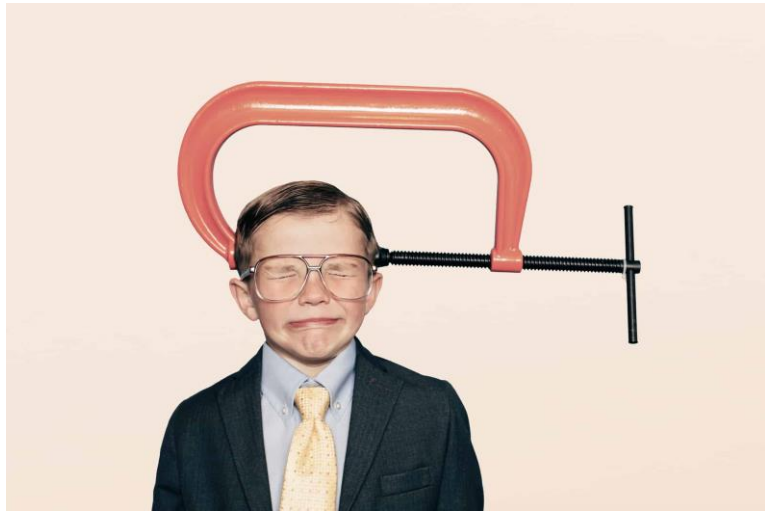


Stress Can Cost You



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Overview

- ▶ Introduction
- ▶ Self-Assessment
- ▶ What is Stress?
- ▶ Today's Workplace
- ▶ Causes of Stress
- ▶ Signs and Symptoms of Stress
- ▶ Identification Strategies
- ▶ Behavior Change and Implementation Strategies
- ▶ Stress Management Exercise

Introduction

- ▶ Research evidence shows that **health and productivity are related.**
- ▶ Creating a healthy worksite culture requires **strategic improvements** in an organization's policies, programs, employee workstations, and physical environment.
- ▶ Components that promote employee personal health such as exercise, nutrition, and stress management play an important role in **supporting a healthy worksite culture.**
 - ▶ For instance, reducing stress at the worksite is essential for reducing the prevalence of stress-related conditions among employees. If not addressed, an organization's cost in health care, workers compensation, and lost productivity may be increased.
- ▶ Stress Costs U.S. **\$300 Billion** Every Year.

Introduction to “The Big Picture”



