

**KENNEDY**

PHARMACY INNOVATION CENTER

# Evaluation of themes related to mental health resources in an employer-based health center

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## BACKGROUND

- The recent pandemic has raised mental health concerns due to the lack of social interactions and increased isolation.<sup>1</sup>
- This has the potential to negatively impact overall patient health leading to lost workdays.
- An employer-based health center is strategically positioned as a resource for employees to access mental health services.<sup>2</sup>
- Targeted and effective interventions are important to identify and treat patient with mental health difficulties.<sup>3</sup>
- Providers within primary care, pharmacy and other departments are able to interact directly with patients and proactively provide patients with mental health resources.

## OBJECTIVES

- This study aims to evaluate the mental health service needs within an employer-based health center by assessing clinic employee knowledge of mental health diseases, resources and referral processes.

## METHODS

- A questionnaire was developed and approved by the medical director of the health center
- The questionnaire was then distributed to all the health center departments, allowing for a 7-day period to complete
- All participants were employees with direct patient interaction
- Questionnaires were then collected and evaluated for common themes within each departments
- In addition, a referral form was developed to assess the frequency of referrals to any mental health resource over a 2 months period

## RESULTS

Figure 1. Common themes related to mental health service needs identified by department

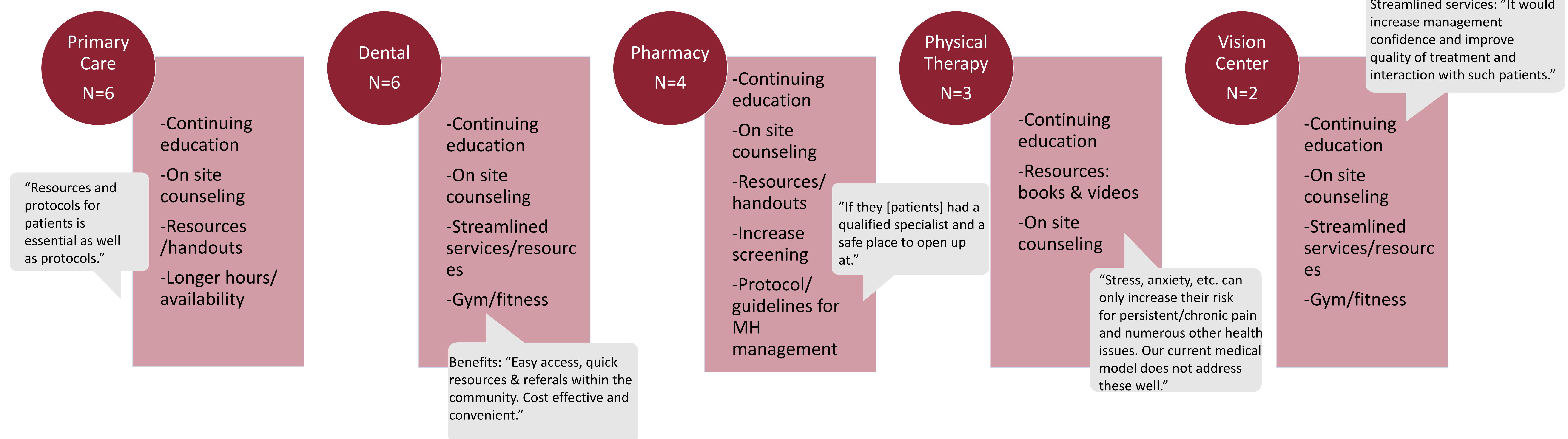
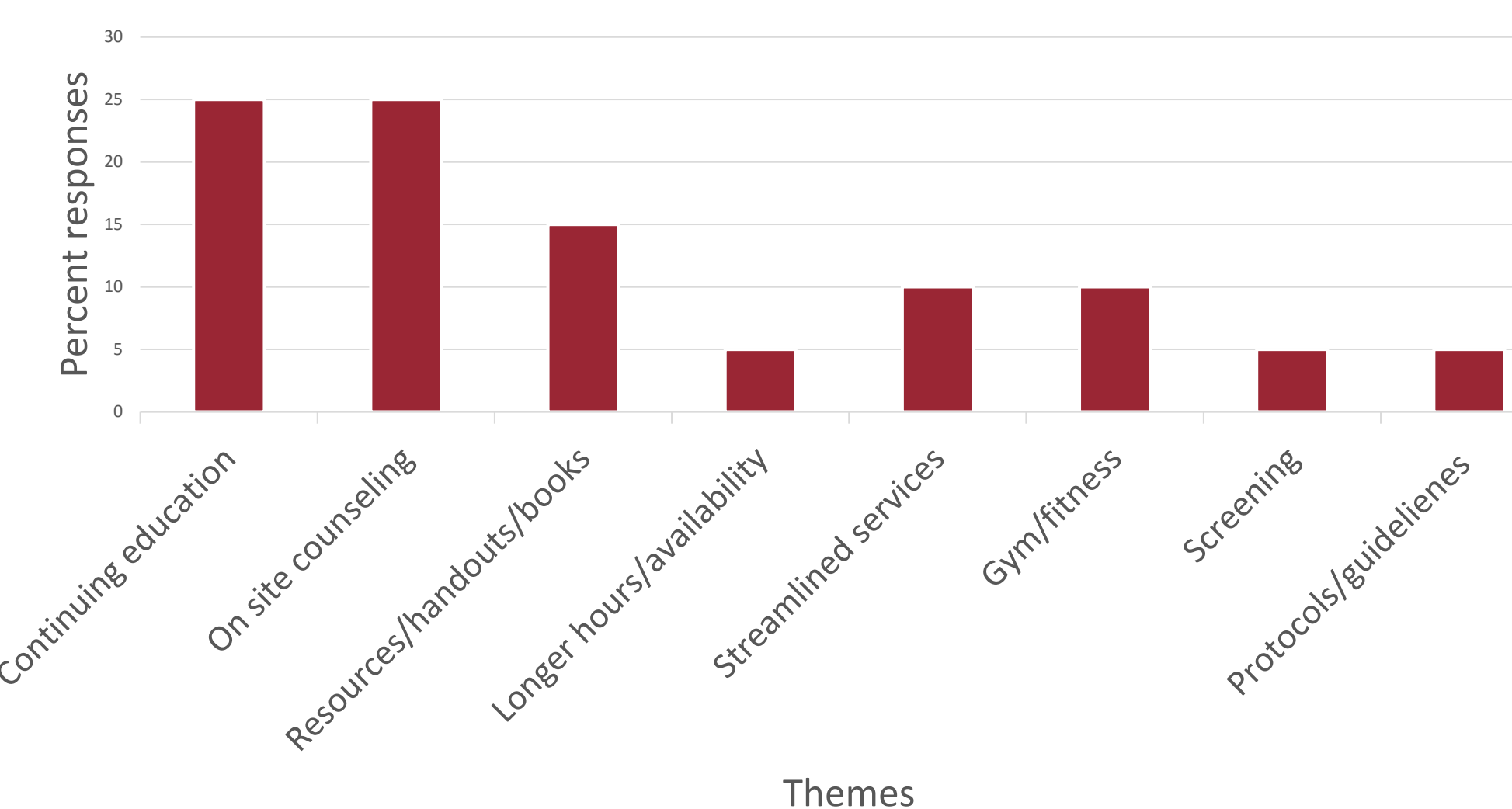


