



# Partner Policy: Elevate – Depression and Anxiety

## Introduction

WPO recognises that some participants who access the service are suffering from symptoms of anxiety and depression that are too significant to be likely to respond to the short-term solution-focused standard benefit provided by the EAP. The Elevate - Depression and Anxiety (Elevate) programme has been developed to support these participants with a clinical intervention designed to address the needs of those with significant symptoms, or a formal diagnosis, of depression or anxiety. The programme applies to the individual counselling modality only.

## Policy

The Elevate programme is only available to participants whose EAP benefit includes it as an option.

Participants can self-refer into the programme or they can access it through the management referral process.

Participants will initially be assessed, telephonically or via video, by partner clinicians. Where they are assessed as suffering from moderate to severe symptoms of anxiety and depression, the partner will transfer the case to WPO for review and referral. WPO will then refer the participant to a qualified CBT practitioner for a more thorough in-person assessment and to develop a treatment plan.

During the in-person assessment the CBT practitioner will assess whether the participant's symptoms are likely to respond to a CBT intervention of between 12 and no more than 20 sessions (including the 2 sessions that constitute the assessment) and will provide a written report to the EAP outlining their findings and providing recommendations. An appropriate screening tool, of the practitioner's choice will be administered during the assessment to further clarify the severity of the participant's symptoms. The assessment session will comprise the first two sessions of the benefit. An WPO case manager will review the report with the CBT practitioner and agree the way forward.

The EAP will never make a formal diagnosis of anxiety or depression but will, where clinically appropriate, engage in an intervention to build resiliency and enable the participant to mitigate the impact of their symptoms on their day-to-day functioning.

Participants whose symptoms are assessed by the CBT practitioner as too severe to be addressed in the number of sessions available will be provided with resources and proactively encouraged to engage with the support that is required. Where appropriate the EAP will seek the participants permission to inform the participant's GP/Psychiatrist of the outcome of the assessment.

Elevate sessions can only be delivered in-person.

Sessions must be held regularly, ideally weekly, with any gap (e.g. for practitioner/participant holiday or sickness) properly managed.

Participants reporting imminent risk of harm to self or others cannot be referred to the Elevate programme but will be handed over to the care of the Emergency Services. Those reporting non-imminent potential for harm to self or others can be referred to the programme and the CBT practitioner conducting the assessment, and any ongoing sessions, will ensure they work with the EAP to proactively manage the risk.

Participants with a formal diagnosis of depression or anxiety from a Doctor, Psychiatrist or Psychologist, or who are already taking depression or anxiety medication prescribed by a Doctor or Psychiatrist, can be referred to the Elevate programme. Those who have not informed their Doctor of their situation will be asked to do so before they access the programme. The EAP will seek written permission to liaise with the participant's Doctor where this is appropriate to ensure consistency of care.

The Outcome Rating Scale will not be collected for Elevate cases.

Elevate is not available to minors.

Participants presenting with addiction (e.g. substance or impulse control such as gambling) cannot be referred to Elevate and will be referred to appropriate resources.

Participants presenting with symptoms of/a diagnosis of mental-health issues other than Anxiety or Depression (e.g. Borderline Personality Disorder, Schizophrenia, Bipolar or OCD) cannot be referred to the Elevate programme.

Participants initially referred to a short-term solution-focused intervention can transfer to the Elevate programme if it becomes clear that this is clinically advisable. Where the clinician providing the short-term solution-focused intervention is qualified to provide Elevate the participant will be given the option to remain with them should they wish, otherwise they will be transferred to a clinician who is appropriately qualified.

The EAP will review all Elevate cases with the CBT practitioner (and where appropriate with the participant) after every 6<sup>th</sup> session to check progress is being made and ensure that nothing is emerging that would make continuing the intervention inadvisable. The screening tool will be re-administered as part of this review and when the sessions come to a close.

The participant will be contacted 1, 3 & 6 months after the completion of the intervention to review how they are doing and whether there has been any relapse.

## Clinical Practice

- The CBT practitioners engaged for these interventions will:
  - Hold the same qualifications as an EAP external provider (i.e. master's level (or equivalent))
  - Be licensed (or equivalent)
  - Be a CBT trained professional
  - Be trained in delivering assessments and administering screening tools for anxiety/depression.

- During the standard telephonic/video assessment the EAP provides to all participants, the clinician evaluates whether the anxiety and/or depression a participant reports is likely to respond to the short-term solution-focused model that is provided as part of the standard EAP benefit. Where such a referral is not appropriate because:
  - The symptoms (e.g. feeling down, feeling worried, problems sleeping or feeling constantly tired) are chronic (slow to develop and of long duration) and present most or every day,
  - The presenting problems have been in existence for a long time,
  - The participant's functioning is severely compromised,
  - Previous attempts at counselling have been unsuccessful,

the clinician can, where the programme is available under the participant's benefit plan, refer the participant to an Elevate in-person assessment.

**CHANGE HISTORY:**

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**Stakeholders:** Global Infrastructure, Clinical Operations, Quality, Learning & Development, Sales & Account Management.

<b>Change Date:</b>	<b>Approved by:</b>	<b>Subject Matter Expert(S) [SME] Utilized:</b>	<b>Description/Details of Change [Why &amp; What]:</b>
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