



Mental Health Support for Healthcare During COVID-19

Welcome! Help make a great virtual meeting:

- Use video, please

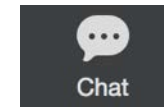


- Mute if not speaking



- Remember to unmute 😊

- Introduce yourself/your org in chat



- Use chat for help, offer ideas or to ask a question



Mental Health Support for the Healthcare Workforce

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



Tani Hemmila



Jodi Dvorkin

Mental Health Support for the Healthcare Workforce

TODAY'S AGENDA

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

Mental Health Support for the Healthcare Workforce

Wednesday, July 1

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

Children's Minnesota: Kerry Appleton, RN, MAN, CCRN; Cally Qutechat, MA

Tuesday, July 14

RISE Peer Support Program (Resilience in Stressful Events)

Johns Hopkins: Albert W Wu, MD, MPH

Register and learn more on our website: <https://www.icsi.org/mental-health-support-call/>

Now Available: Mental Health Playbook: An actionable guide to support our healthcare workers

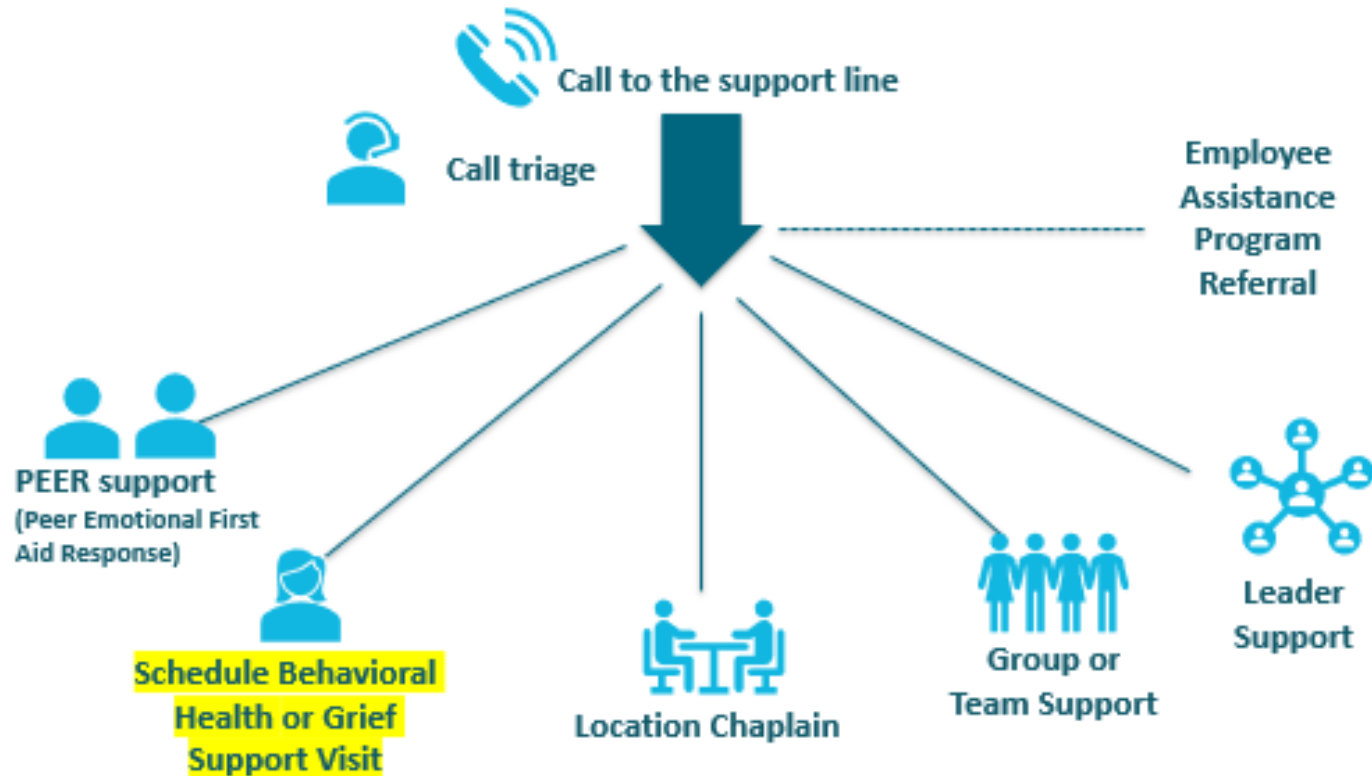
icsi.



