



8 Workplace Mental Health Challenges and Solutions

How Uprise Health Partners with Employers to Create Mentally Healthy Culture

Addressing Mental Health Challenges in the Workplace

Employers looking to keep their employees feeling well, productive, reduce healthcare costs, and improve retention, have access to a powerful set of tools with Uprise Health's digitally-enabled mental health and wellness solution. Uprise Health's solutions are designed to wrap members in a full system of well-coordinated, multi-dimensional support that cares for the whole person. It takes into account how social, emotional, economic, and environmental conditions all impact overall health. Uprise Health's technology- and human-driven approaches check all of the boxes for companies. Below is how Uprise Health's solution addresses employee mental health needs during and post-pandemic:

Workplace **CHALLENGE**

Barriers to Care Access: Only 41 percent of men and a shockingly low 34 percent of women said they found it 'easy' to access coaching and counseling through their EAP or employer provided mental health or wellbeing program, according to Uprise Health's employee survey. They may not need to talk to a clinician or a mental health coach immediately, but they do need to know where they are in their mental health journey, what their options for care are, and how to schedule an appointment if they need one.

Uprise Health **SOLUTION**

Care Navigators: Uprise Health offers a care navigator who helps members figure out their available health and wellbeing resources. Whether or not the employee is healthy or struggling with a complex chronic condition, the care navigator is there to assist. A care navigator is a person who provides a "white glove" approach to helping members navigate their mental health journey. They can assist members with:

- Booking virtual coaching sessions with Uprise Health's staff of expert coaches
- Connecting to and scheduling sessions with local providers in Uprise Health's network
- Providing case management and follow up to ensure a successful hand-off and seamless member experience

Care navigators make the Uprise Health solution easy to use.





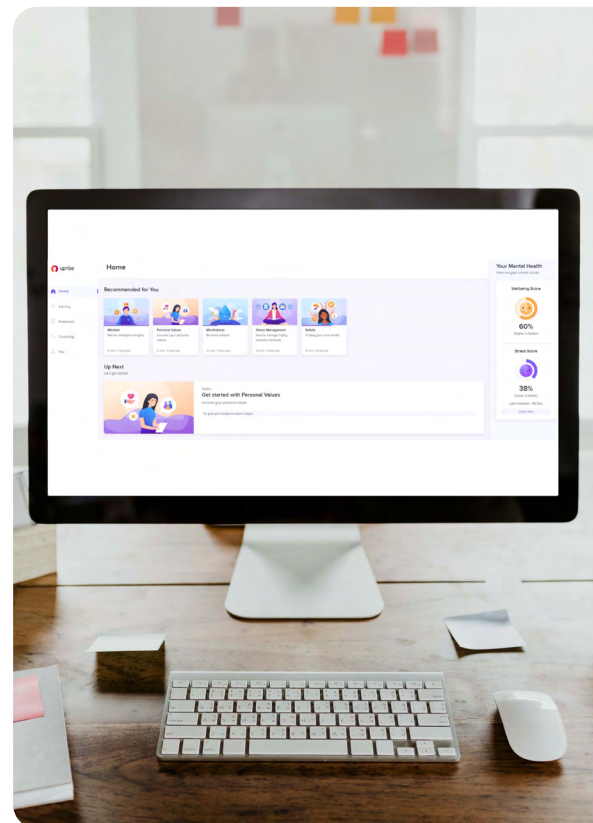
Workplace **CHALLENGE**

Rigid Care Solutions: Many people struggling with their mental health don't want to be forced down a particular path. Engaging with technology may not be enough for some. Others may not be ready to see a clinician in-person.

Uprise Health **SOLUTION**

Balance of technology with in-person care: Uprise Health's solution seeks to facilitate, undergird, and fill in gaps, where possible, to help alleviate access to care burdens and unrecognized or ignored mental and behavioral health and wellbeing issues. Uprise Health's solution offers both digital solutions and in-person support.

- Digital/virtual solutions include virtual group sessions, CBT-based modules available via the mobile app, telehealth visits with licensed clinicians and mental health coaches, and a 24/7 phone line for immediate support, including assessments and urgent consultations, real-time virtual coaching bookings, referrals to counseling and work-life services, and tech support.
- In-person care includes in-person visits with licensed clinicians, managed behavioral health services with psychiatrists and licensed clinical care managers, and interactions with chronic care nurse health advocates





Workplace **CHALLENGE**

Untreated Comorbidities: People with mental health issues often have an accompanying chronic physical illness that goes untreated.

