**Mental Health Support for Healthcare During COVID-19**

**Wednesday, May 20, 2020 | Noon-1:00 pm**

*See website for recording.*

Discussion opened after welcome and an antitrust reminder. This effort’s focus is organizing and sharing promising practices to provide mental health services and support to frontline healthcare workers during the COVID-19 crisis.

**Meeting Summary**

The main focus of the meeting was on using staff feedback to build support from Carris Health/CentraCare and team de-briefing, a tool for leaders from HealthPartners. Full notes below.

**“Some Good News”** Video was shared with “Code Joy” as an example. Celebration and joy is part of resiliency - how do you celebrate the wins?

**Redwood Falls Carris Health/CentraCare:** Ryan Pope and Magan Simon

Using Staff Feedback to Build Support

* Subsidiary of CentraCare in Redwood Falls, CAH, Rural Health Clinic and Home Care and Hospice and EMS. Since 2014 have established Resiliency Tools to use with healthcare employees.
* With COVID-19 “Bite-Sized Resiliency presentation was created and is available on-demand for staff. Rule of Two’s: Collective Coping (Pennebaker J.W. 1993)
* Resiliency training for Staff: Active coping strategies, goals for yourself, supporting colleague’s checklist, Mindfulness tips, sleep hygiene, and more.
* Wellbeing Survey was created. About 40% completion rate. Multiple open-ended questions to allow for narrative feedback. The responses helped shape overall programming. Resulted in creation of one-page handouts and emails, launched 1-1 phone calls, and virtual lunch and learn programs.
* Second round of survey will be launched in June 2020. This will help with monitoring to determine effectiveness and reaching the needs people want addressed.
* After survey they did1-1 calls, and established guidance for questions.
	+ Leaders started calls in first round, however, the employee may not tell their supervisor how they feel but will talk with this team as it is more anonymous, as a neutral third party.
	+ We heard that people were getting an overload of information. Changes were made to determine what info was necessary and time sensitive. Leaders are summarizing and sharing centrally.
	+ Healthcare professionals may not be the best at reaching out for help. What are you learning, or strategies that work to engage healthcare professionals?
		- Do not send out all possible tools.
		- Huddle resiliency - make sure your staff have time to talk about non-work-related topics.
		- 3 Good things, reset and reframe mission and grounding.
		- Have resources that are on-demand for staff. 5-10-minute videos, narrated PPT, podcasts, etc.

**HealthPartners:** Dawn Mansergh

EAP Tools: Team De-briefing, A Tool for Leaders

* How EAP supports organization and individuals. HealthPartners offers EAP services
* Increased utilization, up 41% from usual from 2019 to 2020 during COVID-19.
* Critical Incident Stress Debriefing (CISD) increase which is addressed via psychological first aid.
	+ 2019= 14 requests and in 2020 = 29 already. Virtual reach outs currently.
	+ Follow-up series of webinars now offered as of February 2020.
* Communicate, communicate, make easy to access. Share resources available, connect the dots for individuals. Share “Why call EAP”
* New Group Coaching started in May 2020. Sharing together, new modality. Topics: Supporting family member of health care workers, dealing with fears and anxieties related to COVID, Family dynamics, First Responders, and Essential Employees. HealthPartners and ICSI will feature an update this summer.

**Open Sharing:**

* Mental Health Minnesota- Shanna shared they have started an online support group meeting Tuesdays at 5pm and Wednesdays at Noon for Peer Specialist. See website for full details.

**COMING UP:**

* **Wednesday, June 3rd**: MinnRAP Battle Buddy System Comes to Healthcare: University of Minnesota

Dr. Barbara Gold, Chief Clinical Risk Officer and Professor, Department of Anesthesiology;

Dr. Sophia Vinogradov, Professor and Head, Department of Psychiatry and Behavioral

Sciences; Dr. Jeffrey Wozniak, Behavioral Sciences Division Director; Dr. Brian McGlinch, Assistant Professor, Department of Anesthesiology, University of Minnesota; Colonel, Medical Corps, US Army Reserve Commander, 806 Army Hospital Center, Twinsburg, OH

* **Mental Health Playbook** to be published and released next week following the holiday
* Resources Web Page: Please continue to provide feedback and resources and stories/vignettes that you think are particularly valuable to post. Link: [Mental Health Support for the Healthcare Workforce website](https://www.icsi.org/mental-health-covid19/mental-health-support-for-covid-19/)