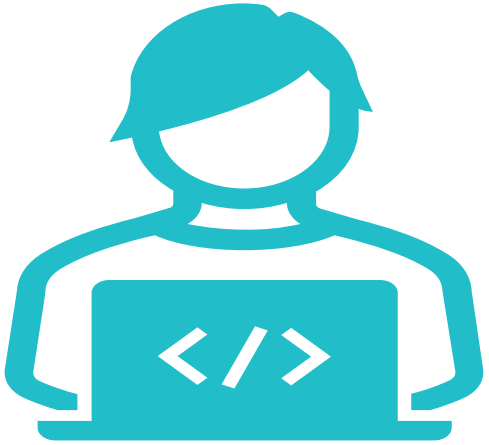
Supporting Mental Health in the Health Care Workforce

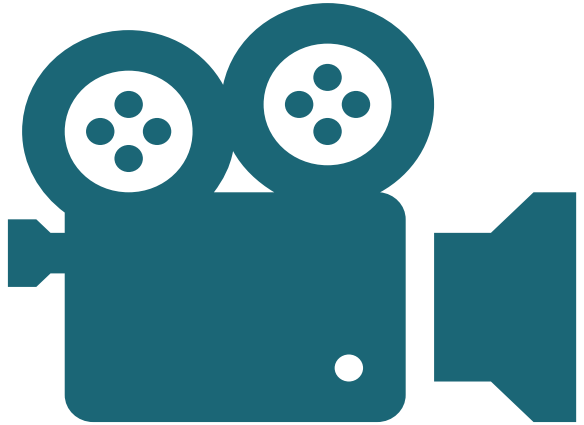
Thursday, May 29, 2025

Before We Get Started

Introduce yourself in the chat box – tell us what organization you're with



Technical issues? Message Nick Davis



We're recording – you'll get the link later this week.

What's Happening Today

Plan for the Session

- Welcome and introductions
- What the data show
- Discussion
- Ways you can be involved

Discussion Topics

- Systems to change to improve mental health in the health care workforce
- The little things that get in the way
- Who is responsible for this work?
- Tangible benefits to improving workforce mental health

Today's Speakers

Laura Wood
Director, Marketing, Communications and Mental Health at Work

Stefanie Simmons, MD, FACEP
Chief Medical Officer

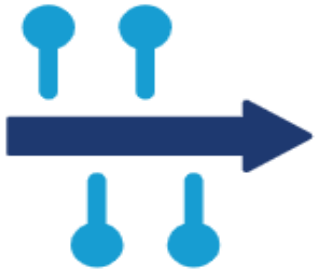
David Ballard, PsyD, MBA
Vice President

urac®

DR. LORNA BREEN HEROES' FOUNDATION

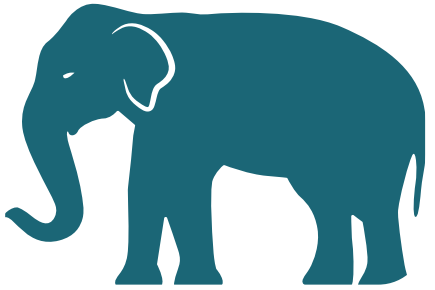
ONE MIND™ At Work

Issue Paper: Supporting Mental Health in the Health Care Workforce



Not a new issue

Health care is different from other industries



It's ok to start small

Long term efforts show measurable results

The time is now

Download the paper →

Getting to Know You

What type of organization do you work for?

Where do you do your work?

About URAC

We have ***more than 35 years of experience*** as an accreditor

We believe in growth through ***education and quality improvement***

We understand that ***excellence looks different*** in every organization

We know ***partnerships are the key*** to our work

Our Partners

NAIC

Duke Cancer Institute

BlueCross BlueShield Association

AMERICAN PSYCHIATRIC ASSOCIATION

NYC HEALTH+ HOSPITALS

amazon

ABHW

Dr. Lorna Breen Heroes' Foundation

We envision a world where seeking mental health care is universally viewed as **a sign of strength** for health workers.

We believe every health worker should have **access to mental health care and professional wellbeing support** that they may need, at every moment in their career.