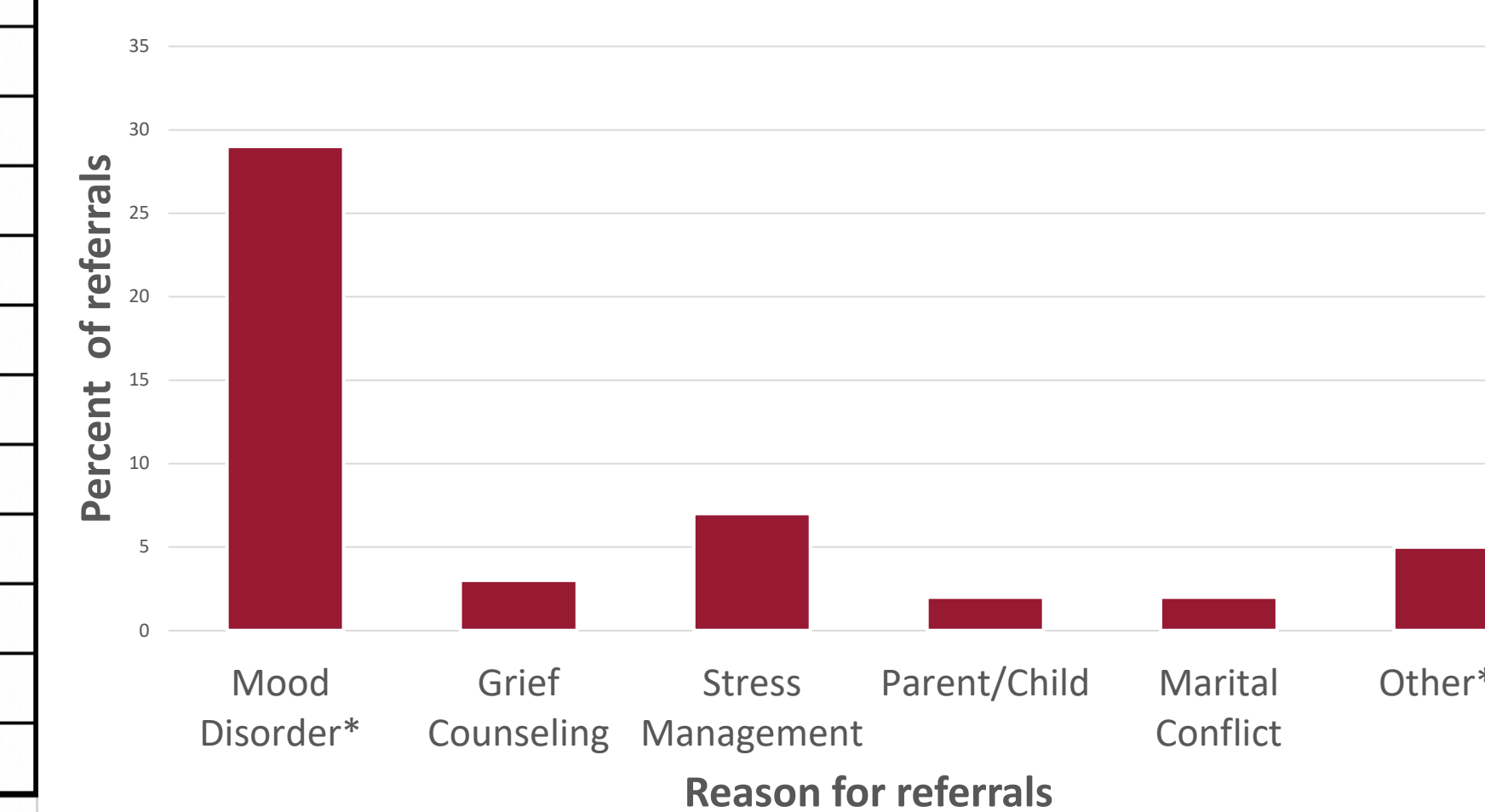
Figure 2. Frequency of themes related to mental health resources within the health center



