



Mental Health

Reflect, React & Realign

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5–6 September | Singapore

A business of Marsh McLennan

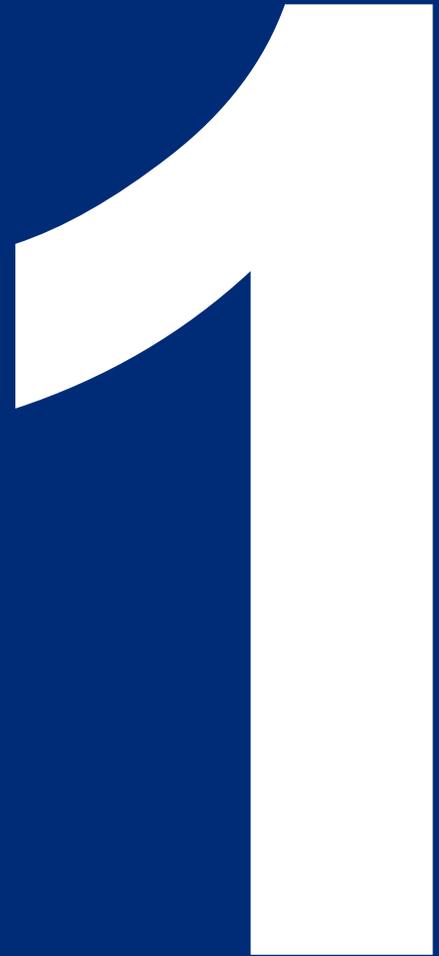


Agenda

1. Overview of Mental health
2. Are the employers listening?
3. Mental health spectrum and solutions
4. Fireside chat



Overview of Mental health



While one in four employees worldwide are experiencing symptoms of burnout, that figure is even higher for Asia—nearing one in three.



‘ Just because no one else can heal or do your inner work for you

doesn't mean you can, should, or need to do it alone.’

- Lisa Olivera, writer & therapist

The new door to open is that of mental health closet

Common mental health perceptions



Only individuals that have a **character flaw** develop mental health



People with mental health conditions cannot handle **work stress** or hold down a job



People with depression can get **shake it off** by keeping a positive attitude



Asking someone about suicide increases their risk for harm



Mental Illness Leads to **Bad Corporate Behavior**



Anybody can develop mental health condition - 1 in 8 people globally have a mental health condition. Mental health is a complex interplay of environmental, social, genetic factors.



Employees with mental health can be just as productive. Similarly, working productively does not rule out a mental health issue.



Depression is not just sadness but a medical condition that affects biological functions. It requires proper management



Asking opens up communication channels and can lower the risk of impulsive act. It can also lead to professional support utilization



Mental health conditions can present with many different symptoms but most conditions, especially when treated effectively, do not translate to poor work behavior



The best can also be struggling

Which Olympic gymnast withdrew from games for her mental health?

Which famous cricketer said he feels alone in a room full of people?

Which Daily Show host & comedian shared his expression with depression?

Olympic gymnast Simone Biles praised for mental health stance

US gymnast withdrew from the team and individual all-around Olympic events, saying her mental health took precedence.



Biles has been praised for taking a stand to mental health issues during the 2020 Tokyo Olympics. (Getty Images)

Sometimes in a room full of people who love me, I felt alone: Virat Kohli

AFP / Updated: Aug 18, 2022, 14:19 IST



ARTICLES



Sometimes in a room full of people who love me, I felt alone:...



Airtel's acquisition at the recent 5G auction proves the telco is ready to...



England vs South Africa, 1st Test: Paul Collingwood confident...



Ireland edge...

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A photograph of Trevor Noah, a comedian and host of The Daily Show, smiling on a red carpet. He is wearing a black tuxedo with a white shirt and a black bow tie. The background features the EMMY and CBS logos.

Trevor Noah
Photo: Rich Fury/Getty Images

- Speaking to CBS News, Trevor Noah chatted about what it was like when he first took over *The Daily Show*, saying: "Everybody hated me."
- The comedian also shared his experience with depression and how therapy has assisted him in understanding the illness.