Poll:

Are you thinking about implementing an internal 'warmline' to support workers, or do you have one in process?

Call line will be available 24/7 and open to all employees, regardless of role



- Planning Team:
 - Grief Support
 - Behavioral Support
 - Chaplaincy
 - Mission – Operations Administrator
- Pre-approval:
 - Conceptual structure, stakeholders, costing model
- Implementation after approval
 - Three weeks (May 4 – May 27)
- Resources:
 - Planning team and administrative assistant
 - Existing resources
 - Communication and marketing team

- Leadership Support:
 - Administrative sponsorship – Wellbeing Team
 - Senior Leadership approval – SBAR provided
- Communications:
 - All employee forum presentation
 - CEO email message
 - Physician/APC
 - Posters
 - Screen saver
 - Intranet
 - Social media



24/7 EMPLOYEE EMOTIONAL SUPPORT LINE
218-576-0021 | 833-311-0334 (toll-free)

The COVID-19 crisis is causing a unique set of stressors and emotions for many across the world, including for our colleagues.

The confidential emotional support line is available to all colleagues who can benefit from emotional, psychological and spiritual support as we navigate through these hard times together. Your call will be triaged to receive the appropriate level of support available from trained peers, Behavioral Health providers, Grief Support or Organizational Learning and Development representatives. Team and leader support are also available and initial calls may be kept anonymous, if desired.

To learn more, visit [Essentia Health's internal COVID-19 site](#).



Hennepin Healthcare

Emotional Support Warmline

Brent Walden, PhD



Warmline: Getting Started

- Who is it for?

The Emotional Support Warmline is for all Hennepin Healthcare employees and trainees.

- Does it build on existing infrastructure or is it new?

The Warmline is a new resource created to help support employees and trainees during the COVID-19 pandemic.

Warmline: Getting Started

- How long did it take to set up?

Initial setup was completed within a week, and multiple improvements have been made since the Warmline launched on March 24, 2020.

- What resources to keep going? (e.g. staff)

The Warmline is currently staffed by 23 volunteers from Psychiatry and Spiritual Care. Psychiatry leadership provides operational support and oversight.

Warmline: Getting Started

- What leadership buy-in was needed?

Leadership created the Warmline. Psychiatry Senior Director Megen Boysen, RN, came up with the idea and oversaw its implementation.

- What communications have been used to spread the word?

Numerous emails, intranet site, signs posted in employee areas, announcements/reminders during staff huddles and meetings

Mayo Clinic

Let's Talk Warmline

John Drussell, LICSW, MSW



Warmline: Getting Started

- Who is it for?

The Let's Talk Warm Line was created for all Mayo Clinic staff across the entire enterprise (MN, AZ, FL, and all of the health systems).

- Does it build on existing infrastructure or is it new?

The Warm Line training content falls under what had existed under the Occupational Health umbrella. However, the Warm Line was specifically initiated due to COVID-19. Mayo Clinic also offers an Employee Assistance Program (EAP).



Warmline: Getting Started

- How long did it take to set up?

The Warm Line was set up within a few weeks. It took a lot of quick planning from multiple sources. The Department of Psychiatry and Psychology spearheaded the efforts.

- What resources to keep going? (e.g. staff)

Trained staff to answer calls, IT staff to provide technical support (phone lines, web announcements, data collection), and ongoing involvement by stakeholders.



Warmline: Getting Started

- What leadership buy-in was needed?

The proposition of developing the Warm Line was fully embraced by leadership and it's development was fully supported.

- What communications have been used to spread the word?

The Warm Line was: 1) announced on a main intranet page, 2) placed on the COVID Resources page, 3) discussed during an institution-wide Q&A session, 4) included in various email communications, and 5) encouraged by managers/supervisors to discuss with their staff.



COVID Cares Support Service: Getting Started

- Who is it for?
 - Health care workers, first responders, essential personnel
 - Parents and teachers
 - Residents of Minnesota or border state communities who are experiencing isolation, fear or individual, community or secondary stress
 - Expect that most callers will be new to using mental health services
 - Anonymous and confidential, without need to use EAP/health insurance or talk to friends, family or co-workers
- Does it build on existing infrastructure or is it new?
 - The service was created through a collaboration between the Minnesota Psychiatric Society, Minnesota Psychological Association, Black Psychologists of Minnesota, Mental Health Minnesota, and Fast Tracker.

