We Are Here For You!

Your IMPACT Solutions Employee Assistance & Work/Life Program is available to you, your household members, dependents, parents, and parents-in-law 24 hours a day, every day of the year.

Qualified mental health professionals are always ready to help you with everyday life issues like stress, problems with teens, conflicts with co-workers, marital strife and so much more.

To connect with services call: 800-227-6007

IMPACT on Wellness Newsletter March 2018

60-Day Checkup! How Are Your New Year’s Resolutions Progressing?

Have you gotten off track or allowed your New Year’s resolutions to slip to the wayside? Here are some ways to stoke your enthusiasm and get back on track:

1. Forget the guilt. Instead, jump back in to working toward your goals.
2. Do a check. Was the goal too big or was it unrealistic? If so, pare the size or degree of required effort. For example, instead of exercising every day, make it your goal to exercise three or four days per week.
3. Journal about your progress. These written reflections are proven devices to help you maintain momentum.
4. Record your voice on a small, inexpensive pocket recorder enthusiastically and excitedly acting as though you have accomplished your goal. Play this recording regularly, and use it to motivate yourself to remain in a state of anticipatory excitement about achieving it.
5. Get going!

Personalized Medical Guidance® (PMG) Corner

If you’ve tried to get an appointment with a mental healthcare provider and failed, you’re not alone. While the demand for the services of mental healthcare professionals, including psychiatrists, psychologists, therapists, and counselors has grown significantly, the number of providers has decreased, making it increasingly difficult to get an appointment. PMG and the EAP work seamlessly to get you the assistance you need for mental health issues.


Enter your username: Ohiouniversity

You can also learn more about PMG services in this month’s feature article.
**Why So Defensive?**

Workplace communication sometimes includes receiving negative feedback and automatic reactions of defensiveness can then follow. Remaining unruffled—staying composed and receptive even while feeling reactive—is a learned skill. Feeling defensive is natural when we feel a threat, but it has drawbacks in the workplace. Typically, it is a no-win response that keeps us from hearing others, interferes with solving problems, and sours relationships with those we depend on. Ultimately, defensiveness gives away your control and ability to shape the outcome you want from a difficult interaction. To reduce defensiveness at work, challenge yourself to pause before you react. For example, count to ten in order to spend some time regaining control, which will help you avoid lashing out. For speedier results, use a mini-diary to track how well you stayed composed, what went well, and what you will do better next time.

**Prove You Are Adaptable**

Few employers can promise that change will not disrupt the job you are seeking. They need you to be adaptable, but they may not ask. Instead, they will look for evidence in your work habits that prove you don’t fear change. These include having backup plans, coping well with sudden redirection, always having different approaches to problems, and evidence of your ability to make lemonade out of lemons. Be prepared to talk about a big problem or sudden crisis you faced, and how you weren’t rattled, instead overcoming or achieving new heights from it. You’ll make the right impression.

**Is Social Media Changing You?**

Are you aware of social media’s effect on you? Does it interrupt your activities, consume too much of your time, adversely affect your mood, keep you inside on sunny days, cause you to be late, distract your driving, or put the kibosh on your to-do list? Facebook and other social media platforms make their money based on usage and seek to have you spend more time online. Some studies have shown a little shot of dopamine—a hormone that creates a sense of pleasure—is released when we engage on social media, get a response back, or gain any satisfaction from the clicks, likes, and entertainment we experience. This leads to escalating use, and it’s a powerful distraction when we are attempting to be productive. When our brains seek relief from stress or boredom, we reflexively turn to social media for a “pick me up.” Many studies link social media use with depression and alienation from others. Gain more time in your life by reducing your social media use with the help of one of the many free apps that measure, control, and discourage use. They will tell you everything you want to know, including your accumulated hours from your days and weeks of social media engagement. Imagine what you will do with free time back in your life.
**Building Strong Relationships**

*Did You Know…*the ability to communicate is the number one predictor of relationship satisfaction?*

Sometimes you have to find ways to prioritize your partner while balancing kids, work, and your day-to-day routine.