Magnitude of the problem

USD 10 Trillion

Estimated economic growth loss due to mental health in Asia between 2015-2030

11 Years

Is the median delay until the first contact with a psychiatrist for receiving treatment after mental disorder

USD 1 Trillion

Annual cost to global economy due to depression and anxiety, according to WHO

700,000

Lives lost to suicide every year Globally

11 days

Avg mental health days missed by employees suffering from mental health conditions

16%

Of employees quitting their jobs cite stress as a factor.



Struggling people may not ask for help...



...employers should strive to reduce the stigma

**Are you listening to the
employee voice?**

2

Globally, employees are feeling much more at risk of burnout...



In 2022, **81%** of employees feel at risk of burnout compared to **63%** pre-pandemic



Are you listening to the employee voice?

Blurring work life boundaries are impacting colleagues irrespective of seniority

83%

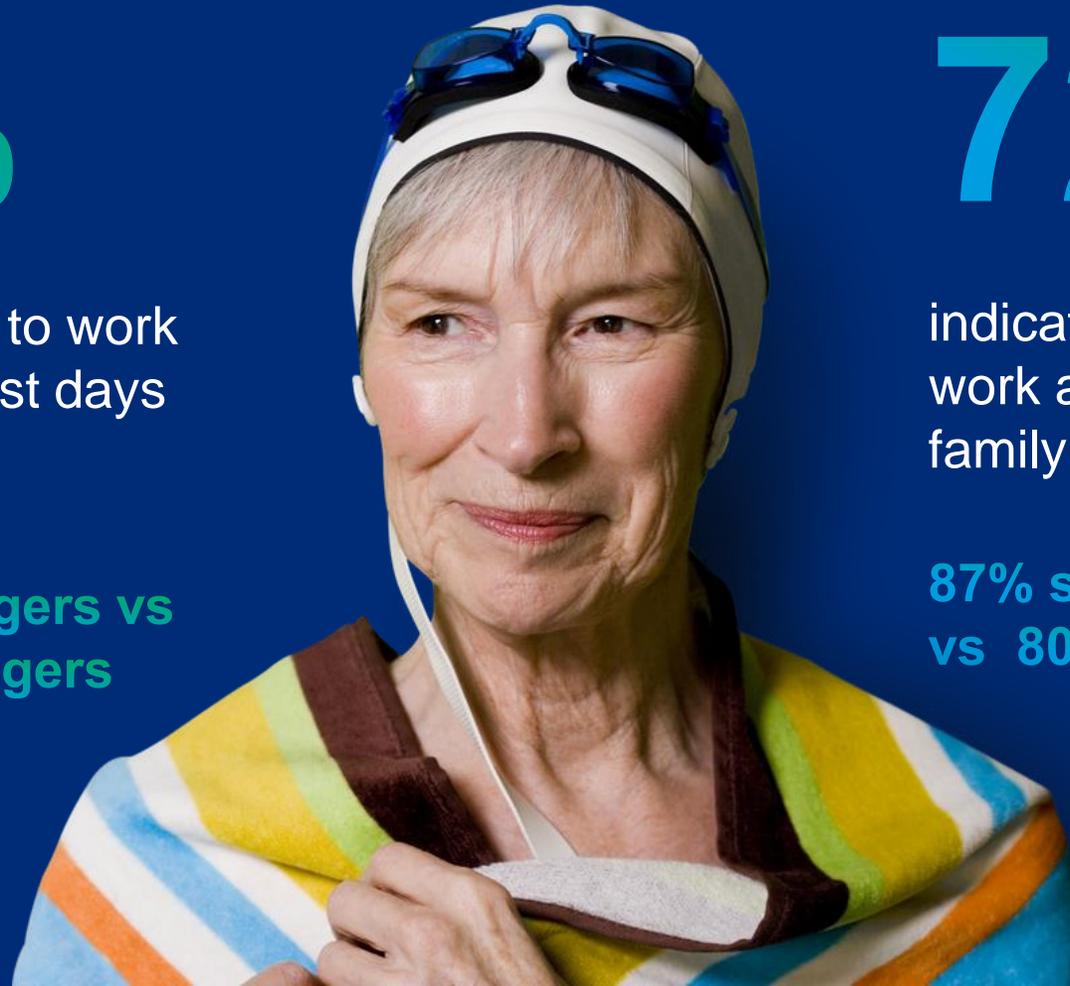
Indicated the need to work overtime and on rest days