MPS COVID Cares Support Service Information Page

[Click here to connect 9am-9pm daily.](#)
One click connections on your cell phone!

Free Support Service for Minnesotans during these stress times
Call to speak with someone in a free, safe, anonymous and confidential environment when it fits your schedule between 9am and 9pm.
One click connections on your cell phone!

free confidential, anonymous
MENTAL HEALTH SUPPORT
7 DAYS/WEEK, 9am-9pm NOW-AUGUST 31, 2020

Many of us are experiencing unprecedented levels of stress. Whether you're working in a hospital or a farm field, a teacher at home or a parent balancing work and children, responding to emergencies or cleaning and stocking shelves, we're here for you.

TO REACH AN ON-CALL, MENTAL HEALTH PROFESSIONAL VOLUNTEER, GO TO:
www.fasttrackermn.org

What are COVID Care support services?
MPS is teaming with the MN Psychological Association, the MN Black Psychologists Association, and the Mental Health MN to offer special 20-minute support services calls to support Minnesotans seeking help to manage the stress and emotional toll of these difficult times.

- **No appointments. No waiting. Just here for you when you need safe, anonymous, confidential phone support.**
- **COVID Care services are NOT THERAPY. They are NOT TREATMENT.**
- How long with the service be available? COVID Care services will be available as needed with an endpoint to be determined.
- Volunteer providers are licensed psychologists, psychiatrists, therapists, alcohol and drug counselors, social workers, nurse practitioners, etc.

People working on the front lines of COVID-19 are experiencing unparalleled levels of stress.

We want to support all those who are working hard to save lives.

You're here for us. Let us be here for you.

Volunteers (Please sign up today)
[Volunteer Application](#)

[Find MH/SUD Services](#)

COVID-19 Resources for Healthcare Workers

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This service is provided by a group of mental health professionals, through sponsorship of the Minnesota Psychiatric Society, the Minnesota Psychological Association, the Minnesota Association of Black Psychologists and Mental Health Ministers.

Minnesota Psychiatric Society

COVID Cares Support Service Schedule

What are COVID Care support services? Licensed mental health and substance use disorder personnel are available to talk with individuals on the front lines and provide them with support over the telephone. These special 20-minute support calls are offered to support Minnesotans experiencing stress and emotional toll of these difficult times.

Call to speak with someone in a safe, anonymous and confidential environment when you are free between 9am and 9pm.
 This call service is best suited for cell phone use for one-click connections. Click the phone number listed during the time you are calling to connect.
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SUNDAY
 9-10AM

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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
9-10AM Jordan Robinson 517-614-3697	9-10AM Jeffrey Sawyer 952-431-5330	9-10AM Amanda Wannarka 612-440-1899	9-10AM Talee Vang 612-963-1550	9-10AM Lori Peiffer 651-303-7604	9-10AM Barbara McCleary 320-348-0591	9-10AM Holly Engelhart 612-440-7141
9-10AM Kathy Lombardo 507-398-2686	9-10AM Rebecca Krug 507-213-9743	9-10AM Samantha Meulemans 763-310-1369	9-10AM Patricia Sandkamp 612-412-4519	9-10AM Samantha Meulemans 763-310-1369	9-10AM Marina Bluvshstein 763-464-4783	9-10AM Emily Osiecki 612-756-8516
10-11AM Kathy Lombardo 507-398-2686	10-11AM Roslyn Paterson 612-414-5887	10-11AM Amy-Ann Mayberg 612-444-6463	10-11AM Raye Eyrich 612-203-8660	10-11AM Jeffrey Sawyer 952-431-5330	10-11AM Barbara McCleary 320-348-0591	10-11AM Aisaaca Hammond 651-216-7538
10-11AM Roslyn Paterson 612-414-5887	10-11AM Ann Matko 652-269-1469	11AM-12PM Kathy Lombardo 507-398-2686	10-11AM Miriam Zachary 612-588-9184	10-11AM Lori Peiffer 651-303-7604	10-11AM Marina Bluvshstein 763-464-4783	10-11AM Miriam Zachary 612-588-9184

