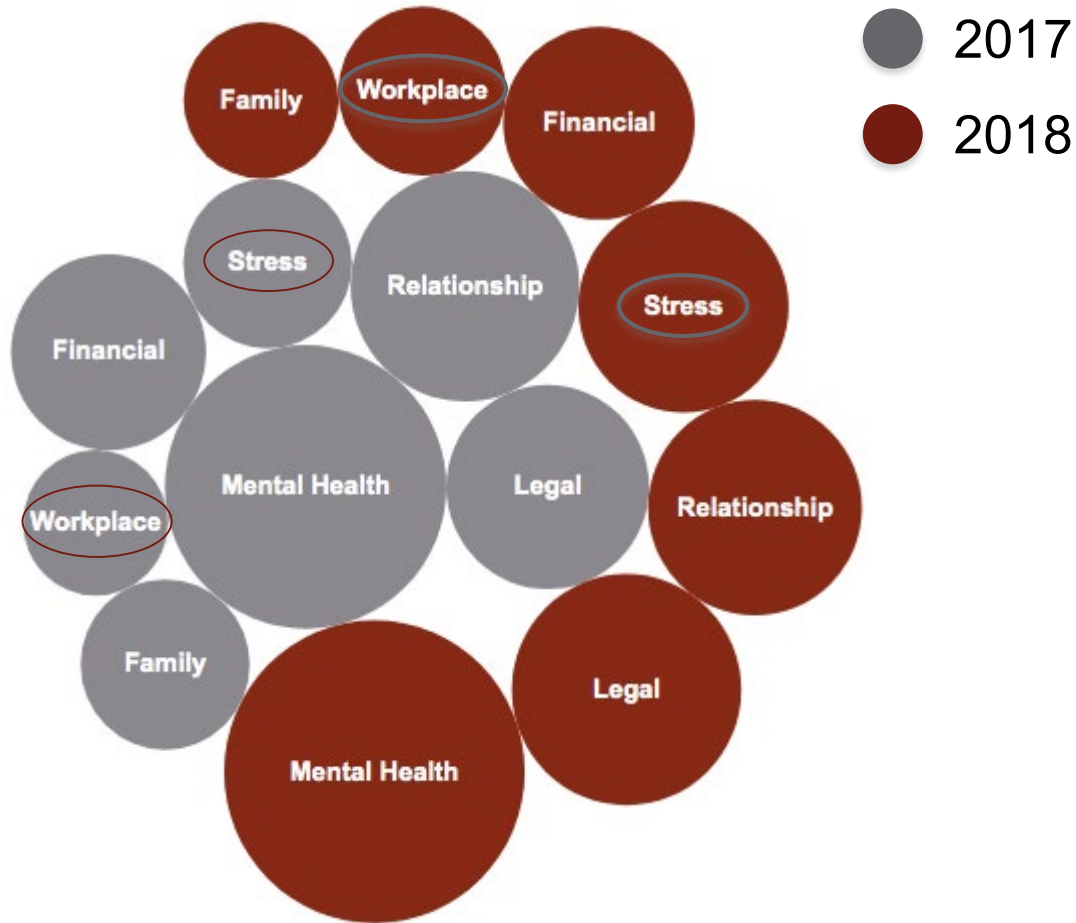
# Accessing the EAP online

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# Presenting