We are dedicated to addressing the operational practices and processes driving health worker burnout, while changing how the healthcare industry supports health workers' mental health.

Putting our Healthcare Workforces' Wellbeing First

As the leading nonprofit exclusively focused on health worker wellbeing and mental health, we:

Accelerate Solutions

Advocate for Health Workers

Advance Collaboration

Wellbeing First Champion Challenge

- Many state licensing applications and hospital credentialing forms include **invasive and stigmatizing** language about mental health care.
- **Clinicians cite these questions as a key barrier to receiving care.**
- In the absence of information, healthcare workers **assume the worst**– They have to.

The **Wellbeing First Champion Challenge** supports licensure boards, hospitals, and health systems in auditing and changing their applications.

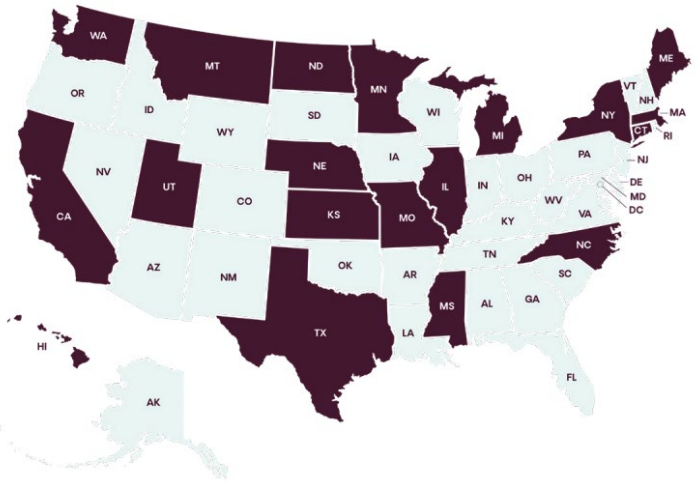
The Wellbeing First Champion Badge serves as a **standardized form of communication** that a location will not require health workers to answer intrusive mental health questions.

Our Impact
Wellbeing First Champion Challenge

Where We Started–11/22

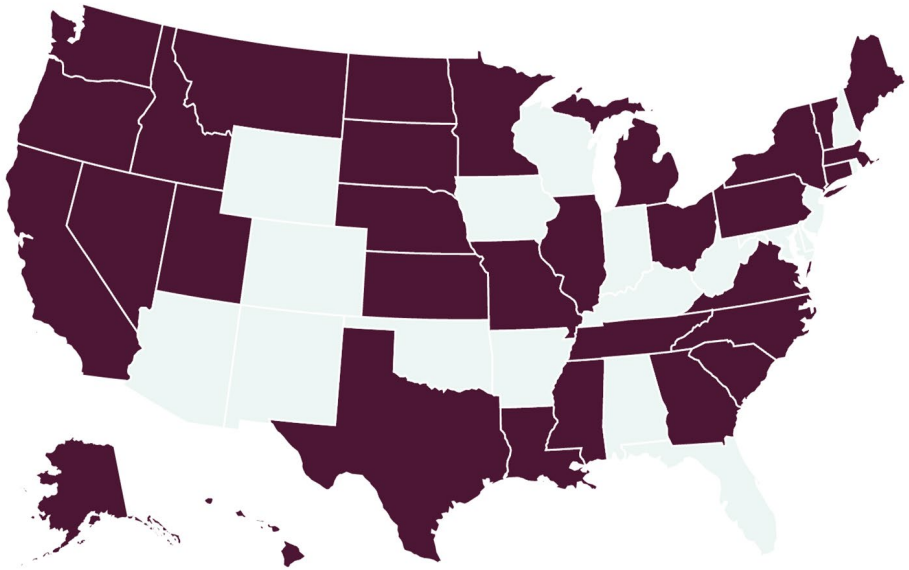
The ALL IN States for Prioritizing Clinician Well-Being

As of November 8, 2022, 19 state medical boards have audited and changed the intrusive and stigmatizing language on their licensure applications.



Where We Are Today 5/25

- Safer for **1.4 million** licensed and **274,000** credentialed health workers



ONE MIND™ At Work

Building the Future of Workplace Mental Health

One Mind at Work is a non-profit organization leading a global movement to improve workplace mental health.