94% senior managers vs 78% middle managers

72%

indicate additional time spent at work affects their personal and family activities

87% senior managers vs 80% middle managers

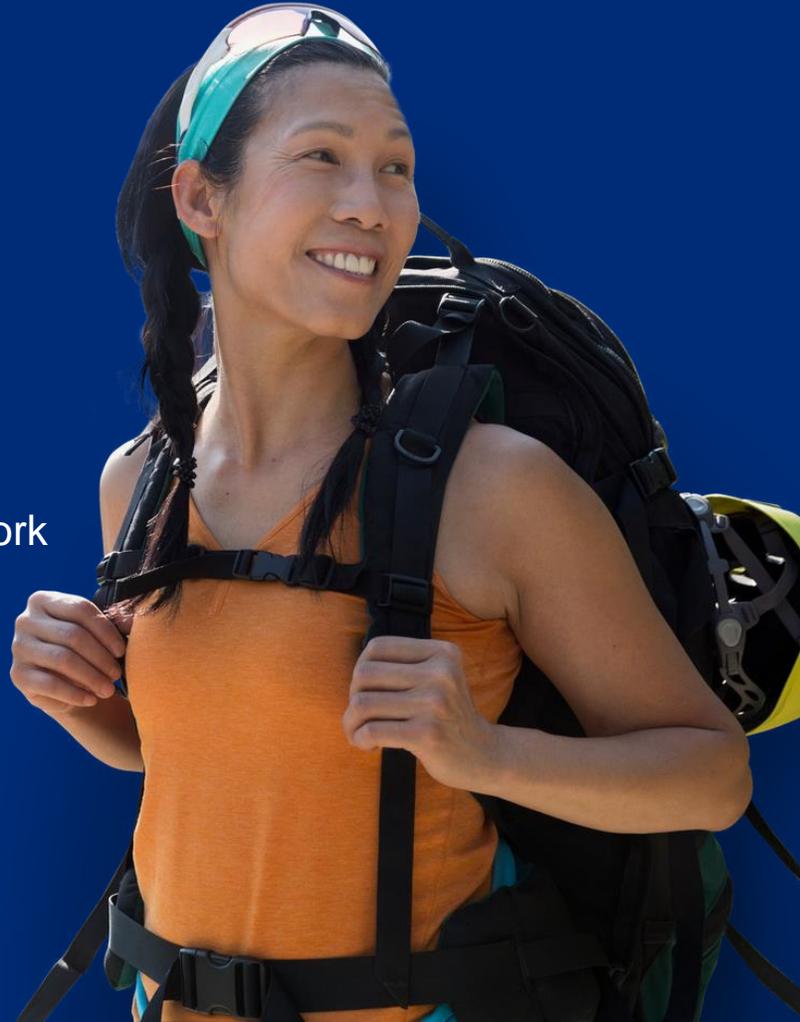


Are you listening to the employee voice?

Lack of control can affect the ability to balance work, increasing pressure and stress

64%

of individuals feel they are **unable to adjust** the order of their job, pace and when they are able to take breaks at work



52%

of individuals often think they are asked to do **unnecessary work** and given **contradictory orders**

Are you listening to the employee voice?

Lack of emotional safety can be detrimental to mental health

61%

of individuals indicate that **criticisms are often faced at work**

Most impacted are:

Males where 66% reported so, compared to 58% females

Individuals with **overall work experience of 5 years or more**



40%

of individuals **are unable to express themselves freely** without interruptions

Those who find greatest challenges are:

More females reported so, at 9% points higher than males

Those aged **25 to 49 years old**

Mental health insurance is valuable to employees

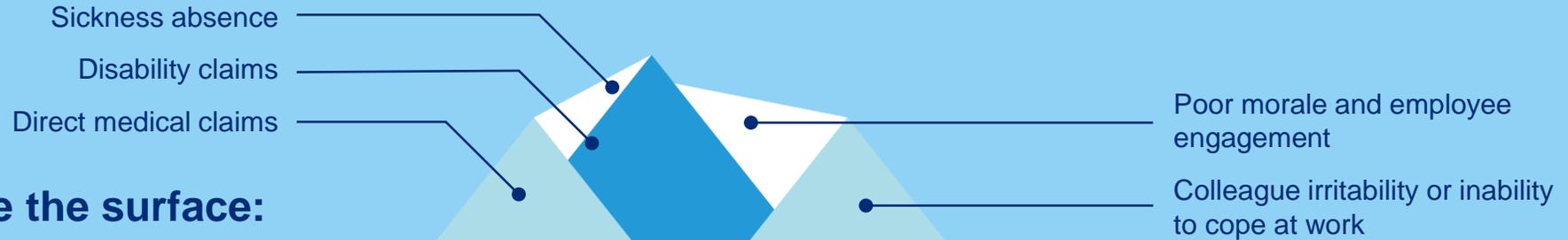
1 in 2 employees say they would value insurance coverage to reduce the cost of mental health treatment.



However, insurance coverage in Asia remains low

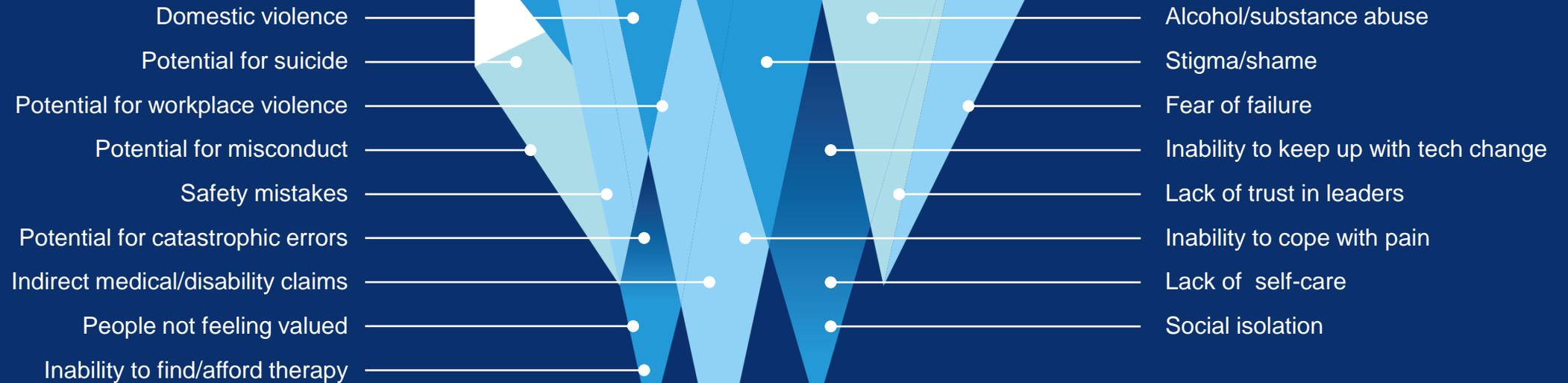
	Global	Asia
Covering outpatient treatment for mental health (psychological and/or psychiatric counselling)	58%	34%
Covering inpatient treatment for mental health	51%	56%
Covering outpatient treatment for mental health (prescription medication prescribed)	43%	36%
Covering preventative mental health measures (resilience or mindfulness coaching)	28%	21%
We do not provide plans that cover mental health services	26%	32%

Mental health issues risk being a blind spot for many organizations



What you see above the surface:

Problems lurking below:



