



# Measuring the Success of Employee Mental Health Programs Through a Leave Lens

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## Objectives:

- 1 Getting started:**  
Where to look
- 2 Common pitfalls:**  
Utilization & Outcome Metrics
- 3 Completing the picture:**  
Leveraging leave metrics

## Poll:

When you talk about mental health & substance abuse with your stakeholders, what do you talk about?

(Select all that apply)

- Incidence
- Return to work
- Modified/Partial duty
- ADA compliance
- EAP integration
- Other

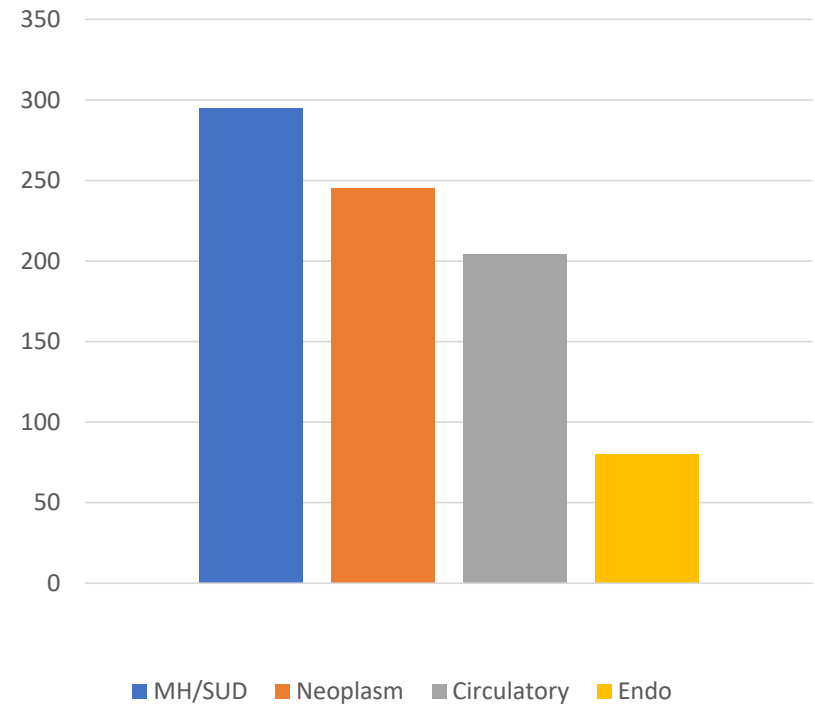
## Poll:

Which diagnostic category has greater incidence for employer-sponsored STD claims (2012-2021)?

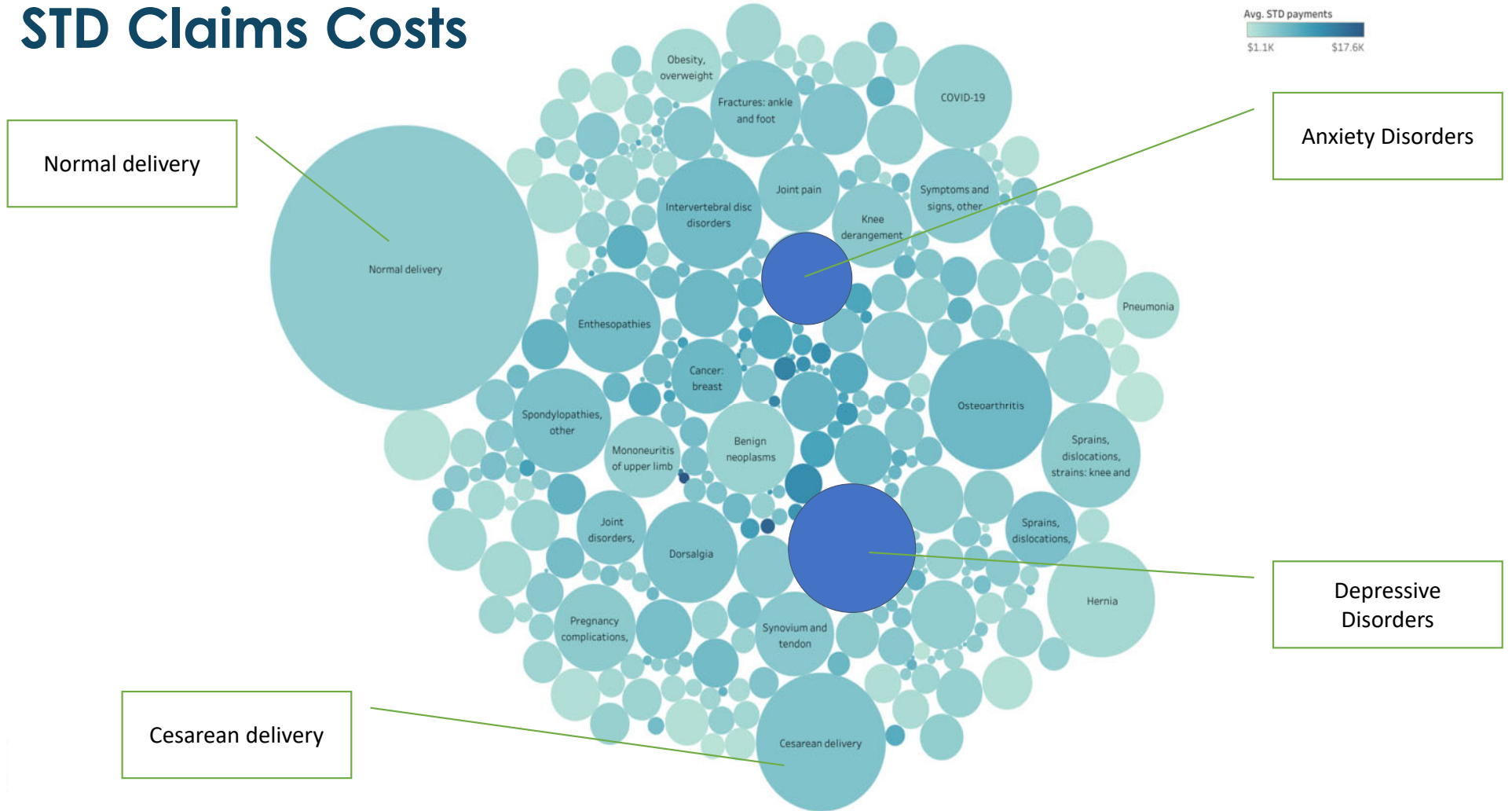
- Diabetes (endocrine, metabolic)
- Cardiovascular
- Mental/behavioral health
- Cancer

