

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

January 21, 2021



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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

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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

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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



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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.



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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.



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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)

Mental Health America Survey June-September 2020 <https://mhanational.org/mental-health-healthcare-workers-covid-19> and Berxi "State of Healthcare Workers in 2020" <https://www.berxi.com/resources/articles/state-of-healthcare-workers-survey/>

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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

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COVID's Impact: An ICU Doctor's Perspective



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CARING CONNECTIONS
COLLEGE OF NURSING

A HOPE AND COMFORT IN GRIEF PROGRAM

COVID-19 Support Groups

COVID-19 Grief Support Group
Tuesdays from 5:30 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 coronavirus as well as all who are grieving deaths that were disrupted. Disrupted grief experiences include family unable to be present in the hospital or nursing home at the time of death, no family funeral gatherings, family unable to travel to memorials, or memorial events being delayed. Losses in these unprecedented circumstances have potential to be experienced as trauma, and require compassionate, evidenced-based care.

COVID-19 Recovery Support Group
Tuesdays from 5:30 pm to 7:00 pm
January 5 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 any lasting 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 from others with similar experiences.

Group registration is required.

Please call **801-565-9522** 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.

Groups will be held online via Zoom and are open to all Utah residents.

www.nursing.utah.edu/caring-connections/

Our support groups are led by health care professionals holding Masters or Doctoral Degrees in Social Work, Psychiatric Nursing, or Licensed Professional Counseling.

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

Mental Health Resources

It is normal to feel uncertainty, worry or stress because of social distancing, financial strain, distance learning and other life adjustments.

Taking care of your mental health is just as important as taking care of your physical health. Positive wellbeing and looking for the good 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/>

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Supporting Resilience

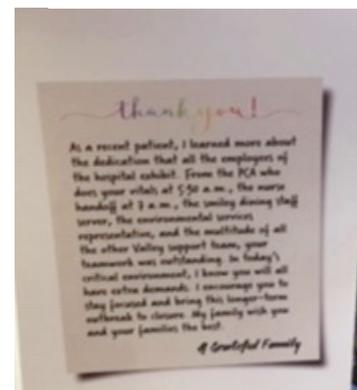
- Resilience Team (PX Officer, Chaplains, holistic RN, social workers, Manager of employee Health)
- Resilience Lounges (virtual support sessions)
- Staff Intranet added Resilience Tab on COVID section (e.g. recorded meditation developed by staff, info on topics identified by staff)
- Created education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

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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**
 - ["Expanding Your Coping Toolbox"](#), led by Susan Breithaupt
 - ["Resiliency in the Face of Trauma"](#), led by Michele Branigan
 - ["When Our Healer's Hearts Are Hurting"](#), led by Kimberly Hampton-Saul
- [Insomnia Lecture](#) - A lecture on insomnia given by Susan Breithaupt 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 Pattermann, RN



Posting Hopeful Messages from PFAC Members

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Lenox Hill Hospital

Experience Huddle

Starting January 9, 2017
Mondays, 11:30 a.m.
Einhorn Auditorium




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

Our commitments to use your time efficiently...

- On Time Start
- 15-minute Hard Stop
- No Meeting Zones
- Attend or Send

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



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



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Self-Care & Team Lavender Sessions