Category (n=63)	Total	%	
Gender	Male	34	54%
	Female	29	46%
Age*	<18	4	6%
	18-30	9	14%
	31-55	38	60%
	>54	12	19%
Service referred to**	Counseling	55	87%
	Psychiatry	10	16%
	Online services	26	41%
	PCP (MD, PA, FNP)	37	59%
Referred by	Pharmacist	12	19%
	Nurse	14	22%

\*Patient's data missing for n=4, \*\*Multiple referral for same patient

Figure 3. Reasons for mental health referrals over 2-month period (n=63)



\* Diagnosis of Anxiety, depression, bipolar disorder, etc. \*\*SUD/AUD, concentration deficit

## CONCLUSIONS

- This study has helped to identify the need for continuing education for staff, on site counseling services, and improve access to resources for patients. These themes will serve as a guide to enhance and streamline existing mental health services within the employer-based health center.

## REFERENCES

- (1) Alonzi, S., La Torre, A., & Silverstein, M. W. (2020). The psychological impact of preexisting mental and physical health conditions during the COVID-19 pandemic. *Psychological trauma: theory, research, practice and policy*, 12(S1), S236–S238. <https://doi-org.pallas2.tcl.sc.edu/10.1037/tra0000840>
- (2) Dueweke, A. R., & Bridges, A. J. (2018). Suicide interventions in primary care: A selective review of the evidence. *Families, systems & health: the journal of collaborative family healthcare*, 36(3), 289–302. <https://doi-org.pallas2.tcl.sc.edu/10.1037/fsh0000349>
- (3) Horesh, D., & Brown, A. D. (2020). Traumatic stress in the age of COVID-19; A call to close critical gaps and adapt to new realities. *Psychological Trauma: Theory, Research, Practice and Policy*, 12, 331–335. <http://dx.doi.org/10.1037/tra0000592>