We drive **measurable impact on workforce mental health**, leading to better outcomes for individuals and organizations, **by translating science into workplace best practices**.

ONE MIND™
At Work

With science and data as our cornerstone, we empower organizational leaders to improve their mental health and well-being programs, policies, and practices that so people and organizations can flourish.

EXPERTISE

Access to our science and content experts.

Consultation and review in building effective strategies and plans for rapid improvement.

EDUCATION

Science-based, practical workshops and webinars that will have real impact on your work.

Annual convening that brings new science, networking opportunities and sharing of best practices.

MEASUREMENT

Capacity to measure what you are doing, benchmark, and determine whether programs are having impact over time.

Priority setting for how you can improve the work you are doing.

COMMUNITY

A community of organizational leaders committed to creating thriving, high-performing, and healthier workplaces.

Networks getting things done.

ONE MIND™
At Work

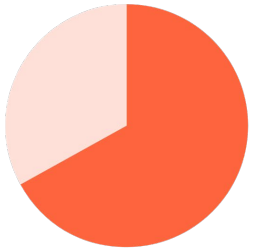
Insights from the Mental Health at Work Index

index™
Mental Health at Work

ONE MIND
At Work

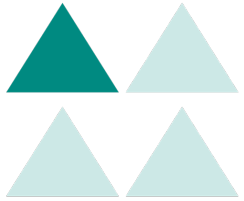
KEY FINDINGS

Most organizations are not approaching workforce mental health strategically



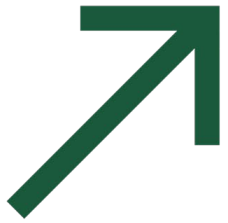
67%

of senior leaders expressed a commitment to workforce mental health. But only...



1 in 4

organizations (26%) indicated that they have a formal strategy for workforce mental health.



54%

Organizations that do have a formal strategy are better positioned to positively impact workforce mental health - scoring 54% higher in overall program maturity on the Mental Health at Work Index compared to those without a strategy.

KEY FINDINGS

Upstream efforts to protect and promote workers' mental health are underutilized

65%

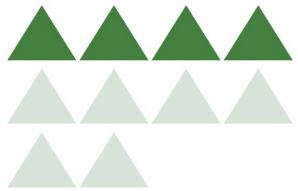
do not have a process for identifying psychosocial hazards that may pose risks to worker mental health

- Only 35% eliminate negative working conditions
- Just 48% improve the work environment
- 80% focus on individual behavior change
- 93% provide resources and benefits to address problems

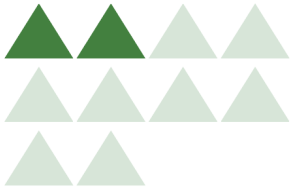
KEY FINDINGS

Employers don’t know what is (or isn’t) working

Employers do not know if their actions are producing results



Less than 4 in 10 are systematically measuring the impact of their mental health programs.



Only 2 in 10 are evaluating the full continuum of their protection, promotion, and provision efforts.

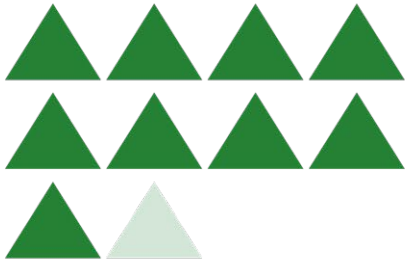
Mental health training for workers is pervasive but its impact is unclear

74% offer mental health training to workers

46% do not collect any data about the results

9% measure actual behavior change

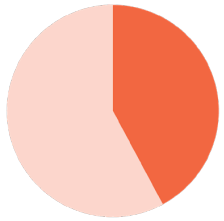
Good mental health practices are linked to a strong employer reputation



Organizations that scored at or above the target score for the Index reported that nearly 9 out of 10 employees would recommend the organization as a good place to work.

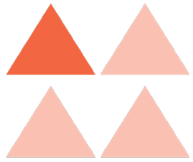
KEY FINDINGS

Leadership support for mental health is getting stuck in the C-suite



41%

Set a good example for others by consistently modeling positive mental health behaviors



1 in 4

Hold their direct reports accountable for advancing and supporting mental health in their respective operating units

The Business Case

Organizations with senior leaders who actively support workforce mental health reported less than half the voluntary turnover of those where leadership support was lacking (7% vs. 15%).