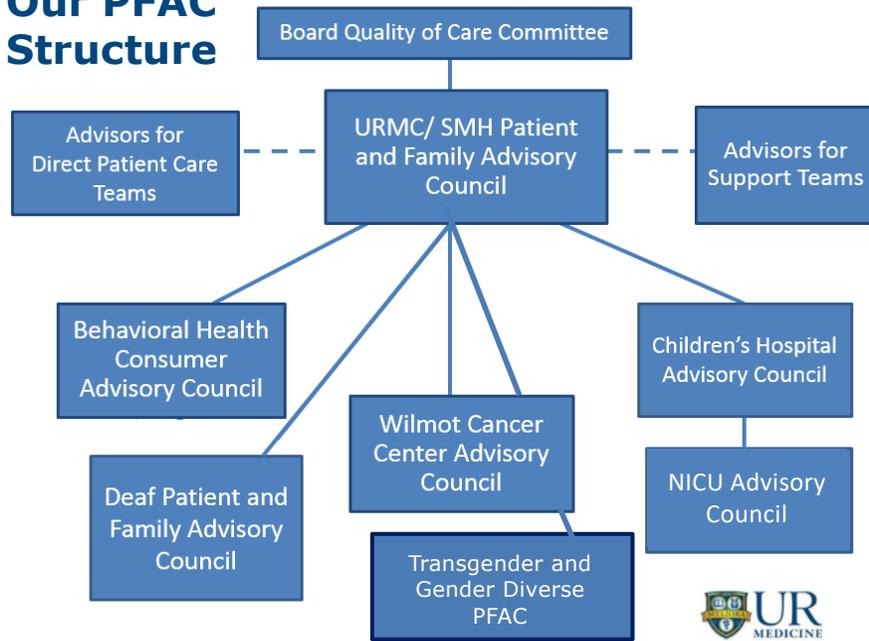

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COVID's Impact: A Behavioral Health Leader's Thoughts



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Our PFAC Structure



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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

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MEDICINE of THE HIGHEST ORDER

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The screenshot shows the 'Mental Health & Wellness: Patient & Family Resources' page. It features a navigation menu, a search bar, and several content sections. On the left, there are links to mental health websites and a video player for 'DPACC Member Testimonials'. The main content area includes a 'Words of Advice to Help During COVID-19 Crisis' section with several quotes and quick links. At the bottom, two URLs are provided for more information.

Words of Advice to Help During COVID-19 Crisis

We've compiled some words of advice from our patient and family advisors from DPACC to help you maintain your mental health during this COVID-19 health crisis.

- Social media is a great tool now but it's a double edged sword. So for me it's best to limit it. --Sarah*
- Being a musician has helped me. In times of isolation I think it is good to be productive artistically. It can both keep you occupied and give you a sense of accomplishment. --Jake*
- This can be a very trying time. One might feel alone or lonely. So here are some ideas:*
 - Catch up on TV shows and/or watch a movie
 - Consider spring cleaning One room/day or 2 days.

Quick Links

- Emergency Services
- Interpreter Services
- Directions
- MyChart/Record
- Clinical Trials
- BHP: Mental Health Services for

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

<https://www.urmc.rochester.edu/mental-health-wellness/coronavirus-info/advice.aspx>

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500 responses and counting: DBSA's nationwide peer and family survey

Hundreds of you have weighed in on the resources you need right now: wellness info, journaling prompts, workout tips and access to peer support. Here's a look at your responses to our Wellness Resources Survey.

Resources peers found helpful

| | | | |
|--------------|---------------|------------|------------|
| 34% | 27% | 23% | 16% |
| Peer Support | Wellness Tips | Exercising | Journaling |

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/>

DBSA 35 1985 2020
Depression and Bipolar Support Alliance

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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

Senior Strength
Empowering Individuals through the Power of Peers to Discover Wellness

- Engage with peer community workers with lived experience
- Discover tools to help with daily disciplines and routines
- Believe there are new opportunities for renewed wellness

DBSA 35 1985 2020
Depression and Bipolar Support Alliance

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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



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National Center for PTSD
COVID COACH

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 cope with stress, stay healthy, stay connected, and navigate parenting, caregiving, and working at home while social distancing or 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 stress 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
- View graphs that show your growth over time
- 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.

What would you like help with right now?

- COPING WITH STRESS
- FEELING LONELY
- CREATING SPACE FOR MYSELF
- FEELING SAD OR HOPELESS
- HANDLING ANGER AND IRRITABILITY
- NAVIGATING RELATIONSHIPS
- SLEEP STRUGGLES

https://www.ptsd.va.gov/appvid/mobile/COVID_coach_app.asp

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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 anxiety to prevent burnout.

[Get screened for mental health conditions](#)

Teletherapy During COVID-19: What The Research Says

[Read More](#)

10 Healthy Ways To Release Rage

[Read More](#)

Dealing With COVID-19 Vaccine Anxiety

[Read More](#)

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

The Mental Health of Healthcare Workers in COVID-19

[Read More](#)

Combatting Sleep Difficulties For Healthcare Workers

[Read More](#)

Holiday And Surge Stress: Tips For Healthcare Workers

[Read More](#)

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

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-ggqzwuGdwj7RUhXP5m2Ww1m-dkz1xI>

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/WN_auuN2PxpSPGUpkJOkltzdQ



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INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE
Transforming health care through partnerships

ENHANCED BY Google

Home
About Us
Our Services
Educational Programs
Resources
Profiles of Change
PFCC Best Practices

▶ PFCC and COVID-19

IPFCC recognizes the enormous and tragic impact that COVID-19 is having on the health care system across the world. We remain firmly committed to advancing patient- and family-centered approaches that also adhere to the safest guidelines and pose the least burden on health care professionals.



