Addressing Behavioral Health Needs in the Time of COVID: 
Building Partnerships and Resiliency

January 21, 2021

INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

General Tips

- All participants will be muted upon entering
- Please use the chat box for all questions and comments
- A recording of this presentation and all handouts will be available on www.ipfcc.org
- If you come across any technical difficulties, please call or text Natasha Reed at 646-789-1613
Objectives

- Discuss how organizations are supporting individuals with behavioral health needs during the pandemic;
- Learn about strategies implemented that help support partnerships and engage those with lived experience to inform and influence programs and policies;
- Explore innovative approaches to address the stress and emotional toll on health care workers exacerbated by COVID

Supporting PFCC Practices and Strategies in the Time of COVID-19

Goal: Provide a resource and “clearinghouse” for up-to-date, easily accessible, information about ways to stay grounded in PFCC core concepts during COVID-19

- IPFCC will identify, develop, and disseminate information related to COVID-19 across adult health care settings.
- Target audience: Adult healthcare settings across the continuum including hospitals, ambulatory and primary care settings as well as continuing care/retirement communities.
- The series of free webinars and online conversations will occur monthly from July through March 2021.
- Funded by a grant from
Patient- and Family-Centered Care — True North

In a pandemic, the core concepts of patient- and family-centered care (PFCC) can serve as a North Star, to help inform decision-making, practices, and public health strategies.

PFCC Core Concepts

- People are treated with **dignity and respect**.
- Health care providers communicate and share complete and unbiased **information** with patients and families in ways that are affirming and useful.
- Patients and families are encouraged and supported in participating in **care, care planning, and decision-making** at the level they choose.
- **Collaboration** among patients, families, and providers occurs in policy and program development, QI and safety, professional education, and research as well as in the delivery of care.
Pandemic Taking Toll on Healthcare Workers

Berxi Survey asked workers to compare their well-being from October 2019 to now:

- 84% reported feeling at least mildly burned out from work, and 18% feel totally burned out

MHA Survey:

- Stressed out and stretched too thin (93% of health care workers were experiencing stress; 75% said they were overwhelmed)
- Worried about exposing loved ones (76% with kids; 50% spouse; 47% elderly parents)
- Not getting enough emotional support (39% of frontline worker; 45% of nurses)


Pandemic Taking Toll on Patients, Families, Community

- In a Kaiser Family Foundation August poll, 53% of adults in the United States reported that their mental health has been negatively impacted due to worry and stress over the coronavirus.
- The cost of social isolation:
  - Elevated blood pressure, morning spikes in cortisol levels, and disrupted sleep
  - Significant declines in cognitive performance and increases in cognitive impairments
  - 28% of adults who had been quarantined displayed sufficiently severe symptoms of PTSD to warrant a diagnosis of a trauma-related mental health disorder
COVID’s Impact: An ICU Doctor’s Perspective

COVID-19 Support Groups

COVID-19 Grief Support Group
Tuesdays from 3:30 pm to 7:00 pm
January 12 to March 2
This group will be focused on COVID-19 related grief, this includes those who have lost a family member or friend to COVID-19 and those who have experienced a grieving process that was disrupted. Grief related issues include anxiety, fear, and sadness. Participants will learn ways to cope and find comfort. Losses in these unprecedented circumstances have potential to be experienced as housing, and require compassion, evidenced-based care.

COVID-19 Recovery Support Group
Tuesdays from 3:30 pm to 7:00 pm
January 12 to March 23
This group will be focused on support for individuals who have had COVID-19 and are dealing with emotional struggles related to their illness and its lingering symptoms. As a relatively new experience, surviving COVID-19 has its own unique set of challenges that society as a whole is still learning about. People who are dealing with these difficulties can find support in this group through others with similar experiences.

Group registration is required.
Please call 801-846-9522 for more information and to register.
This group will be free for participants due to generous funding from the State of Utah Department of Human Services.
Locations will be held online at UMO and open to all Utah residents.

https://healthcare.utah.edu/caring-connections/support-groups/

Mental Health Resources
It is normal to feel uncertain, worry or stress because of social distancing, essential stress, distance learning, and other life adjustments.
Taking care of your mental health is just as important as taking care of your physical health. Practice self-care, getting the right things in your life can help you stay mentally healthy during the COVID-19 outbreak. Here are some mental health strategies and resources you may find useful at this time.

https://coronavirus.utah.gov/mental-health/
Supporting Resilience

- Resilience Team (PX Officer, Chaplains, holistic RN, social workers, Manager of employee Health)
- Resilience Lounges (virtual support sessions)
- Staff Intranet added Resilience Tab on COVID section (e.g. recorded meditation developed by staff, info on topics identified by staff)
- Created education sessions for leaders (e.g. PTSD)
- Hosted virtual memorial services
- Emotional Safety Rounds

A Caregiver’s Going Home Checklist
- A Service of Remembrance, Reflection, and Hope - Led by the Pastoral Care Department on Friday, May 8, this spe
- Complimentary Online Fitness Classes at Heart in Motion Studio in Ridgewood, NJ
- Three Good Things App - A significant body of research demonstrates that a daily practice of focusing on the positive c
- Post Traumatic Growth

Coping Toolbox
- “Expand Your Coping Toolbox”, led by Susan Brethauer
- “Resiliency in the Face of Trauma”, led by Michele Brandson
- “When Our Healer’s Hearts Are Hurting”, led by Kimberly Hampton-Saw

Insomnia Lecture - A lecture on insomnia given by Susan Brethaupt of Valley’s Community Health Department in June

- Meditations/Intentions
  - Dr. Jodie Katz Meditation Sessions
    - Meditation - 5/20/20
  - “Balancing Mind Body Spirit Using Energy Medicine”, led by Janet Hamill, RN, and Tara Pettenmann, RN

Posting Hopeful Messages from PFAC Members
Leaders from all departments will join senior leadership in a weekly, 15-minute Patient/Customer Experience Huddle.

