USE DIGITAL MENTAL HEALTH TOOLS

A playbook on WORKPLACE MENTAL WELL-BEING

ihrp
INSTITUTE FOR
HUMAN RESOURCE
PROFESSIONALS

MINISTRY OF
MANPOWER

WSHCOUNCIL
Tripartite Alliance for
Workplace Safety and Health

Use digital mental health tools to help employees take stock and care for their mental well-being

The COVID-19 pandemic has prompted more companies to work virtually. It has also highlighted the role of telehealth and digital tools in offering accessible care in times of need - especially in cultures where social stigma often forms a barrier to mental healthcare.

Digital solutions can complement traditional services to protect and improve employees' mental health, such as offering therapeutic approaches or supporting positive behavioural change.
**They are also convenient, easy to use and anonymous.**

Types of digital mental health tools

There are six main types of digital offerings that can be helpful for organisations supporting employees' well-being. They fall into three groups:

Wearables and digital biomarker apps can be used to collect physiological data via a range of different methods.

Prevention and treatment solutions offer various degrees of human touch, from supportive chatbots to in-person psychotherapy, and use a range of techniques from meditation and hypnosis to cognitive-behavioural therapy.

Analytic tools are often deployed in conjunction with remote data collection using the output from wearables and digital biomarkers. They can alert individual employees when they should consider taking time to recharge or notify supervisors when their team seems to be experiencing high levels of stress.
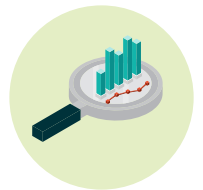
	WEARABLES AND DIGITAL BIOMARKER APPS		PREVENTION AND TREATMENT SOLUTIONS			ANALYTIC TOOLS
	Wearables	**Digital biomarker applications**	**Self-help, self-management, mindfulness as part of a holistic approach focused on mental health**	**Generalised virtual practice for mental health**	**Specialised virtual practice**	**Analytics and remote insights**
Data collection	🔴	🔴		🟢	🟢	🟢
Prevention	🟢	🟢	🔴	🔴		
Treatment		🟢		🔴	🔴	
Analytics	🟢					🔴
Diagnostics					🟢	
Integrate with other tools			🟢	🟢	🟢	
Digital biomarker application			🟢			

🔴 Primary purpose
🟢 Secondary purpose

McKinsey & Company. (2021). *Using digital tech to support employees' mental health and resilience, July 8* [Exhibit 2]. https://www.mckinsey.com/industries/life-sciences/our-insights/using-digital-tech-to-support-employees-mental-health-and-resilience
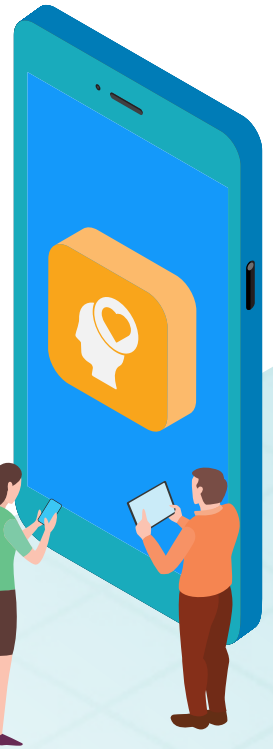
Steps in implementation

1 **Recognise that supporting mental health goes beyond providing access to digital mental health tools. Choose the right tool to meet organisation's needs.**

Survey tools, such as iWorkHealth, help organisations to identify workplace stressors and areas of needs, and implement appropriate digital mental health interventions.

2 **Senior Management's role modelling as early adopters of digital mental health tools is important to influence behavioural change in their organisation. Their support and engagement are crucial to promote and create buy-in for mental well-being initiatives.**

③ Develop a robust mental well-being digitalisation policy to protect employees' confidentiality and security of their health data.