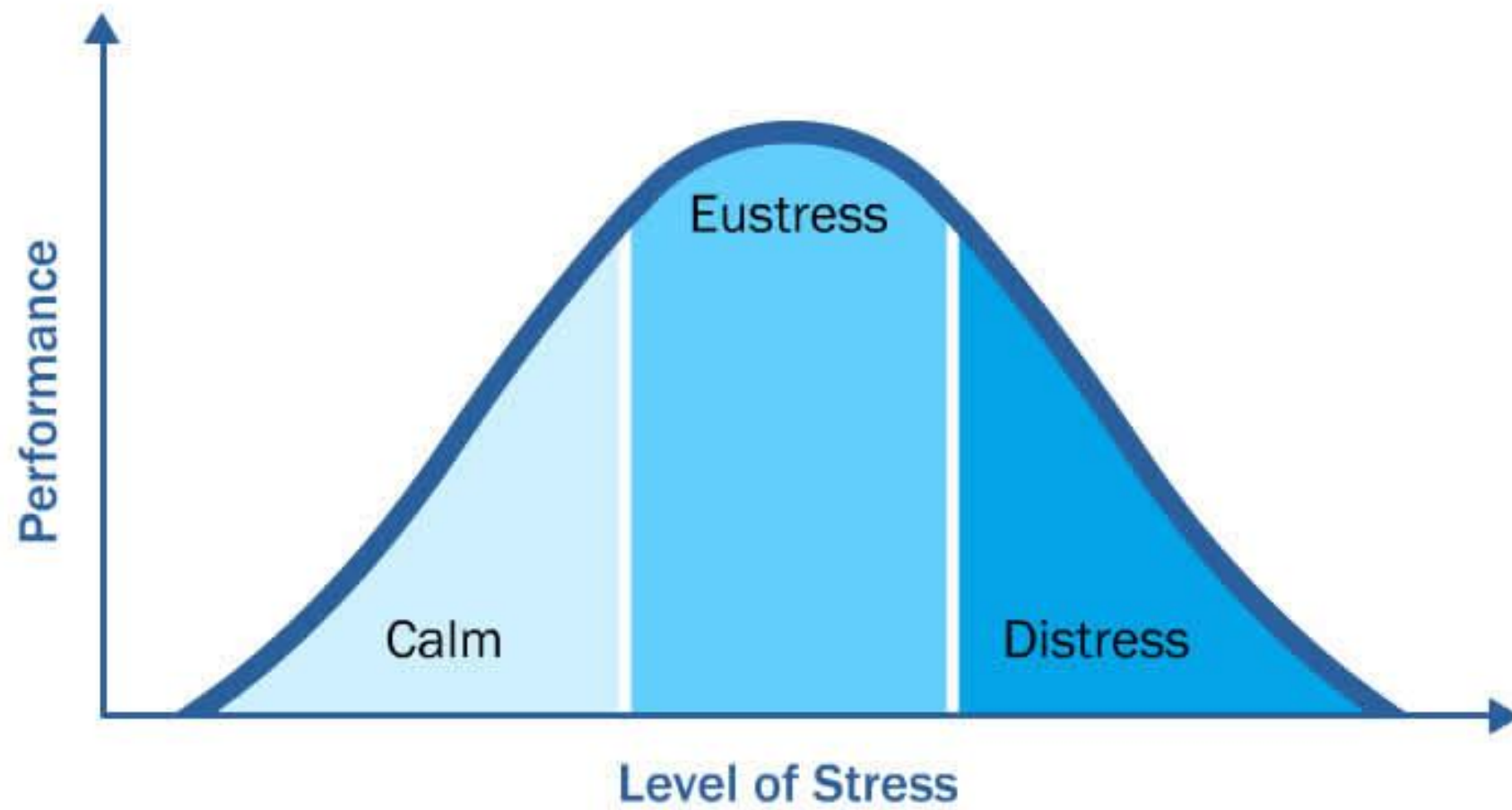
Answer yes or no to the following:

- ▶ Do you worry about the future?
- ▶ Do you sometimes have trouble falling asleep?
- ▶ Do you often reach for a cigarette, a drink, or a tranquilliser in order to reduce tension?
- ▶ Do you become irritated over basically insignificant matters?
- ▶ Do you have less energy than you seem to need or would like to have?
- ▶ Do you have too many things to do and not enough time to do them?
- ▶ Do you have headaches or stomach problems?
- ▶ Do you feel pressure to accomplish or get things done?
- ▶ Are you very concerned about being either well liked or successful?
- ▶ Do you perform well enough in life to satisfy yourself?
- ▶ Do you get satisfaction from the small joys or simple pleasures of life?
- ▶ Are you able to really relax and have fun?

Scoring: Give yourself one point for each question 1 - 9 with a *yes* response and one point for each question 10 - 12 with a *no* response. If your score is four or more, then you may be under significant stress. You may want to find out more about managing stress.

What Is Stress?

- ▶ **Definition:** The body and mind's reaction to everyday demands
- ▶ **Distress** -negative stress causing the body to have bad reactions
- ▶ **Eustress** -positive stress that can help you achieve your goals
- ▶ **Stressor** -a stimulus that produces a stress response (people, places, events, objects)
- ▶ Acute versus Chronic
- ▶ Internal versus External
- ▶ The Role of Perception



Today's Workplace - The Generations

"... a group of people born around the same time and raised around the same place. People in this birth cohort exhibit similar characteristics, preferences, and values over their lifetimes."

