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Pine Rest Christian Health Services





PINE  
REST

Christian  
Mental Health  
Services





# Pine Rest Today ...



Fourth Largest Free-Standing Providers of  
Behavioral Health Services in the U.S.



# Pine Rest Today ...



Over 400 Inpatient and Residential Beds  
on a 220-Acre Campus

# Pine Rest Today ...



## Our team consists of:

1,800+ employees

78 psychiatrists – 44 residents and fellows

43+ fully-licensed psychologists

200 Professional Counselors (MSW, LPC)

# Pine Rest Today ...

We met the mental health needs of  
**over 48,000 individuals**  
last year



# Pine Rest Divisions

Outpatient Services (EAP/SAP/CAP)

Hospital Based Services

Community and Residential Services

Behavioral Health Solutions



# Hospital Based Services



Inpatient Care also includes the Redwood Unit which treats patients with both addiction and mental health issues.



# Why do we need a Psychiatric Urgent Care Center?

Approximately 14,000 visits to local emergency departments for primary behavioral health concerns

Long waits for outpatient psychiatric evaluations due to psychiatry shortage

Service gap between outpatient and inpatient level of care

# Pine Rest Employee Assistance Program





# Employee Assistance Counseling

- Confidential counseling is available through the Employee Assistance Program (EAP) in two ways: Face to Face and Tele-Therapy

## **What issues can be addressed?**

- Marital, family or relationship issues , alcohol/substance use  
Emotional problems (depression, anxiety, etc.)
- In any given situation an employee can have up to three 3 or 5 visits per course of treatment.
- Employees are not limited to the number of times they can call with a new issue.

# What are Organizations Doing About Mental Health

- Drug Testing
  - Random, For Cause and Reasonable Suspicion
- Training and Education
  - Stress Management
  - Conflict Management
  - Dealing with Difficult people
  - Reasonable Suspicion Supervisory training
- Mandatory Referrals
  - Last Chance Agreements for positive drug test



# How Did This Get So Bad, So Fast?

- We are facing the deadliest drug crisis in history
- Current crisis started in the 80's/90's
  - Pharmaceutical manufacturers aggressively marketed Oxycodone
  - Focus on patient satisfaction and elimination of pain
- Over the next decade, sharp increase in opioid addiction
- Heroin becomes an accessible and cheap alternative
- In 2014, a synthetic opioid, Fentanyl hits the market
  - 50 times more potent than heroin
  - Contributes significantly to rising death toll

# Cost of Epidemic

- Misuse of legal prescription drugs is on the rise and can impact your organization:
  - Health plan cost (including prescription drug cost)
  - Workers compensation cost and issues
  - Safety issues
  - Quality and productivity impacts
- A 2016 Cast Light study indicates opioid abuse could cost employers \$18 billion/year in lost productivity/medical cost



# Take Action in Your Workplace

Human  
Resources



Safety



Data



Policies



Insurance  
contracts



Education and  
training

# The Numbers Are Sobering

Drug overdoses leading cause of death for  
Americans under the age of 50.

According to NBGH “Large Employer 2018 Health Care Strategy and Plan Design



Every day  
91 people  
die after  
overdosing  
on opioids...



Every day over  
1,000 people  
are treated in  
the ER for  
misusing  
prescription  
opioids



25% of people  
who use  
opioids for long  
term pain (not  
cancer)  
struggle with  
addiction



Nearly ½ of  
opioid  
overdoses  
involve a  
prescribed  
opioid



Deaths from  
prescription  
opioids are  
four times  
higher than  
the 1999 rate



# Workplace Insights

- How do you correct the situation?
- Action steps to attack problem
  1. Evaluate company policies around drug testing
  2. Create a Mandatory Referral Program (MRP)
  3. Create a plan to address positive test in employees
  4. Consider wellness programs to help
  5. Educate and train employees
- Addiction will not be eradicated easily
- Building programs over time will help

# Policy is Critical

This is the foundation of your enforcement

- Drug-free Workplace Policy (DFWP)
  - Define employee's role in making workplace safe
  - Define steps employer will take if worker is suspected of abuse
  - List procedures and corrective actions
- Your policy should include or reference your organization's drug testing policy
- Get written acknowledgement from employee that they have read and understand. This is key.

# Drug Testing Policy, Be Specific

- List all drugs to be tested for-make sure you can test under state and federal law
- Type of testing (urine, hair follicle, etc.)
- Identify procedures for testing
  - Must be suitable medical facility or testing unit
- When will testing be done?
  - Pre-employment, after an accident, with reasonable cause/suspicion, random, or as follow-up to rehabilitation
- How will results be reviewed with employee?
- What will you do with a positive result?



# Post Accident Testing

- OSHA rules provide guidance
- Employers should continue to use post-accident drug screening
  - OSHA cannot issue citations for drug testing required under a mandatory state law, a voluntary drug free workplace law, or a federally-regulated program
  - OSHA regulation requires a “reasonable basis” for employers to perform a post-accident drug test post-accident
    - Did employer have a reasonable basis for concluding that drug use could have contributed to the injury or illness?

# Employee Assistance Mandatory Referral Programs

Example process for MRP.

1. Employee test positive for illegal substances at work
2. Employer meets with employee and reviews the company policy violation.
3. Employer refers the employee to an Employee Assistance program for an evaluation and possible treatment.
4. Employer is notified when treatment is determined to be on-going or complete.
5. Employer can determine if on-going drug testing is required.

# Things to Think About

- Do you have a **Drug Free Workplace Policy** which includes Drug Testing? If yes:



**Best Practice:** Look at your return to work policies and protocol for self-reported prescription use. You may be obligated to make accommodations under ADA.



# Education

- Offer educational programs on wellness topics and offer help to employees at work.
- Topics of consideration
  - Stress Management and Burn-out
  - Reducing conflict and increasing communication
  - Resilience through tough situations
- Reminding employees of the private access they have for help.
- Tele-therapy offers a confidential access for the first session.

# Pine Rest Christian Mental Health Employee Assistance Programs



[Pinerest.org/eap](https://Pinerest.org/eap) employee-assistance –program

Call 616.258.7548 for questions or information

Employee Assistance Program (EAP)  
School Assistance program (SAP)  
Church Assistance program (CAP)