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

**Wednesday, June 17, 2020 | Noon-1:00 pm**

*See website for recording.*

Discussion opened after welcome and an antitrust reminder. Began with a poll asking about warmline and where people are at.

**Meeting Summary**

**Operationalizing Warmlines: A Panel Conversation**

Jackie Buboltz, Mission Integration Director, West Market, Essentia Health

Brent Walden, PhD, Chief of Psychology, Hennepin Healthcare

John Drussell, LICSW, MSW, Mayo Clinic

Shannah Mulvihill, MA, CFRE, Executive Director, Mental Health Minnesota and Linda Vukelich, Executive Director, Minnesota Psychiatric Society, on COVID Cares line

**Jackie Buboltz, Mission Integration Director, Essentia Health**

• Employee emotional support line is for everyone and is available 24/7.

• BH providers and grief support therapists can be accessed through the warmline – up to three visits free.

• Approved May 4th. Took about three weeks go to live.

• Leadership support was key. Have added a well-being team who is the sponsor of the plan.

• Slow start so going back to the communications group to find additional ways to communicate.

• Peer is expected to get back to the person within 30 minutes if possible. Peers are scheduled in blocks of three hours. The peer support staff is doing this in addition to their actual job.

Questions:

• Is this a time limited service? What is the end date? They do not have a specific end date but the thought is there will be one since the warmline is specific to COVID.

• Did employees ask for this? No, developed this because of best practice.

• Are there key words that trigger BH to get involved? “I haven’t seen my therapist in a while”; “mention of medication”; “mention of inability to work through their worry, their concern, their anxiety”; “mention that it’s effecting their ability to do their job or get through their day”. Comments about death raise a flag as well. If the person calling in about their team, there is a trigger to implement team support.

• Can staff use worktime to call the support line? Yes.

• Are you connecting people with their regular provider? If they have one, we recommend that they schedule an appointment with their person. Warmline staffers will try and connect the person sooner if it’s hard to get into their provider’s office.

• Video on Short Center on PFA. Jackie will share the link.

• There is a special agreement that needs to be signed regarding confidentiality.

**Brent Walden from Hennepin Healthcare, Chief of Psychology**

• Emotional Support warmline is for any employee or trainee at Hennepin Healthcare. Employees are able to leave a message and ask for a call back. Seven days a week from 7:00 am -7:00 pm; volunteers check VMs during their shifts and returns calls.

• It’s a new resource and it’s similar to their mother/baby resource. It also complements other resources they’ve had in place.

• It took them about a week to start it up – launched March 24.

• Psychological first aid training is necessary before they can staff the warmline.

• After a slow start, they expanded their scope, any employee with any stressor can contact the warmline. There was a significant increase in use following George Floyd’s murder. Additionally, there is a growing awareness that the warmline exists for employees.

Questions:

• What is the % of staff using these resources? There have been 24 calls since March 24. About 7,000 employees. It’s been slow but those who seek support, are finding it helpful.

• What PFA online training did you use? Access training through VA national center for PTSD. Brent will find the resource and pass it along to ICSI staff.

• Was their financial support for this work? No, they didn’t find the need, their psych staff can handle it.

• How long do you tell people it will take to get a call back? 24 hours but it’s usually faster.

• Is there an end date? They’re figuring it out as they go, learning there is a need for broader support.

**John Drussell, Let’s Talk Warmline staffer, Mayo Clinic**

• Warmline was created for all staff across the entire enterprise (MN, AZ, FL, and all of the health systems).

• Training content was taken from OT and was specifically developed for COVID. It’s also used to talk about symptoms, get resources, and provide emotional support. They also have an EAP.

• It took a couple of weeks to get it going. Lots of time and effort was put in because it was the first time something like this was created for staff.

• Common themes - Stress, anxiety, own health, health of family, impact of children being schooled at home, return to work, increased workload, and function in a different capacity in a different work area.

• Received some funding for the staffing model of the warmline.

• Project is funded for 2-3 months. There are evaluating where they go in the future.

• About four hours of training for those who staff the line.

Questions:

• What has your call volume been? 29 calls so far. Lower than anticipated. Legal insisted they gather personal information which may be a barrier.

**Shannah Mulvihill, MA, CFRE, Executive Director, Mental Health Minnesota and Linda Vukelich, Executive Director, Minnesota Psychiatric Society, on COVID Cares line**

• They started off offering the service to health care workers, first responders, and essential personnel but have since expanded it to just about everyone. Collaboration between a number of organizations.

• They are finding that most callers will be new to using MH services. The line is a potential gateway to those who may seek additional help. It is anonymous and confidential. No EAP or health insurance needed.

• This line is specifically for COVID but Mental Health Minnesota warmline is for everyone/everything.

• Didn’t have to invest any time in training since they used volunteers licensed MH providers.

• Open from 9-9 and typically covered every hour by one provider and sometimes two.

• They are not collecting any identifying data about callers.

• Challenges in getting people to their line like everyone else.

Questions:

• Where can we get the flyer? Check fasttrackermn and ICSI will distribute it.

**COMING UP:**

* **Resiliency Rooms – a highly utilized program/space for healthcare workers**

**Children’s Minnesota: Kerry Appleton and Cally Qutechat**

Resiliency Rooms are private, calm spaces employees and professional staff at Children’s Minnesota can use for practicing self-care while at work. Nearly 100 staff utilize per day.

* **RISE Peer Support Program (RISE – Resilience in Stressful Events)**

**Johns Hopkins: Albert W Wu, MD, MPH**

The coronavirus pandemic is having a significant impact on the psychological well-being of health care workers and on institutional resilience.  The presentation will describe steps that health care institutions can take to support health workers, using the integrated program at Johns Hopkins as an example.

* Mental Health Playbook is now available on the ICSI website – [www.icsi.org](http://www.icsi.org)

If you have a promising practice that you would like to share, please contact Jodie and/or Tani.