Each generation:

- ▶ Consists of approximately a 20-year span
- ▶ Has a unique set of values
- ▶ Reacts to the generation before them
- ▶ Looks at their generation as the standard of comparison
- ▶ Looks at the next generation skeptically "these kids today..."
- ▶ Those born on the "cusp" may have a blended set of characteristics

THE GENERATIONS	AGE	NUMBERS
GENERATION Z	< 20	50+ million
MILLENNIALS	21-37	76 million
GENERATION X	38-53	51 million
BABY BOOMERS	54-72	75 million
BUILDERS	73-90	56 million*
G.I. GENERATION	91+	60 million*

RISING GENERATIONAL TENSIONS

Global average life expectancy of humans in...



Differences?

- ▶ **Traditionalists/Silent Generation/Builders** value workplaces that are conservative, hierarchical and have a clear chain of command and top-down management.
- ▶ **Baby Boomers** value workplaces that have flat hierarchies, democratic cultures, humane values, equal opportunities, and warm and friendly environments.
- ▶ **Generation X** values workplaces that are positive, fun, efficient, fast-paced, flexible, informal and have access to leadership and information.
- ▶ **Millennials** value workplaces that are collaborative, achievement-oriented, highly creative, positive, diverse, fun, flexible and continuously providing feedback.
- ▶ **Generation Z** is motivated by security, may be more competitive, wants independence, will multi-task, is more entrepreneurial, wants to communicate face-to-face, is truly digital- native and wants to be catered to.

Common Causes of Stress

External

- ▶ Major life changes
- ▶ Work or school
- ▶ Relationship difficulties
- ▶ Financial problems
- ▶ Being too busy
- ▶ Children and family
- ▶ Media (e.g., social, news networks)

Internal

- ▶ Pessimism
- ▶ Inability to accept uncertainty
- ▶ Rigid thinking, lack of flexibility
- ▶ Negative self-talk
- ▶ Unrealistic expectations / perfectionism
- ▶ All-or-nothing attitude



2017 Stress Statistics

Most Common Sources of Stress

	Percentage	Source
1	63%	Future of our nation
2	62%	Money
3	61%	Work
4	57%	Political climate
5	51%	Violence/crime