KEY FINDINGS

Managers are key to meaningful mental health programs

33%

of managers seek feedback from direct reports.

31%

tailor practices to the specific needs of their department.

32%

recognize employee participation in the organization's mental health initiatives.

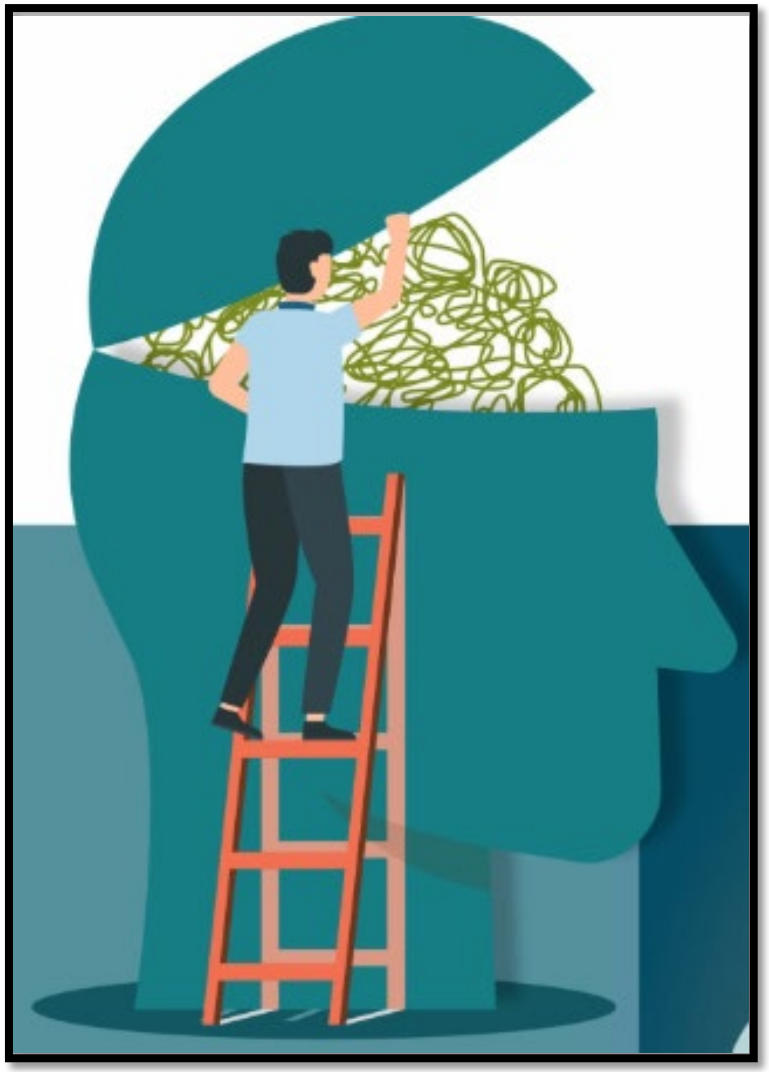
The Business Case

75% of organizations with comprehensive manager support for workforce mental health saw employee satisfaction ratings rise last year—more than double the rate of those without management support (33%).

Discussion

URAC's Mental Health at Work Accreditation

WORKPLACES CAN BE ENGINES OF MENTAL HEALTH AND WELL-BEING



Accreditation Overview

Program Purpose

- ***Provide recognition*** to organizations prioritizing mental health at work
- ***Promote growth*** in mental health awareness and strategies within the employer space

What URAC Looks At

Mental Health Strategy	Leadership Involvement	Organizational Culture
Workforce Engagement	Work Design and Environment	Communications
Training	Resources and Benefits	Related Employee Practices
	Measuring, Monitoring and Reporting	

Questions?
Want More Info?

Contact Information

Mental Health at Work Index

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MentalHealthIndex@onemind.org

All in for Mental Health

https://drlornabreen.org/allinformentalhealth/
info@drbreenheroes.org

Mental Health at Work Accreditation

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