



Mental Health Support for Healthcare During COVID-19

Wednesday, July 1, 2020 | Noon-1:00 pm

See website for recording.

Discussion opened after welcome and a review of what's coming up.

Meeting Summary

Cally Qutechat, MA started the presentation off talking about the environment:

Be Well Program at Children's focusing on mental and emotional well-being.

Resiliency rooms provide a quiet, private space for employees to:

- Decrease stress
- Replenish energy
- Fuel productivity
- Increase focus and retention
- Enhance creativity
- Improve decision-making

The rooms are attentive to four of the five senses:

- Sight
- Feel/touch
- Hear
- Smell

Each room is to benefit the employees in a certain department/area – the department/area decide what's best for their room(s). Not all rooms are the same.

Best practices for putting together a room was shared. Leveraging the wellness champions to take this on is the recommended choice to go forward. Access was also shared – space should be in a highly trafficked area.

Additional best practices could include wiping down anything that was used with disinfecting wipes, be conscious of noise, keeping the room clean, keep a running inventory of items in the room and restock as needed, etc.

Gaining buy-in by identifying leaders in facilities management, ask wellness champion for support, connect with management to share, know your employee population, share research, data and testimonials, and provide budgeting, room set up and kits.

Dedicated conference rooms to accommodate during COVID-19. These provide health and well-being resources for staff. Staffed 24/7 by the Child and Family Services Department.

Employee Resource Support Centers – located in each hospital – 100 employees/day – 24/7 so shift workers can use them as well. **To date 10,521 visits to these rooms.**

A great success and a huge benefit for employees.

Questions:

How have the rooms changed to adapt for COVID? The infection prevention control team has been incorporated into the rooms. Chairs have been spread out, cleaning, hand washing, wearing PPE in the rooms.

How are you cleaning the rooms during COVID? Child and Family Services Department are in charge of cleaning them after each use. Items are being handed out to people using the rooms vs. leaving pens, brochures, ETC. laying around.

What types of resources have been most commonly utilized in the support centers? Don't have data on that but can mention that both EAP (Solutions to Thrive) and peer-to-peer support programs are highly utilized. .

These rooms existed prior to COVID (five small rooms throughout the organization). Has there been an increase in use since COVID? There were larger and expanded rooms once COVID showed up. The data shows only use of the two larger rooms. Children's requires masking everywhere and required temp checks that must be logged.

Qualitative feedback – anecdotally, the employees are utilizing and finding them useful. They are pulling together additional data on use.

Kerry Appleton: TEAM AUDIT: How is YOUR team & what is YOUR plan to help keep everyone going?

Provide education

Reminding your colleagues of what they already know

Mini campaign, make it okay campaign

Self-care – how do you define self-care? We must do this several times a day

How do you respond to stressors?

She talks about reactions and treatment ideas before moving onto individual S.E.L.F. Care Plan worksheets.

Complete these when stress is low, not during a critical incident

Based on science – sweat it out, cry it out or pee it out – gets ride of the stress hormones. Friends, food and sleep are all important.

Bring an idea to a team meeting

Mental and Emotional Health in the Time of COVID

Peer Support – started before COVID; there are 91 peer supporters (7,000 employees). Ideal number is 10% of every department/unit.

Educate end user so they understand what Peer Support is and does.

In April, peer volunteers supported 42 call-in support sessions

In May, Be Well Live sessions available upon request for teams looking to come together, to support one another and feel heard.

Going Home Checklist – creating a moment of pause. This checklist is in the employee resource center and is also posted around the organization.

Questions:

How are you tracking who and when someone needs/uses the peer support team? By request right now.

Keeping their ears and eyes open. There is still a lot of opportunity to refine their offerings.

There is a lot of interest in peer support.

How are the peer supporters trained? Children's offers a 4 ½ hour class for those who want to be peer supporters

Listening is one of the most important learnings.

Where did the curriculum come from? The bulk was purchased from Dr. Susan Scott from University of Missouri (upcoming presenter on 8/26).

COMING UP:

Tuesday, July 14th (noon-1pm)

Dr. Albert Wu, Director, Center for Health Services and Outcomes Research
Johns Hopkins

Wednesday, July 29th (noon-1pm)

Dr. Liselotte Dyrbye, Co-Director of Dept of Medicine Physician Well-Being Program
Mayo Clinic

Wednesday, August 12th (TBD)

Wednesday, August 26th (noon – 1pm)

Dr. Susan Scott, Nurse Scientist/Adjunct Associate Professor, Founder, forYOU Team
University of Missouri Health Care

Wednesday, September 9th (noon – 1pm)

Dr. Jonathan Ripp, Senior Associate Dean for Well-Being and Resilience & Chief
Wellness Officer
Mount Sinai Health System, NY

Mental Health Playbook is now available on the ICSI website – www.icsi.org

Visit icsi.org to get the details of the sessions coming up