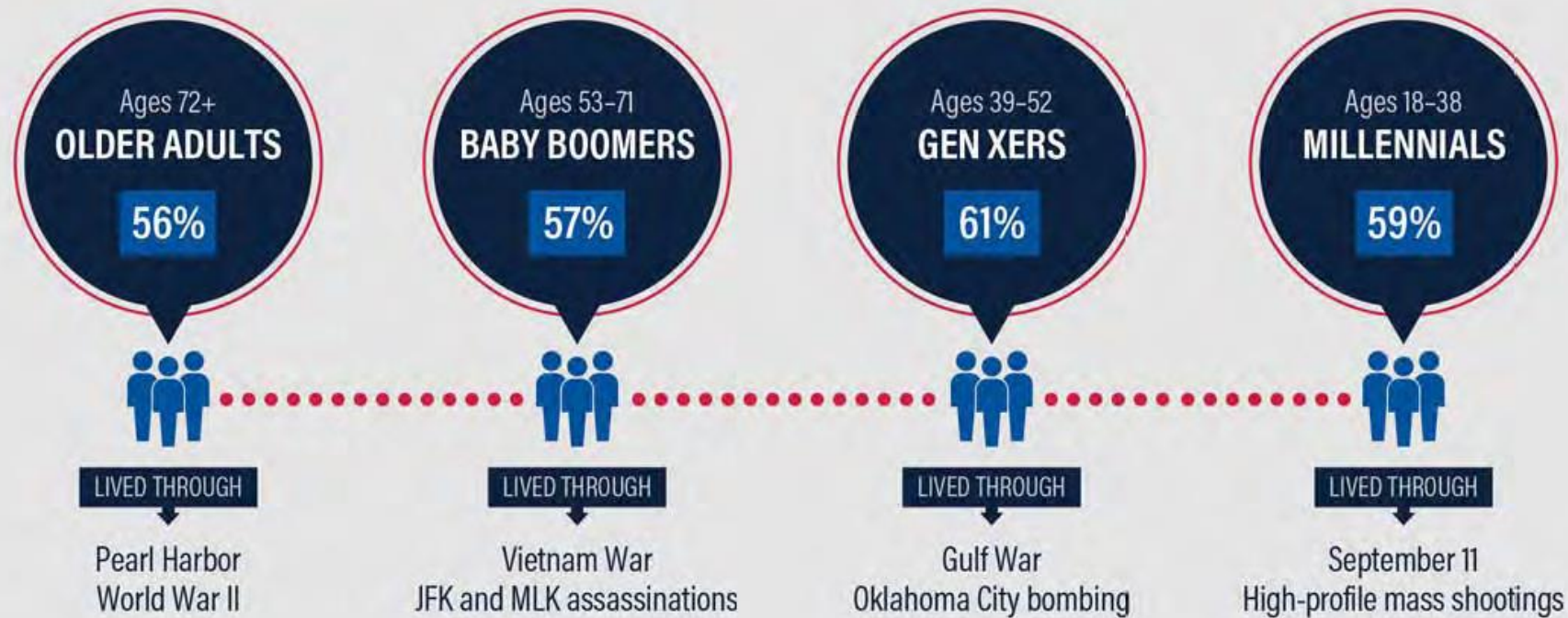
Statistic Verification

Source: [American Psychological Association](#)

Research Date: 2017

A SHARED VIEW ACROSS GENERATIONS

No matter their age, more than half of Americans believe this is the lowest point in our nation's history that they can remember.



Today

- ▶ COVID-19
- ▶ Police brutality
- ▶ Economy



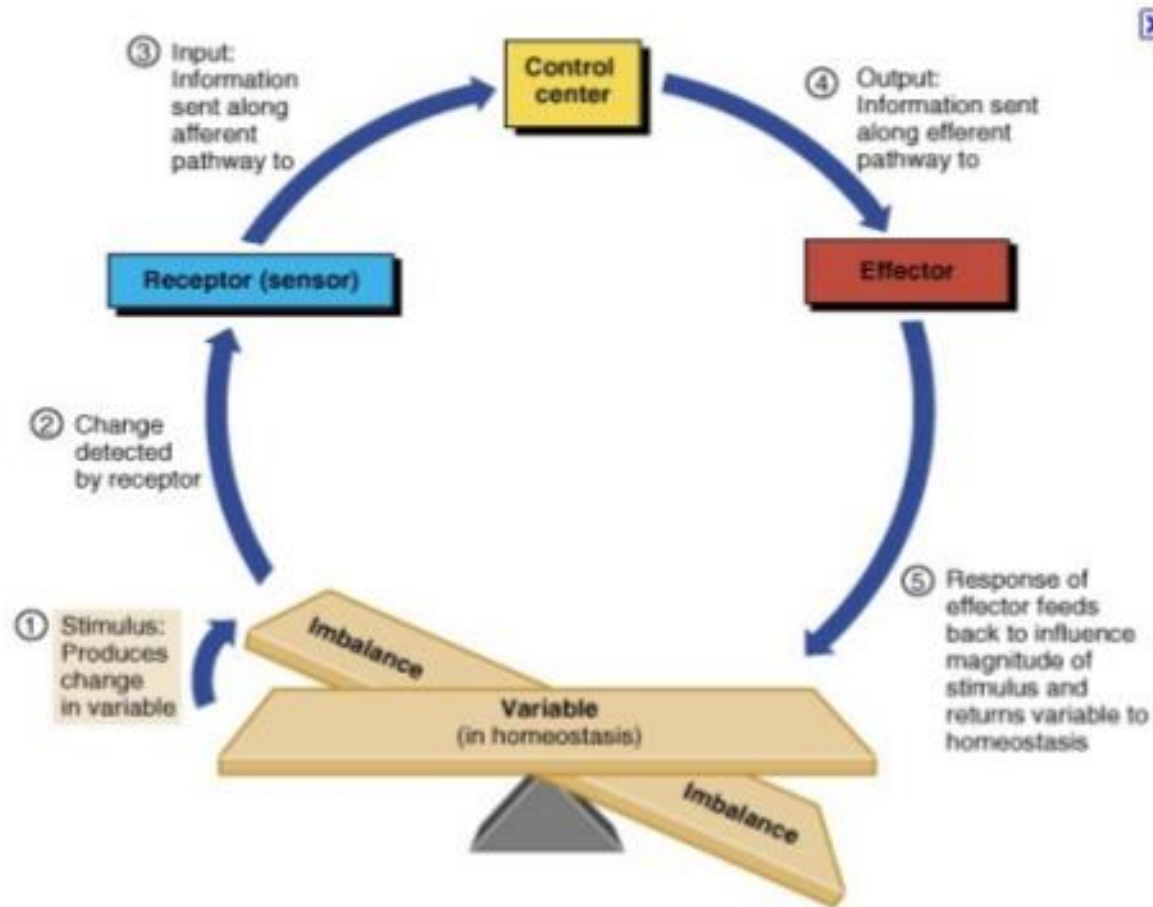
What Is Stressful for You? (Perception)