HOW SOME HAVE DONE IT

SECTOR:
Manufacturing

What they did:
Introduced a wellness app to foster engagement

How they did it:
- Introduced a wellness app that allowed employees to
  > Track health activity (physical and emotions)
  > Connect and socialise with a self-defined circle of friends
  > Participate in individual/departmental/corporate level challenges
  > Provide information on health and well-being

Key ingredients for success:
- Management and leaders acted as early adopters to lead by example
- Pilot on a smaller scale to better manage the full implementation

"We created a company-wide 'corporate challenge' to get employees on board"

– HR Director, Manufacturing Company

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Pilot the digital mental health solutions in small groups, including management representatives, to identify critical success factors before implementing for all employees.

- Solicit feedback from the pilot group to better manage the full implementation.

- When introducing digital mental health solutions,
  > Employers should emphasise to employees that participation is voluntary and that an individual's data will be treated with confidentiality and in accordance with data-protection regulations.
  > Employers should explain why the tools are being introduced, how they work, how they fit into the organisation's broader efforts to promote well-being at work; and allow time and opportunities to address employees' concerns

For resources on local mobile applications, please refer to Annex

HOW SOME HAVE DONE IT

SECTOR:
Telecommunications

What they did:
A dedicated Health and Wellness channel for employees

How they did it:
- Leveraged firm's existing e-learning platform to provide employees with bite-sized, on-demand learning
- Developed a Health and Wellness portal as a one-stop resource for employees

Key ingredients for success:
- Leverage technology to create interactive feeds and community channels to help employees connect

"We tested out new programmes before rolling them out. The learning points were applied to ensure the best experience for employees when the programme is launched."

– VP HR, Information and Communications Company

Annex

This is a non-exhaustive list of Singapore-based digital mental health mobile applications*
that companies could utilise:
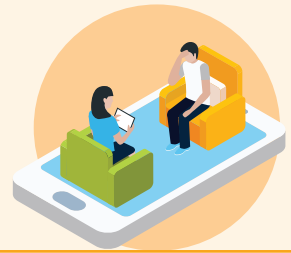
CARA Unmask
CARA Unmask is a Singapore-based mental health wellness service. The app features access to CARA therapists and a community to bond and share their thoughts. There is also a mood journal for users' reflection, to identify triggers or positive actions to work on or practise.

Scan this QR code
to find out more about CARA Unmask app today!

Happify
Happify is a clinically validated self-improvement program dedicated to help people live fuller lives. Happify has a unique approach to taking care of one's mental health. It measures your emotional well-being and provides science-based activities and games to increase your "happiness score".

Scan this QR code
to find out more about Happify app today!

Intellect
Intellect uses Cognitive Behavioural Therapy (CBT) to help users hone and develop new behavioural traits. CBT focuses on changing one's negative thoughts and behaviours that can contribute to or worsen anxiety and depression.

Scan this QR code
to find out more about Intellect app today!

MindFi
MindFi is a science-based mental wellness coach designed to help you build sustainable habits while improving and monitoring your wellbeing. MindFi is created to help people with busy schedules to improve mental focus or relax.

Scan this QR code
to find out more about MindFi app today!

Safe Space
Safe Space is a virtual therapy platform that aims to close the mental illness treatment gap in Singapore by connecting users with trained counsellors for both in-person and virtual therapy sessions. Safe Space offers live support and online resources that anyone seeking to enhance their mental wellness can use.

Scan this QR code
to find out more about Safe Space app today!

Wysa
Wysa is an AI-enabled Life Coach for mental and emotional wellness. The service provides early intervention through 3 methods: an AI chatbot, a library of evidence-based self-help tools, and messaging-based support from human therapists.

You can use Wysa to rewire your mind to improve your emotional health.

Scan this QR code
to find out more about Wysa app today!

*   Cited from https://youthopia.sg/read/six-free-apps-that-will-improve-your-mental-wellness/

This booklet is part of the series
of initiatives from

A playbook on
WORKPLACE
MENTAL WELL-BEING

Contact Us

For more information and support on workplace mental well-being initiatives, you can visit Workplace Safety and Health (WSH) Council's website at **www.wshc.sg/mentalwellbeing**.

The resources in this playbook are not exhaustive. Should you wish to feature or share your company's mental well-being practices and learnings, please contact WSH Council through the above website.