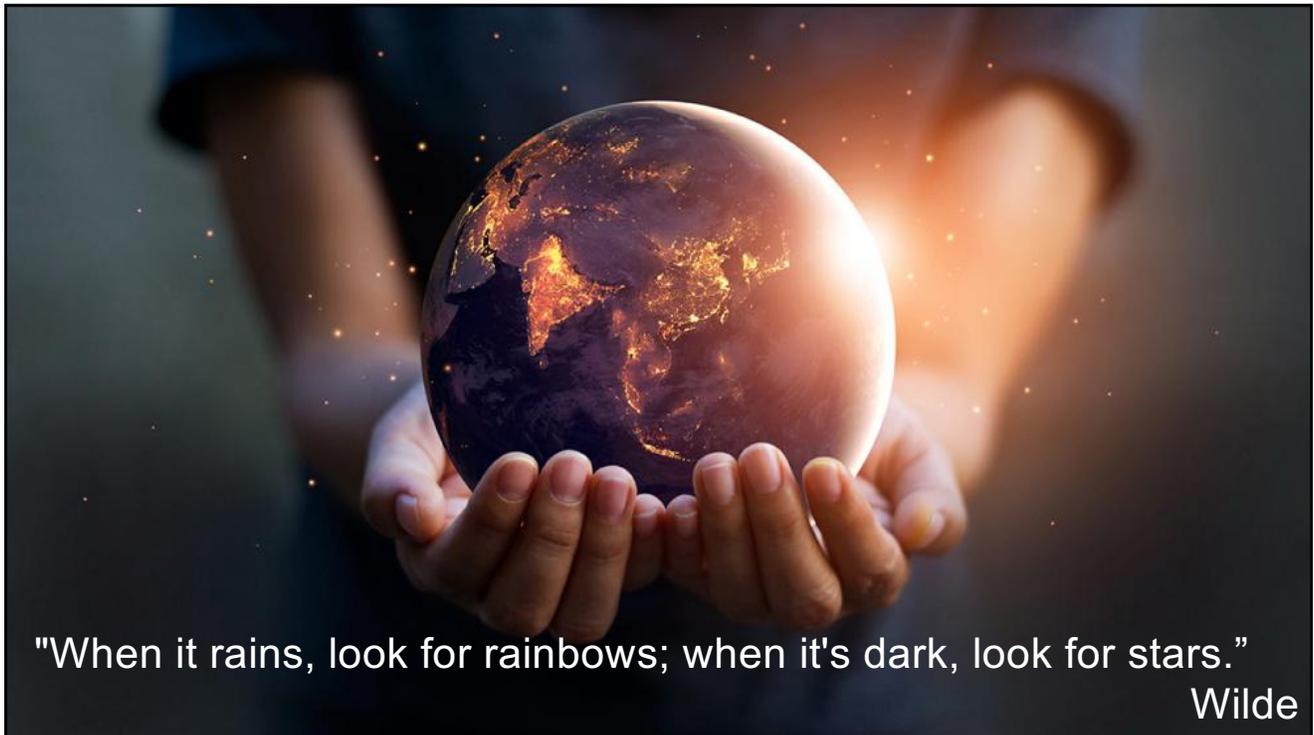
In direct care, maintaining connections between patients and their families is vital to health and healing. Yet, to prevent the spread of the virus, health care facilities have understandably restricted the physical presence of families and others. The words used and the tone of communications related to COVID-19 are

- ▶ **Tracking the Impact of COVID-19 on PFCC: Survey Results**
- ▶ **Spotlights**
- ▶ **COVID-19 and Patient- and Family-Centered Care: FAQ**
- ▶ **Commentary — We've Been Here Before:**

<https://www.ipfcc.org/bestpractices/covid-19/index.html>



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"When it rains, look for rainbows; when it's dark, look for stars."

Wilde

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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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