- ▶ Stress at work
- ▶ Job loss and unemployment stress
- ▶ Financial stress
- ▶ Caregiver stress
- ▶ Grief and loss
- ▶ Media
- ▶ Uncertainty about future
- ▶ ?

**“CHANGE
IS THE ONLY
CONSTANT
THING IN
LIFE”**



Homeostatic Control System



Symptoms of Stress

Health problems caused or exacerbated by stress include...

- ▶ Depression and anxiety
- ▶ Pain of any kind
- ▶ Sleep problems
- ▶ Autoimmune diseases
- ▶ Digestive problems
- ▶ Skin conditions, such as eczema
- ▶ Heart disease
- ▶ Weight problems
- ▶ Reproductive issues
- ▶ Thinking and memory problems



Signs and Symptoms of Stress Overload

Cognitive symptoms:

- ▶ Memory problems
- ▶ Inability to concentrate
- ▶ Poor judgment
- ▶ Seeing only the negative
- ▶ Anxious or racing thoughts
- ▶ Constant worrying
- ▶ Emotional symptoms:
- ▶ Depression or general unhappiness
- ▶ Anxiety and agitation
- ▶ Moodiness, irritability, or anger
- ▶ Feeling overwhelmed
- ▶ Loneliness and isolation
- ▶ Other mental or emotional health problems



Signs and Symptoms of Stress Overload

Physical symptoms:

- ▶ Aches and pains
- ▶ Diarrhea or constipation
- ▶ Nausea, dizziness
- ▶ Chest pain, rapid heart rate
- ▶ Loss of sex drive
- ▶ Frequent colds or flu

Behavioral symptoms:

- ▶ Eating more or less
- ▶ Sleeping too much or too little
- ▶ Withdrawing from others
- ▶ Procrastinating or neglecting responsibilities
- ▶ Using alcohol, cigarettes, or drugs to relax
- ▶ Nervous habits (e.g. nail biting, pacing)



What Do We do About It?



The Levels of Prevention

	PRIMARY Prevention	SECONDARY Prevention	TERTIARY Prevention
Definition	An intervention implemented before there is evidence of a disease or injury	An intervention implemented after a disease has begun, but before it is symptomatic.	An intervention implemented after a disease or injury is established
Intent	Reduce or eliminate causative risk factors (risk reduction)	Early identification (through screening) and treatment	Prevent sequelae (stop bad things from getting worse)
Example	Encourage exercise and healthy eating to prevent individuals from becoming overweight.	Check body mass index (BMI) at every well checkup to identify individuals who are overweight or obese.	Help obese individuals lose weight to prevent progression to more severe consequences.