At each huddle, administration will share...
- Culture of C.A.R.E. weekly huddle message
- Timely patient experience survey data

At each huddle, one department/unit will share...
- Patient and Customer Experience best practices
- Successful initiatives and programs undertaken

Our commitment to use your time efficiently...
- On Time Start
- 15-minute Hard Stop
- No Meeting Zones
- Attend or Send

Experience Huddles went virtual
- Tremendous morale booster
- Patient and family attendees invited to share their stories
- Over 200+ staff attend each week

Self-Care & Team Lavender Sessions
COVID’s Impact: A Behavioral Health Leader’s Thoughts

Our PFAC Structure

- Board Quality of Care Committee
- Advisors for Direct Patient Care Teams
- URMC/SMH Patient and Family Advisory Council
- Advisors for Support Teams
- Behavioral Health Consumer Advisory Council
- Children’s Hospital Advisory Council
- Deaf Patient and Family Advisory Council
- NICU Advisory Council
- Wilmot Cancer Center Advisory Council
- Transgender and Gender Diverse PFAC
Must Haves for a Successful PFAC

Leadership
- Need the right person (with thick skin and courage)
- Community partnership
- Engage your senior leadership

Transparency
- Share data freely
- Be open with the good, the bad, and the ugly
- Openly discuss the barriers to rapid change

Accountability
- Follow through on items
- Provide continuous feedback whenever input was given
- Publicly acknowledge and celebrate accomplishments

Influence
- Empower your Council to impact change
- Emphasize their essential role in positive changes made
- Make their voices heard

https://www.urmc.rochester.edu/mental-health-wellness/resources/dpacc.aspx

https://www.urmc.rochester.edu/mental-health-wellness/coronavirus-info/advice.aspx
Supporting your recovery during the COVID-19 crisis

All of us at DBSA want you and your family to know that you’re not alone. We are bringing you new wellness tools, coping tips and inspiring stories from people across the country. Drop in often for resources we’ve gathered just for you.

https://www.dbsalliance.org/covid-19/

Peer Support

- Pivoted to virtual peer support groups and 1:1 services
- Varied telephonic and zoom sessions to reduce burnout
- Provided tech coaching
- More effectively connected rural clients to services
Other Promising Practices

- The Bridges to Care and Recovery program trains faith leaders in “mental health first aid,” suicide prevention, substance use and more, through a 20-hour course.
- Black Churches inviting mental health professionals to virtual services to address grief, stress and isolation
- Behavioral health programs provide free smartphones with data to mental health patients who can’t access telehealth
- iPads donated to Substance Use Recovery Centers to keep residents connected with family
COVID Coach is a free, easy-to-use mobile application created for everyone, including Veterans and Servicemembers, to support self-care and overall mental health during the coronavirus (COVID-19) pandemic. It was developed by the Department of Veterans Affairs (VA) in 2020. The app connects you to resources to help you manage stress, stay healthy, stay connected, and navigate parenting, caregiving, and working at home while social distancing on sheltering in place. COVID Coach is not meant to replace professional care related to COVID-19 or mental health conditions.

LEARN ABOUT COPING DURING THE PANDEMIC
COVID Coach can support you with information to help you stay balanced, connected, safe, and healthy.

• Learn about healthy behaviors to protect yourself during the pandemic
• Find tips to help you with remote working, parenting, and caregiving
• Explore indoor activities to do on your own, with a partner, or with children

MANAGE SELF-CARE AND WELL-BEING
Find tools to help you manage stress during the pandemic. You can also mark the activities that are your favorites and create your own tools.

• Practice relaxation and other stress-management exercises
• Track your mood, anxiety level, well-being, and other symptoms over time to recognize patterns and figure out what works for you
• Create your own personal support network

SET PERSONAL GOALS AND TRACK GROWTH
Creating a goal for yourself—something you can do on a daily basis to help you take care of yourself—and tracking your growth is a helpful way to focus on the positive.

• Set personal goals: small things to help yourself, a family member, or a friend
• Set reminders to visit the app each day and work toward your goals

GET SUPPORT
If you’re in crisis, there are resources to connect with people who can help. Add contact information for people you trust and reach out when you need support.


Frontline COVID-19 Workers

Essential workers, including healthcare workers, are expected to go out when everyone else is expected to stay inside. Now more than ever, it is important to make sure you address your fears and making sure you have strong coping strategies. It’s especially important that you address your stress and adversity to prevent burnout.

Get screened for mental health conditions

https://mhanational.org/covid19/frontline-workers

Informal Conversation: The Evolution of Patient and Family Advisory Councils During the Time of COVID  
Tuesday, February 9th, noon ET  
To register: https://us02web.zoom.us/meeting/register/tZAuc-qgqzwuGdwj7RUhXP5m2Ww1m-dkz1xl

Final Webinar: A COVID Year in Review: What We’ve Learned About Partnerships Across the Continuum  
Thursday, March 11th, noon ET  
To register: https://us02web.zoom.us/webinar/register/WNauuN2PxgSPGUpkJOkltzdQ

https://www.ipfcc.org/bestpractices/covid-19/index.html
"When it rains, look for rainbows; when it's dark, look for stars.”  
Wilde

Thank You for Joining Us!

Please fill out the webinar evaluation:

https://www.surveymonkey.com/r/COVID_Behavioral_Health_Webinar_Jan_21

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