

# Employee Mental Health

## Concierge Services to Facilitate Treatment Utilization

**?** Can use of mental health concierge services increase mental health treatment utilization for employees?

### **Background**

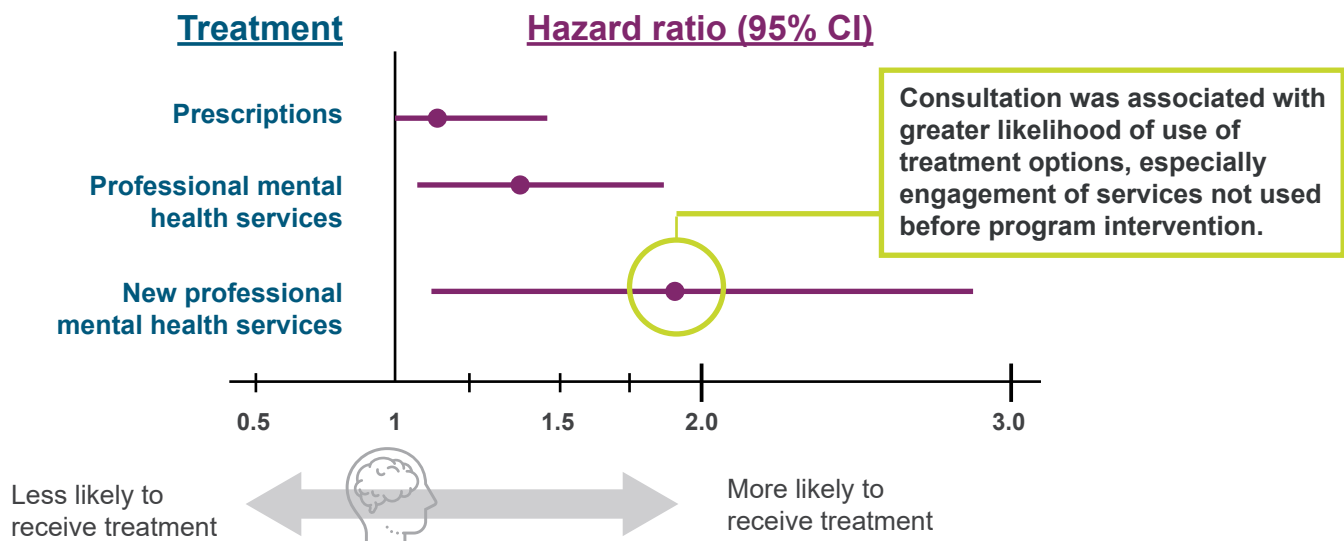
An employer-sponsored mental health program was previously found to help identify risk of mental health conditions in employees and connect them with mental healthcare via concierge services. Whether concierge services led to employees getting mental health treatment was not established.

### **Population**

Treatment utilization was compared between participants in an employee mental health risk screening program who chose to consult with a care concierge and those who did not.

### **Results**

#### Likelihood of treatment use: concierge consultation vs no consultation



**→** Mental health concierge services offered through the workplace may enhance use of mental health services by employees.

<sup>1</sup> Fragala MS, Tong CH, Hunter JL, et al. Facilitating mental health treatment through proactive screening and concierge services in the workplace. *J Occup Environ Med*. Published online October 3, 2022. doi:10.1097/jom.0000000000002707

# Employee Mental Health Concierge Services to Facilitate Treatment Utilization

## Article Title: Facilitating Mental Health Treatment Through Proactive Screening and Concierge Services in the Workplace

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Citation: Fragala MS, Tong CH, Hunter JL, et al. *J Occup Environ Med*. Published online October 3, 2022.

[doi:10.1097/jom.0000000000002707](https://doi.org/10.1097/jom.0000000000002707)

## Background

- In the United States, 1 in 5 adults experience a mental health condition each year,<sup>1</sup> and only 46% of those affected receive treatment.<sup>1</sup>
- In a previous study, an employer-sponsored mental health program (Johns Hopkins Balance) was found to help identify individuals with risk for mental health conditions and to connect those individuals to care resources via a mental healthcare concierge<sup>2</sup>; however, it was not known at the time if employees received treatment following the intervention.
- **Objectives:** In this follow-up study, the investigators evaluated healthcare utilization following the implementation of an employer-sponsored mental health program.

## Methods

- The study population comprised employees at a national health services company who participated in the Balance program from September to December 2019; the program included an assessment of mental health risk.
  - Individuals who were categorized as having moderate, high, or severe risk for mental health conditions were offered care concierge services.
- A retrospective analysis of study (deidentified) data included (1) the number of employees with risk who had completed a mental healthcare concierge visit in 2019 and had (deidentified) behavioral health utilization data, and (2) the number employees with risk who did not meet with a healthcare concierge and had data during the study period.
- Behavioral health utilization data was used to inform receipt of mental health treatment; statistical tools were used to compare the likelihood of receiving treatment related to mental health (ie, prescriptions, professional services, professional services not used prior to program intervention) among employees who met with a concierge and those who did not (ie, control group).

## Results

- Study participants included 8,170 employees who completed the mental health assessment.
- Of these, 4,309 employees were categorized as having moderate, high, or severe risk for mental health conditions and were offered care concierge services.
  - Behavioral health utilization data were available for 369 of the 541 employees who met with a concierge and for 2,433 of the 3,674 employees who did not.
- Compared to control employees (n=2,433), employees who had received concierge services were more likely to receive the following treatments related to mental health in the following 6 months:
  - Prescriptions (adjusted HR=1.2; CI: 1.0-1.5; P=0.04)
  - Professional services (adjusted HR=1.4; CI: 1.1-1.8; P=0.02)
  - Professional services not used prior to program intervention (adjusted HR=1.9; CI: 1.2-2.8; P=0.004)

## Conclusions

- These findings suggest that this employer-sponsored mental health program may facilitate the receipt of treatment among participants identified as having moderate to severe risk for mental health conditions.

## References

1. National Alliance on Mental Illness. Mental health by the numbers. Updated February 2022. Accessed May 13, 2022. <https://nami.org/mhstats>
2. Fragala MS, Hunter JL, Satish A, et al. Workplace mental health: Application of a population health approach of proactive screening to identify risk and engage in care. *J Occup Environ Med*. 2021;63:244-250. doi: 10.1097/JOM.0000000000002116

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