Adapted from: Centers for Disease Control and Prevention. A Framework for Assessing the Effectiveness of Disease and Injury Prevention. MMWR. 1992; 41(RR-3):001.
Available at: <http://www.cdc.gov/mmwr/preview/mmwrhtml/00016403.htm>

Spectrum of Prevention

Influencing **Policy & Legislation**

Changing **Organizational Practices**

Fostering **Coalitions & Networks**

Educating **Providers**

Promoting **Community Education**

Strengthening **Individual Knowledge & Skills**

Maslow's Hierarchy of Needs





Identification Strategies

- ▶ **Workforce demographic data**
 - ▶ For example, male-to-female ratio, salaried-to-hourly ratio, day-to-night workers' ratio, ethnicity, age groups, percentage of workers with dependents, etc.
- ▶ **Employee health record**
 - ▶ Accessed and reviewed by authorized personnel only
 - ▶ Information can be used to compile a “group health data sheet”
- ▶ **Health care claims and costs**
 - ▶ May need to ask third party administrator
 - ▶ Collect MDCs/DRG claims
- ▶ **Workers compensation claims and cost data**
 - ▶ Collect data and calculate possible savings if a successful WHP is implemented
- ▶ **Worksite environment**
 - ▶ Create check sheet to identify existing and potential problems

Health Risk Appraisal (HRA)

- ▶ **Most common identification tool**
- ▶ Based on **risk identification, risk assessment and risk reduction**
- ▶ Conceived by Dr. Lewis Robbins 1959
- ▶ Approximately 50 commercialized HRA instruments exist
- ▶ Consent Required
- ▶ **Confidential** (May need third party to administer)
- ▶ HRAs typically combined with biometric screenings
- ▶ Before purchasing HRA consider its features and if it would best fits your setting
- ▶ Sample:
https://apps.cahabagba.com/courses/recorded_events/Part%20B%20Preventive%20Services/Sample_Health_Risk_Assessment.pdf

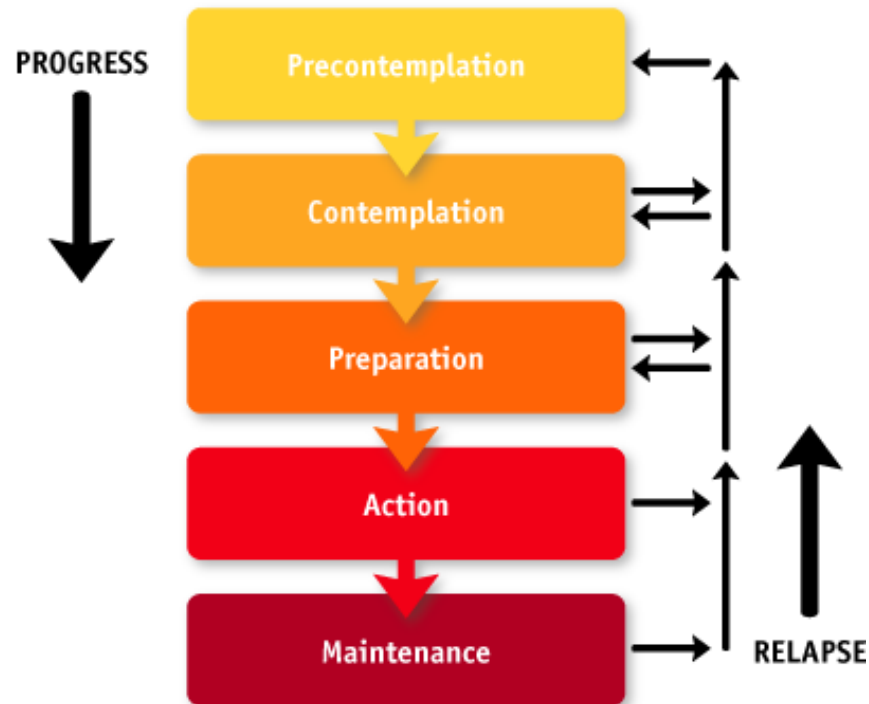
Assessing Employees' Interests and Motivation