COVID Cares Support Service: Getting Started

- How long did it take to set up?
 - 1 week (utilizing mental health professionals as volunteers, as well as not having a central number to call, increased implementation speed)
- What resources to keep going? (e.g. staff)
 - Volunteers licensed mental health providers to commit to regular 1+ hour(s) per week through August 31, 2020
 - Collaboration of organizations provided opportunity to divide up tasks
 - Manage volunteer application site (signup genius)
 - Host, set up and maintain website – FastTrackerMN.org / MPS webpages (weekly)
 - Coordinate volunteer call schedule
 - Created reporting form (Google form)
 - Developed resource information for volunteers to use during calls
 - A debrief team of volunteers is in place to support volunteers following particularly stressful calls if needed.
 - Weekly communication with licensed support volunteers
 - Community outreach volunteers to create and distribute graphics/flyers and publicize the service (news releases, emails, social media, presentations)

SignUpGenius Features Pricing More Create a Sign Up Log In Q



COVID Care Support Services
COVID-19 Mental Health Professional Volunteer Form

Thank you to all who have already signed up for weekly slots!

For new volunteers, please review the available slots below and click on the button(s) to sign up, and provide the following information:

- Name
- Phone number (Note: this will be shared publicly with potential callers. Consider setting up a free Google Voice number to use by clicking [here](#))
- Email address
- Address of your practice
- Licensure Type/Licensure Number


Please note that the date shown during sign-up is the first date/time you will be available for calls, and that you're signing up for this day/time on an ongoing weekly basis through August.

Thank you for your willingness to help meet the increasing mental health needs of those on the front lines of COVID-19.

Created by: Shannah Mulvihill

Date (mm/dd/yyyy)	Time (CST)	Available Slot	Calendar View
06/14/2020 (Sun.)	1:00pm - 2:00pm	Volunteer	Sign Up
	2:00pm - 3:00pm	Volunteer	Sign Up
06/15/2020 (Mon.)	11:00am - 12:00pm	Volunteer	Sign Up
06/16/2020 (Tue.)	10:00am - 11:00am	Volunteer	Sign Up
	11:00am - 12:00pm	Volunteer	Sign Up
06/17/2020 (Wed.)	2:00pm - 3:00pm	Volunteer	Sign Up

Time *

Time 

Call Length *

Short answer text

Services Provided (select all that apply) *

- Listening and support
- Referral
- Provided Resources
- Discussed Self-Care Strategies
- Recommended Mental Health Follow Up
- Other...

Level of caller distress *

1. Minimal distress
2. Moderate distress
3. Great deal of distress

COVID Cares Support Service: Getting Started

- What leadership buy-in was needed?
 - The partner organizations recognized the need as central to their missions and aligned with their values
 - Shared warmline expertise experience (MHM)
 - Member resources (volunteers from MPS, MPA, MABP)
 - Existing Mental Health / SUD Resource/Search tool (FastTrackerMN.org)
- What communications have been used to spread the word?
 - Flyers – QR codes
 - Social Media
 - News Releases
 - Targeted emails / Email blasts
 - Presentations

free confidential,
anonymous

MENTAL HEALTH SUPPORT

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SCAN ME

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Mental Health Minnesota

Published by Erin Erickson [?] · June 10 at 7:33 PM · 📍

No appointments. No waiting. Just here for you when you need support. The COVID Cares initiative started in April 2020 to provide mental health phone support to workers on the frontlines of the pandemic and we're excited to have it expand to help the whole community with Fast-Tracker Minnesota's promotion. Visit fasttrackermn.org or Minnesota Psychiatric Society's site: [mnpsychsoc.org/covid-care-support-services.html](https://www.mnpsychsoc.org/covid-care-support-services.html) to reach an on-call volunteer.



Know the Dangers

June 11 at 11:00 AM · 📍

Our frontline workers are experiencing unprecedented levels of stress. The Minnesota Psychiatric Society, Minnesota Psychological Association, the MN Black Psychologists Association and Mental Health Minnesota have teamed up to create COVID Cares, a special support service for Minnesota health care workers, first responders and essential personnel. Learn more: <https://www.mnpsychsoc.org/covid-care-support-services.html>

ATTENTION STRESSED FRONTLINE WORKERS!

PROFESSIONAL
PROVIDERS ARE
VOLUNTEERING
TO OFFER
EMOTIONAL
SUPPORT



Questions or comments?

icsi.



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