Problems

Problems that Employees Bring to the EAP



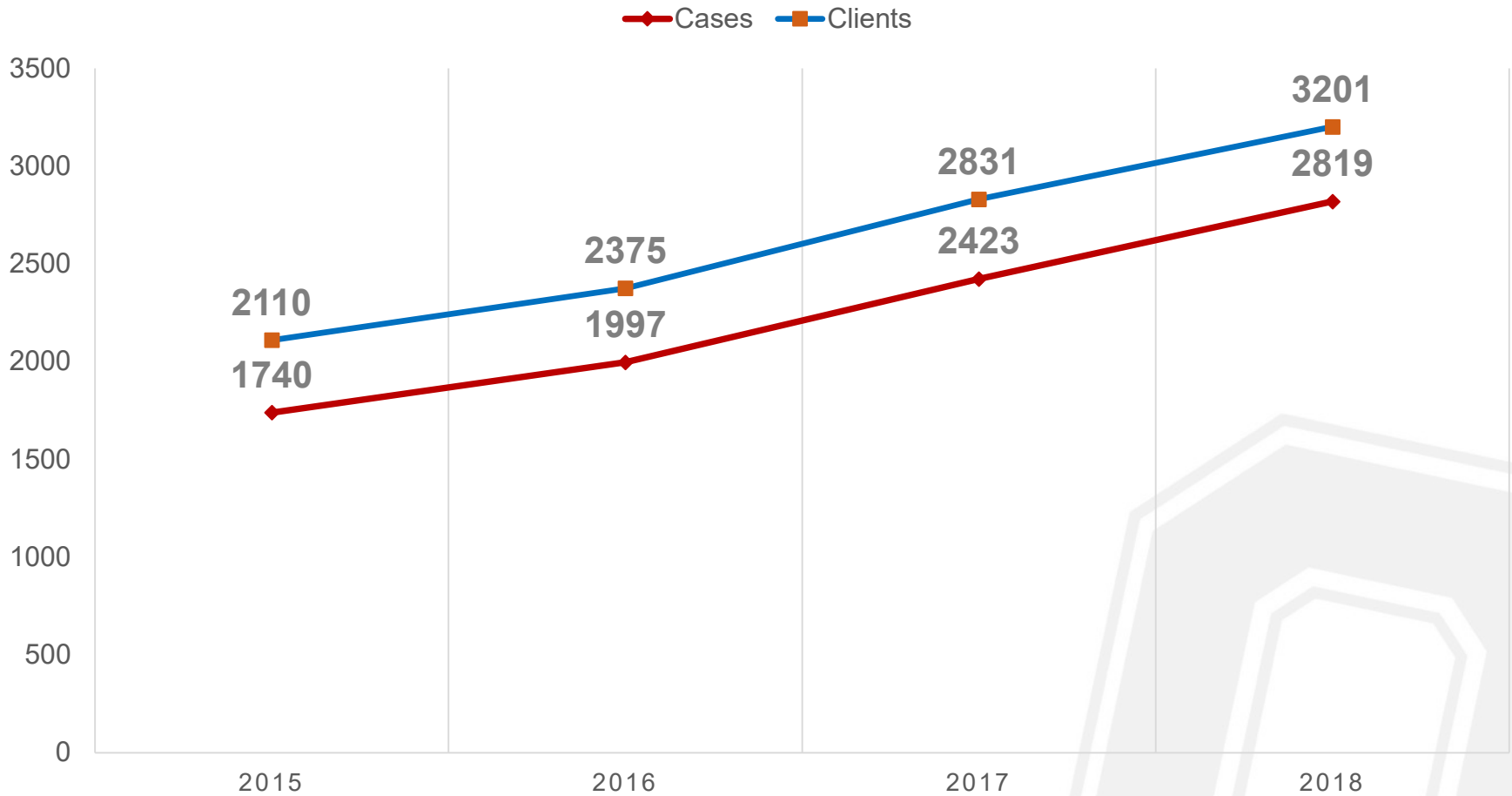
# What Can we Do?