Your IMPACT Employee Assistance and Work/Life Program provides resources to help strengthen your relationship including:

- 24/7 live support & guidance
- Face-to-Face couples counseling
- Articles and tip sheets on healthy communication, understanding love languages, and balancing your work and personal life
- Online webinars on communicating with your partner
- E-learning on managing disagreement, conflict resolution, and more...

**TOLL-FREE:** 800-227-6007  
**WEBSITE:** www.MyImpactSolution.com
Excelling at Work

If you want to accomplish something, you have to set goals. This is particularly true in the workplace. Setting professional goals is like making a game plan for yourself. Knowing where you're going and what you want to achieve puts you in the driver's seat. Learn more below.

Monthly Webinar Series

Workplace Differences: A Matter of Style

Everyone has a different style of learning, working, and communicating, and one style is not necessarily better than another - just different. In this session, participants will discover: their personal learning/communication style, how their personal style affects learning and communication within the workgroup, how understanding and considering the learning and communication styles of others can prevent tension, misunderstanding and stress in the workplace, and how to maximize your own personal style.

Watch this webinar any time throughout the month of March when you log in to IMPACT on the Web at www.MyImpactSolution.com. Forgot your login information? Give us a call at 800-227-6007.

Points to Ponder

Most of us spend at least a third of our week days at work. You can improve your on-the-job enjoyment and your productivity by setting and achieving a few goals. Here are some ideas to get you started:

- **Keep organized:** If your office is disorganized, the time you spend getting organized will be paid back in less stress and increased productivity.
- **Take daily breaks:** Use simple techniques (like breathing exercises, reading something inspiring, or stretching) to rejuvenate the body, mind and spirit so you can return to work refreshed and ready to accomplish great things.
- **Keep an accomplishment journal:** At the end of the day, write something that you accomplished. It doesn't have to be something major. Even little steps of progress need to be acknowledged.

To learn more, log in now at www.MyImpactSolution.com

Forgot your login information? Give us a call at 800-227-6007
How to get the care you need in the face of a mental healthcare provider shortage

If you’ve tried to get an appointment with a mental healthcare provider and failed, you’re not alone. While the demand for the services of mental healthcare professionals, including psychiatrists, psychologists, therapists, and counselors has grown significantly, the number of providers has decreased, making it increasingly difficult to get an appointment.

One study found that the number of practicing psychiatrists per 100,000 residents in a typical community had declined by 10% during a ten-year period. The Henry J. Kaiser Family Foundation also tracks physician shortages and found that in the more than 4,000 areas in the U.S. that are designated as mental healthcare professional shortage areas, only about 42% of the need for mental healthcare professionals is being met.

Too few providers is just one of the issues that make it difficult to get an appointment with a mental health specialist. For patients with high deductible health insurance or no insurance, the cost of care can be a barrier. Incorrect information and lack of follow-up by providers is another stumbling block. A study by Harvard researchers found that when the researchers called a sampling of offices of private practice psychiatrists in an insurance database in Boston, Houston, and Chicago, they found that the phone numbers in the insurance provider network directories were often wrong, calls were not returned by the doctors, and despite being listed as accepting new patients in the insurance database, the doctors were no longer taking on new patients.

**Strategies for getting an appointment with a mental health specialist**

Start with your EAP: EAP providers often give special priority to employee members and can work with you to get sooner appointments. The services offered by your EAP are also free to you. In the case of Ohio University, you receive 6 counseling sessions prior to tapping into your insurance coverage.

Ask your primary care physician: Depending on the type and severity of the issues you’re facing, your primary care physician may be able to manage your condition if medications are appropriate. A growing number of primary care practices are integrating mental health professionals into their practices, with a mental health specialist available in the office for immediate assessments.

Partner with your PinnacleCare Health Advisor: A health advisor can help you find mental health specialists and make expedited appointments and connect you with your EAP services for coverage as well.

Use a clinical counselor or social worker: The most severe shortages are in the fields of psychiatry and psychology. Most issues you face can be managed by a licensed clinical counselor or social worker.

*If you’re experiencing symptoms that could be related to a mental health crisis, for example you’re in danger of harming yourself, you should go to the emergency room of your local hospital so you can get immediate access to care. They also will connect you with local providers once you meet outpatient protocols.*