Uprise Health **SOLUTION**

Whole person care: Uprise Health offers solutions that focus on the relationship between mental and physical health. This includes a combined focus on improving mental health and wellbeing that addresses physical impacts, and offers support and resources on social, emotional and economic parts of life. Here are some examples:

- Work/life support (e.g. financial or legal)
- Chronic condition management that focuses on both physical and mental health support, and digital courses on chronic condition management including: stroke, cancer, asthma, diabetes, heart, and arthritis.
- A digitally-enabled library of courses that cover a wide range of topics including: mindfulness, communication, listening, sleep, dealing with pain, alcohol addiction, financial worries.
- Uprise Health also empowers employees with information to proactively manage their health, including newsletters and webinars on a variety of topics (heart health, PTSD, trauma, men's and women's health, suicide prevention, breast cancer, lung cancer, and COPD).





Workplace **CHALLENGE**

Quality Assurance Questions: Employers aren't sure which companies offering digital mental health services they can trust.

Uprise Health **SOLUTION**

Check for research validation: We're proud of the research and validation that undergirds our mental health programs. Your best practices should come from the valuable and comprehensive research that have proven to provide the outcomes that you and your employees need.

Legacy history of EAP and mental health: Uprise Health isn't just a technology company. The company has a history of more than 30 years of providing EAP services to employers, including 35,000 customers and 8 million lives helped. Uprise Health has clinicians, nurses, EAP experts, health and wellness coaches, life coaches, nutritionists, substance abuse experts, chronic care managers, and psychologists on staff. The people at Uprise Health offer a combination of longevity and knowledge of the latest digital technologies. Our programs are built by experts who understand the most effective ways to improve your mental health, wellbeing, and employee happiness outcomes.





Workplace **CHALLENGE**

Lack of Evidence: Many available digital mental health apps and services lack an evidence-based approach and don't demonstrate their effectiveness.

Uprise Health **SOLUTION**

Evidence-based approach and validated outcomes of Uprise

Health's app: All of Uprise Health's digital courses are created by clinical psychologists and are designed around only evidence-based approaches.

- An independent University of New England evaluation examined the use of our mental health platform in a multinational company. The results showed statistically significant improvements in PSYCAP for wellbeing, sleep, productivity, and stress. Importantly, results were still maintained for productivity, psychological capital, and sleep four months after completing our program.
- An independent review conducted by Melbourne-based Swinburne University of our mental health app with users under age 25 found statistically significant reductions in unhelpful psychological processes. Participants maintained these results three months after finishing the program. They also experienced improvements in wellbeing and quality of life.
- There have been 14 peer-reviewed publications supporting Uprise Health's care protocols.





Workplace **CHALLENGE**

Impersonal Approach: Many mental health providers only offer a “one-size-fits-all” solution that isn’t tailored to each individual.

Uprise Health **SOLUTION**

Stepped-care focused on the entire needs spectrum: Uprise Health offers an evidence-based, stepped-care proactive solution to addressing mental health challenges at every stage of the wellbeing spectrum.

- The “proactive well” population can access tools like self-guided mental fitness courses accessible via a mobile device and live, coach-based guidance when needed.
- For people with more severe mental health issues, Uprise Health can scale the intensity of care to include proactive outreach to at-risk members, virtual group sessions, to on-demand coaching for chronic issues, prescription management, and managed services, including inpatient care.

Studies have found that stepped care pathways offer the potential to improve health outcomes cost-effectively.¹⁶



Workplace CHALLENGE

Low Utilization: Employees often don't fully utilize mental health solutions because the experience feels impersonal.

Uprise Health SOLUTION

Personalized care plans: Employees are automatically offered the most appropriate services for their mental health needs at any time, based on Uprise Health's wellbeing algorithm.

- **Step 1** includes an interactive wellbeing check exercise that allows employees to quickly check-in on their current wellbeing, mood, and stress levels.
- **Step 2** provides the employee with a score out of 100. Based on this score, the employee receives recommendations tailored to their risk, needs, and preferences. Members are stratified into low-, moderate-, and high-risk segments.

The employee receives a simple care plan with clear steps.



Workplace CHALLENGE

Poor or Missing Data: It's hard to get the data companies need to run a successful mental health program and achieve positive outcomes.

Uprise Health SOLUTION

Analytics and reporting dashboard: We provide a real time reporting dashboard for better trend tracking and earlier times to intervene in order to prevent trends from escalating





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