- ▶ **Interest Survey Form (ISF)** is a popular assessment tool. Includes the following:
 - ▶ Risk reduction program options
 - ▶ Readiness to change levels
 - ▶ Program format preferences
 - ▶ Participation time preferences
 - ▶ Preferred communication channels
 - ▶ Invitation to assist WHP personnel
- ▶ **ASK** employees what would motivate them to participate in a health promotion program
- ▶ Publicize and distribute an **incentive survey** along with an ISF
- ▶ Misjudgments during this phase can have a negative impact on the results
 - ▶ Avoid with accurate assessments

Preparing Employees To Take



- ▶ It is difficult to get employees motivated to participate in WHP programs on a consistent basis.
- ▶ Review Prochaska's Stages of Change:



Program Adherence

- ▶ Many employees are excited in the beginning, but lose interest if they don't see immediate results for their efforts.
- ▶ Suggestions:
 - ▶ Extrinsic rewards
 - ▶ Participant of the month
 - ▶ Sponsor Fun Run/Walk
 - ▶ Establish point systems/rewards
 - ▶ Regular verbal support and feedback
 - ▶ Set realistic goals
 - ▶ Financial incentives



Attracting Nonparticipants and High-Risk Employees

- ▶ **Non-participants** (no-shows) are costly to employers
- ▶ **Higher risk employees** may typically be absent more and incur greater health care expenses than lower risk employees
- ▶ **Need to identify each sector's values, interests, and readiness to act**
 - ▶ Address those employees who *express interest*, are *conditionals*, and are *resisters*

Establishing Healthy Lifestyle Programs

- Each worksite has unique needs that require particular programs and resources
- Major areas targeted:
 - Physical Fitness/Exercise
 - Nutrition/Weight Control
 - Back Health/CTD
 - Prenatal
 - Smoking
 - Stress
 - Medical Self-care
 - Financial Wellness



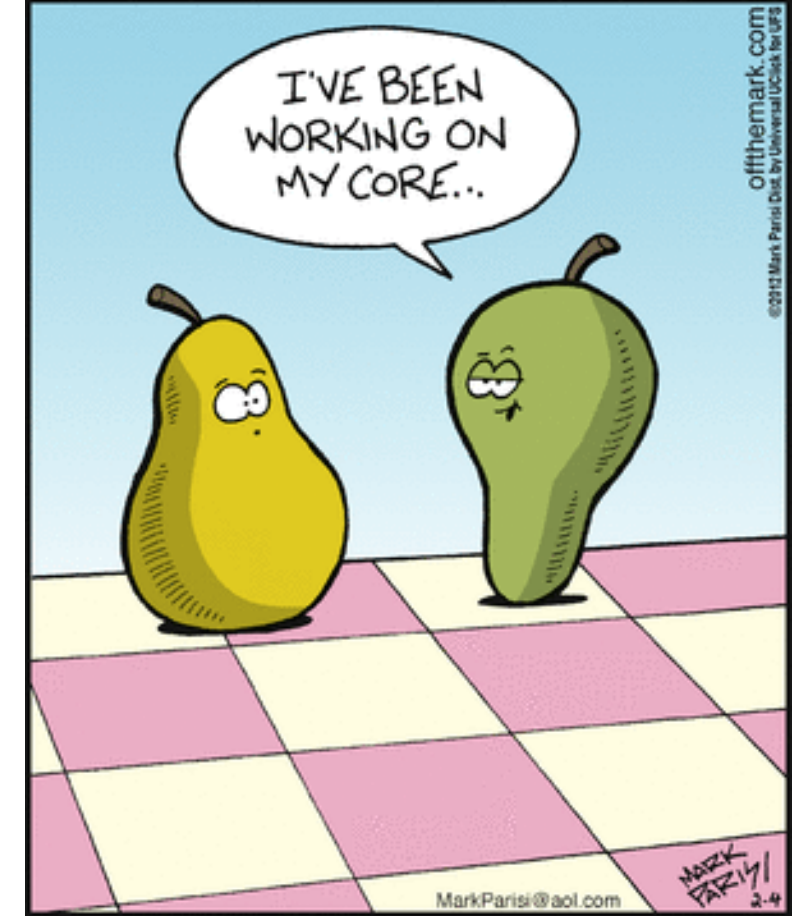
National Sleep Foundation Recommendations