## Poll:

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# STD Claims Costs



Source: [Disability Diagnosis Analyzer | Integrated Benefits Institute \(ibiweb.org\)](https://www.ibiweb.org)

# START HERE – Employers often start & end with utilization & satisfaction “Successful” benefit programs start with business goals, not program metrics

*What are your most pressing business issues and how do you know/what metrics tell you that?*

## 1 Define value

One business' success is another's failure (e.g. utilization)

## 2 Evaluate

Spend amounts vs. effectiveness

## 3 Expand your perspective

Health data is not the only important data...

Leave management!





# Utilization – what it (doesn't) tell you

## 1 Definitions

- MH and SUD?
- Prevalence or incidence
- Metric used - %s
- EAP

## 2 Using data without context

## 3 Comparing access vs. need

*Hint: It's not the same thing*





# Outcomes – more than satisfaction with MH/SUD benefits

## What satisfaction can show

- show engagement
- ease of use
- process effectiveness

## What satisfaction often doesn't show

- effectiveness

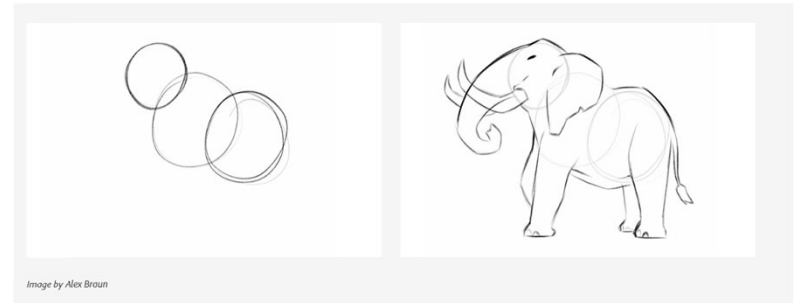
## Recommendations

- Break out satisfaction into process vs. provider vs. admin

*Missing: climate, culture, psychologically healthy workplace/force, benefit communication strategy & effectiveness*



# Let's help complete the picture with Leave Management data



## STD

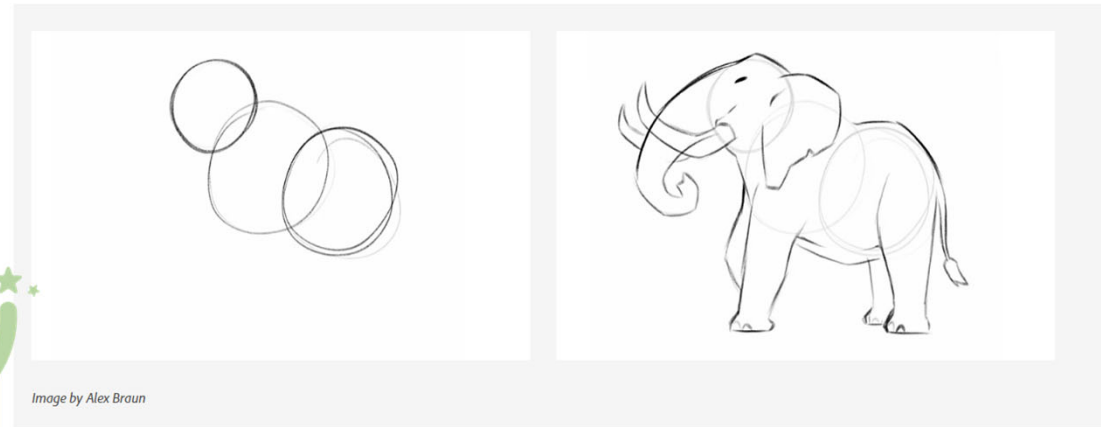
- Incidence & recidivism across diagnostic categories & LOC
- Lengths of disability
- Transition to LTD
- RTW & ADA

## FMLA

- Caregivers vs. self
- Incidence – both intermittent & continuous
- MH/SUD and medical/surgical/injury

# What questions can Leave Management help answer?

- “Access” to right care, right time
- Prevention/Well-being effectiveness
- Climate/culture
- “Robust” vs “Carewashing”





## Key Takeaways:

- 1 Start with awareness, business goals & definitions
- 2 Help provide a more complete picture with STD/FMLA
- 3 MH/SUD by itself is only one part of the elephant

# Questions?

# Thank you