



MH Support for the Workforce: Surge Edition

12/15/20 (10a-11a)

Call Summary

Background:

This effort is a continuation of the MH Support for the Workforce series that was held last spring/summer/early fall. Today, it is combining with our Zero Suicide Learning Collaborative to talk about Caring for the Caregiver – in particular our healthcare workers.

Today's panel discussion topic: **The surge is here, and our healthcare caregivers need support. What are the needs - now? How have your plans to support your workforce evolved, and what's working?**

Today's Panel Members:

Lisa Bershok, Suicide Prevention Program Manager, CentraCare

Joel Spoonheim, Sr. Director, Worksite Health & Population Well-being, HealthPartners

Jeff Leichter, Lead Administrator, Behavioral Health Integration, Sanford Health

Karly Horn, Program Manager-Employee Wellness, Essentia Health

ICSI Facilitator: Jodie Dvorkin

What has changed since spring/summer/early fall? How is the surge affecting staff?

- Fatigue (physical, mental) and disillusionment have set in as they maintain the intense pace/focus
- People struggle with transitions from work environment to home
- Need for time and space for staff to practice rituals around grief/loss with patient deaths

What is your organizational structure to support staff mental health during COVID (who is leading the effort - is it a new team or an existing team, under one department or multiple departments?)

- Coordinated oversight from multidisciplinary teams ranging from operational leaders, HR, mental health clinicians, chaplaincy, employee assistance.

Compared to early in the pandemic, what are you doing the same and what are you doing differently regarding mental health support for staff?

- Corporate communication
 - Well-being presentations and messaging with overt focus on resilience and mental health, including alcohol use and suicide and how to get help
- Team Care Plans
 - Identifying high risk teams and creating plans for follow-up and support



- Words for Well-Being Text
 - Get a text message asking “what are 3 good things that happened in your life today?” We are going to allow anyone to opt-in and they will get texts four times a week. They will also get affirmations and self-care questions.
- Renewal Rooms
 - Places to decompress and have moments alone
- Dailey Guided Meditations
 - Short (less than 15 minutes) daily mindfulness activities
- End of Life Care
 - PACT (Pausing and Caring Together).
 - Having a time to honor the life that was lost. Hoping to have laminated cards on all code carts - a chaplain would be paged to participate.
 - Chaplains lead wellness rounds, asking 3 questions: what do you need in the shift right now, what do you need as you transition home, what do you need as you come back to work?
 - For remote staff, launching “Take 15” – encouraging 15-minute breaks to join via zoom for water cooler conversation with boost of resiliency (utilizing break out rooms).
- Well Beats online fitness
- Streamlined corporate communication (all messages condensed and delivered 2x per week) to avoid message overload

What is your organizational messaging around mental health for staff?

- Strong focus on wellbeing and self-care tools and approaches
- Education on acute stress, anxiety, and how to get help for alcohol and drugs
- Work to destigmatize mental health needs – Make it Ok campaign
- Promoting EAP
- Focus on gratitude
- Listening rounds

Resources:

Please see the ICSI website for: <https://www.icsi.org/mental-health-support-call/>

- Mental Health Support for the Workforce Playbook, walks you through key steps to assess, plan and implement an organization-wide strategy that supports the current and long-term mental and emotional health of your workforce
- Summary of Previous Webinars (Presenters from local hospital systems as well as national leaders in provider well-being (Johns Hopkins, University of Missouri, Mount Sinai NYC)
- Mental Health Support Resources



SAMHSA – Stages of adaptation to disaster

<https://www.samhsa.gov/dtac/recovering-disasters/phases-disaster>

Sanford’s Going Home Checklist for Staff (at end of shift)

Going home checklist

- ✓ Take a moment to think about today.
- ✓ Acknowledge one thing that was difficult during your working day - let it go.
- ✓ Consider three things that went well.
- ✓ Check on your colleagues before you leave - are they OK?
- ✓ Are you OK? Your senior team are here to support you.
- ✓ Now switch your attention to home - rest and recharge.

Wellness Hierarchy:

Beyond Burnout: A Physician Wellness Hierarchy Designed to Prioritize Interventions at the Systems Level

https://gme.med.wayne.edu/pdfs/shapiro_et_almaslow_s_hierarchy_dr_wellnessamer_j_med_2018.pdf

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COVID Cares Phone Support Service: 1-833-HERE4MN

- Answered every day by volunteer mental health providers, 9 AM to 9PM.
- It’s free, confidential and anonymous—the anonymity is especially helpful for those who may not feel comfortable talking to someone who is “inside” their own organization.

Contact: shannahm@mentalhealthmn.org.