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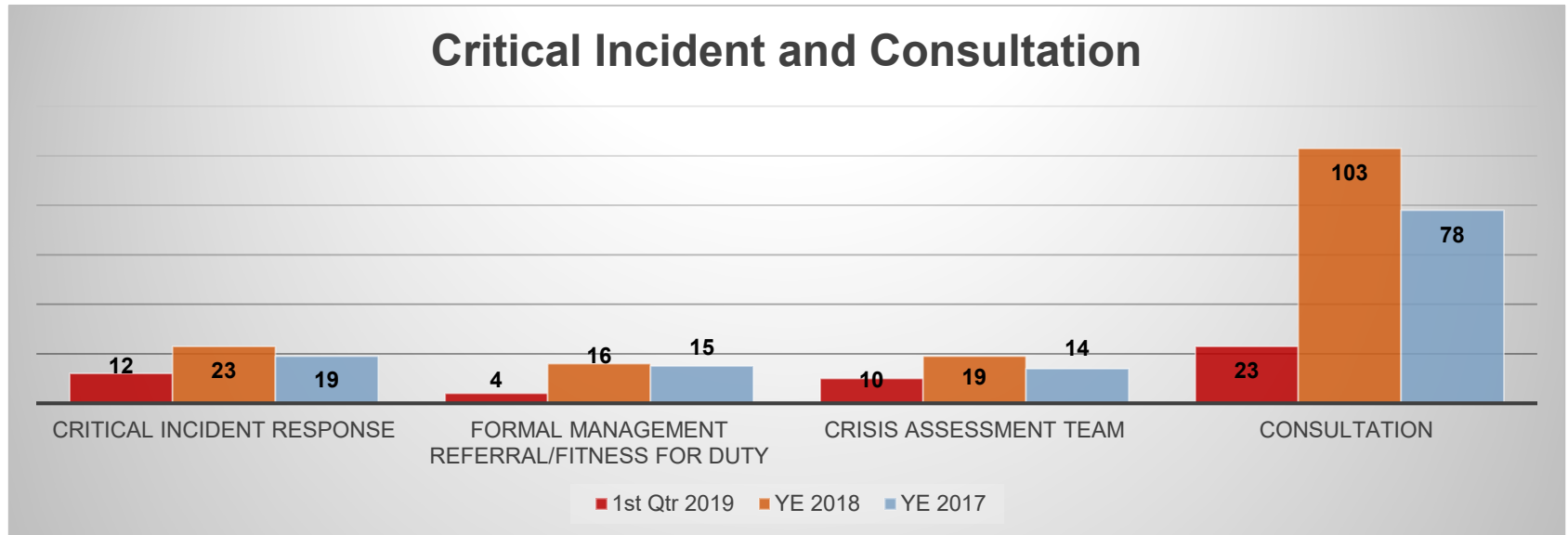
- Managing stress is foundational to good mental health
- Train Managers, Supervisors and Coworkers on mental health awareness and how to identify when coworkers are struggling.
- De-stigmatize Mental Health
- Know about Mental Health Resources
  - EAP
  - OSU Health Plan benefits



# EAP Utilization Rates



# Ohio State EAP Executive Summary: January thru March 2019



Critical Incident Response (CIR) – Group debriefing available to units following a critical incident such as an unexpected death or workplace violence

Formal Management/Fitness of Duty Referrals – HR and Supervisors make formal mgmt. referrals to address an employee’s performance. Fitness for Duty referrals is an assessment to determine one’s ability to complete the essential functions of the job.

Crisis Assessment Team – OSU initiated multi-disciplinary team to address workplace safety concerns

Consultation – EAP professional provide regular immediate consultation to managers, HR and Leaders regarding critical incidents and employee performance concerns.



# Resiliency Training

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- Learn to manage stress before it manages you
- Stems from Positive Psychology Studies
- Stress is overwhelming some of us
- Useful for individuals and departments
- 12 skill building modules recorded and on-line
- We will come to your department to deliver

# Training and Workshops



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- Stress Management
- Resiliency
- Emotional intelligence
- Communication
- Conflict
- Workplace Civility
- Coping With Change
- Time Management
- Alcohol Awareness
- Wellness
- Mindfulness



# Contact Us

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-  Appointments call 24/7/365:  
1-800-678-6265  
on campus at 700 Ackerman Rd. Suite 2106
-  Email us at: [EAP@osumc.edu](mailto:EAP@osumc.edu)
- Visit our web site:  
[OSUHealthPlan.com/OhioStateEAP](http://OSUHealthPlan.com/OhioStateEAP)

# Collaboration ~ EAP & CCS

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- **Columbus Campus: November 2016,** Male OSU student attacked students, staff and a faculty member by driving his car on campus grounds and stabbing people with a knife.
- **Regional Campus: February 2019,** Female OSU student was abducted at gunpoint on campus by her former boyfriend who was the father of her child.

How did we respond? **As a TEAM with an integrated approach...**