www.sleepfoundation.org/

Age	Recommended
Newborns <i>0-3 months</i>	14 to 17 hours
Infants <i>4-11 months</i>	12 to 15 hours
Toddlers <i>1-2 years</i>	11 to 14 hours
Preschoolers <i>3-5 years</i>	10 to 13 hours
School-aged Children <i>6-13 years</i>	9 to 11 hours
Teenagers <i>14-17 years</i>	8 to 10 hours
Young Adults <i>18-25 years</i>	7 to 9 hours
Adults <i>26-64 years</i>	7 to 9 hours
Older Adults <i>≥ 65 years</i>	7 to 8 hours

Physical Fitness

- **How to motivate employees to exercise on a regular basis.**
 - Adults should perform at least 30 min/day of moderate exercise.
- **First time in history, % of inactive adults exceeds % of active adults** (WHO, 2014).
 - Regular exercise can reduce heart disease, cancer, stroke, etc.
- **Direct relationship** between PA and on-the-job productivity
 - Growing **frustration** of paying billions \$\$\$ on treating disorders that can be prevented with PA



Strategies to Reduce Stress Response

- ▶ Healthy Work Environment
- ▶ Reduce Stressors
- ▶ Nutrition Strategies
- ▶ Journaling
- ▶ Positive Affirmations - “I am Grateful”
- ▶ Music
- ▶ Exercise
- ▶ Meditation and Deep Breathing
- ▶ Progressive Muscle Relaxation
- ▶ Balanced Lifestyle
- ▶ Social Support
- ▶ Seek Help





Back Health



- Back injury one of the most common on the job injuries at the worksite and primary cause of absenteeism in many companies.
- Most successful low back programs include
 - Prevention and health promotion
 - Intervention and treatment for injured employees
 - Rehab and return to work protocol



Financial Wellness

- Many employees cite finances as a source of stress.
 - Higher stress increases absenteeism and higher health care costs
- Offering financial wellness initiatives may help attract high-risk and underserved populations.



Employee Assistance Programs (EAPs)

- ▶ **Maximize resources**, especially for smaller companies with limited finances
- ▶ Make working environment healthier
- ▶ Reduce stigma associated with getting help
- ▶ Help meet total needs of high risk workers
- ▶ **Programs tailored** to help individuals with psychological problems related to alcoholism, drug abuse, eating disorders, stress, heart attacks, etc.



Summary

- **Take time** to understand the needs of your employee population (perceptions)
- **Assess your resources**
- **Determine what types of incentives, activities** and ongoing programs will yield the highest employee and organization health management dividends
- **Consider financial resources** in programming decisions
- **Improve Employee health** and, ultimately, **Employer's bottom line**

Meditation and Progressive Muscle Relaxation Activity

- ▶ Loosen tight clothing
- ▶ Remove jewelry, shoes
- ▶ Find a comfortable position
- ▶ Close your eyes....



Resources

► Centers for Disease Control's National Health Worksite (NHW)

<http://www.cdc.gov/nationalhealthworksite/index.html>

1. Resources (health department resources)
2. Training (webinars, teleconferences)
3. Toolkits ("packaged" programs and assessments)
4. Support (Linkedin Group, etc.)
5. Case Studies

► National Wellness Institute. Worksite Wellness Certifications.

<http://www.nationalwellness.org/?page=WorksiteWellnessCert>

1. Certified Worksite Wellness Specialist (CWWS)
2. Program Manager (CWWPM) certification programs

► The Wellness Council of America (WELCOA)

<https://www.welcoa.org/>

► American Psychological Association (APA). Stress in America: The State of Our Nation.

<https://www.apa.org/news/press/releases/stress/2017/state-nation.pdf>