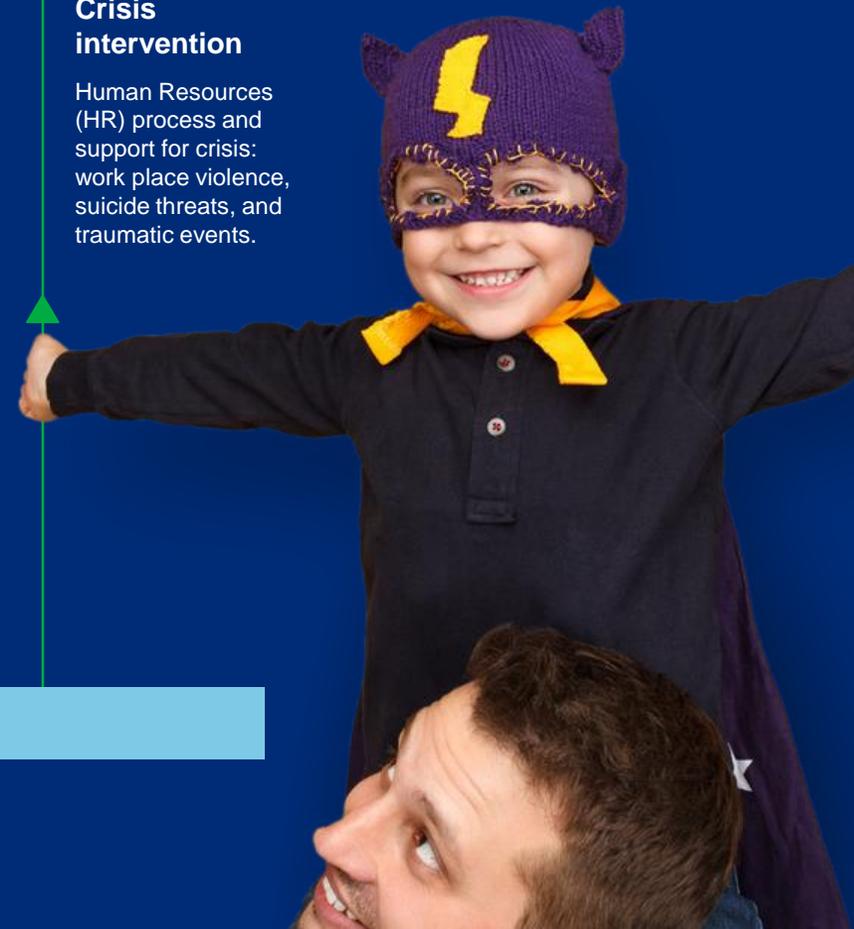
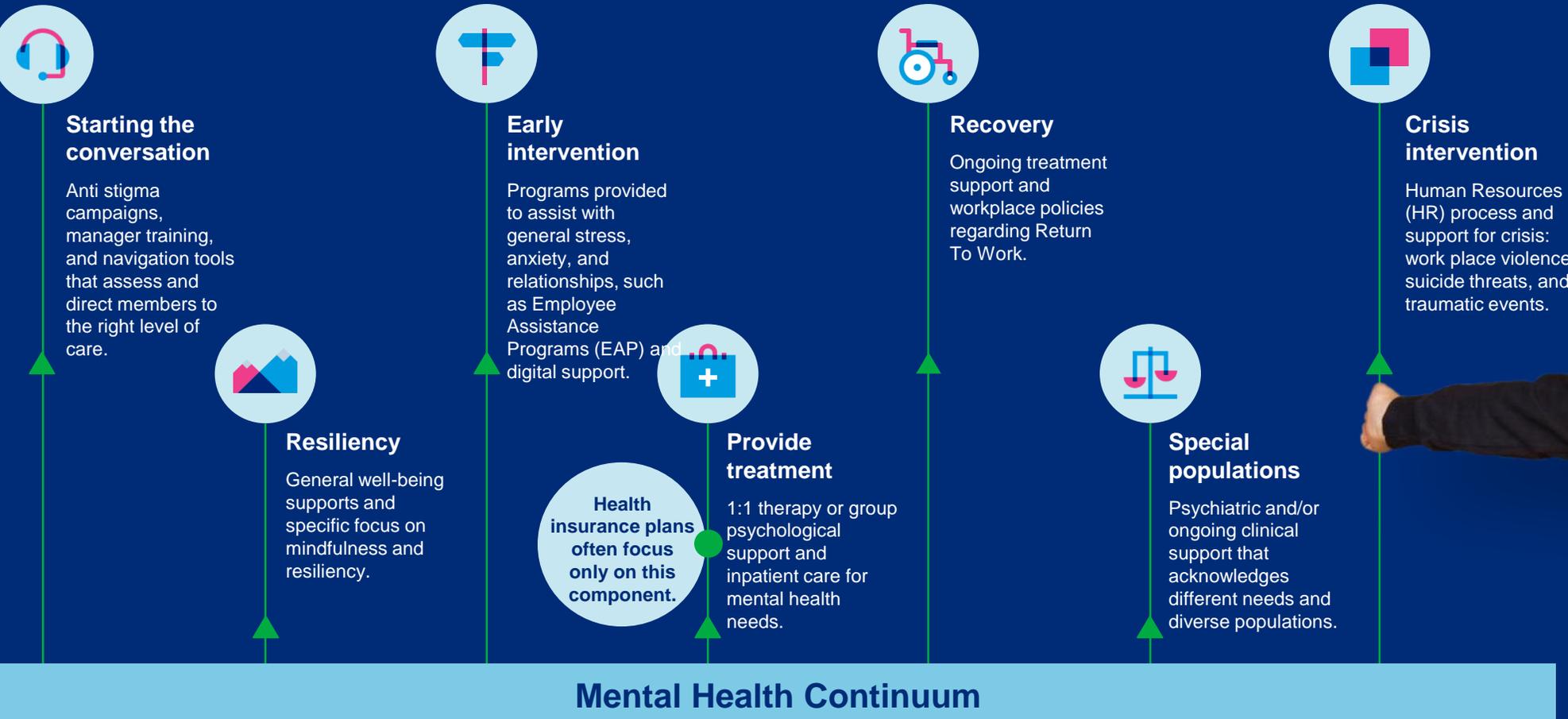
Are you REALLY listening to the employee voice?



Mental health spectrum & solutions



Mental healthcare strategy should address the full care continuum

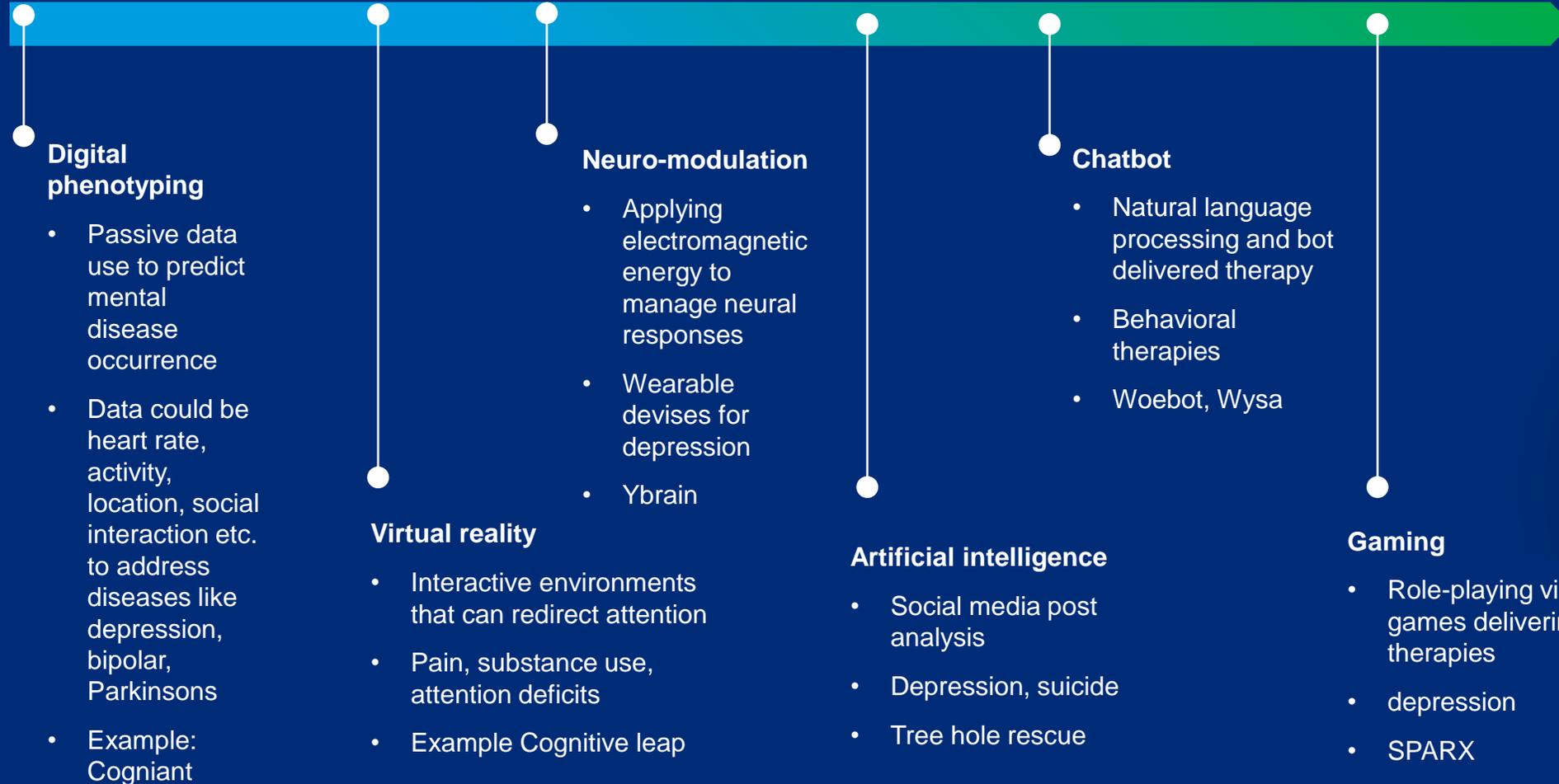


Call to Action



Emerging technologies disrupting the mental wellness space

Technology will be a game changer in addressing mental health in Asia



What can you do?

Manager actions

1. Prevent

- Create a supportive environment
- Provide purpose
- Foster engagement
- Regular checks regarding mental wellbeing
- Give flexibility

2. Identify

- Look out for individuals exhibiting signs of stress, anxiety
- Take out time to have a conversation
- Really listen
- Show empathy
- Provide reassurance that support framework is available
- Direct to available support

3. Support

- Self-assessment tools
- Employee assistance programs
- Counsellors / mental health professionals
- Mental health wellness related information

Employer actions

Prevention

- Digital solutions for resilience and mindfulness
- Educational campaigns

Treatment

- EAP
- Health plan networks
- Resources for specialty areas (e.g. addiction)
- Virtual care tools such as computerized cognitive behavioral therapy
- Care navigation assistance
- Sleep programs

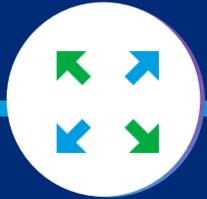
Support at work

- Colleague manager training
- Peer-to-peer support
- Professional training and upskilling
- Return to work programs

Support away from work

- Flexible working hours
- Remote working
- Financial well-being solutions
- Sabbaticals

Case study - A Global Banking & Finance Company



Background / Challenge

- Global banking company operating in 35 countries globally
- A changing dynamics in the working structure & employee wellbeing needs accelerated by the pandemic
- Desire for a mental health strategy that must be integrated with business objectives and other program offerings to demonstrate the client's culture philosophy
- Industry Benchmark: 96% organizations in the market have shifted their focus to employee wellbeing & health as response to COVID resilience
- 47% peers enriched their benefit program by treating mental health at par with physical health



Actions

Phase 1: Employee perceptions research – validate Voice of Employees with Mercer scientific-backed insights

Phase 2: Market review and current state assessment based on industry & peer study

Phase 3: Define the priorities and expected deliverables with key metrics across vendor touch points

- Access to care review
- Vendor capability assessment
- Recommendations
- Execution plans
- Expected budgeting requirements



Results

A clearly articulated, locally relevant and actionable mental health provider strategy:

- **A wellness spending account** with above par spending limits at the disposal of employees
- Benefit enhancement of mental health hospitalizations coverage & increase in limits of psychiatric therapies of employees
- Virtual OPD for customized specialist consultations & diagnosis by a dedicated team of medical professionals
- Teleconsultations to reduce doctor in visits & make wellness more accessible & convenient for all
- Focused webinars on employee wellbeing to generate awareness & removing mental health
- Meaningful Employee Assistance services

Fireside chat



Catherine Chia
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Eima Azim
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Consulting Leader,
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