

COVID₁₉ COFFEE CHAT:

Organizational Strategies for
Supporting the Mental Health &
Wellness of Providers & Staff

**Tuesday, May 19, 2020
1pm Eastern**

DISCLAIMER

This activity is made possible by the Health Resources and Services Administration, Bureau of Primary Health Care. Its contents are solely the responsibility of the presenters and do not necessarily represent the official views of HRSA.

DISCLAIMER 2

The contents of this conversation are not meant to substitute professional mental health treatment or advice. If you are feeling overwhelmed or needing professional assistance, please call:
1-800-273-8255

Or text: **HOME** to **741741** for free, 24/7 crisis counseling.



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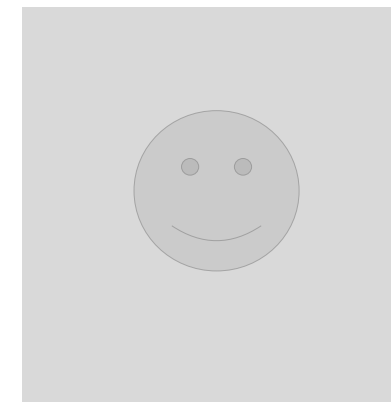


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OBJECTIVES

- Define the relationship between trauma & COVID19
- Provide a trauma-informed framework to support the mental health & wellness of staff
- Outline various organizational change strategies

ORGANIZATIONAL CHANGES TO RESPOND TO TRAUMA

- Not a destination, but a journey....
- Constant growth by reflection, assessment, and adaptation.
- Begin where you can, take small steps

COVID₁₉ & TRAUMA

How can this the COVID pandemic be traumatic?

- Isolation
- Rapid changes
- Uncertainty
- Direct/ health symptoms/ life-threatening
- Stress
- Lack of trust
- The need for physical and mental safety
- Loss and grief (e.g. employment, routines, loved ones, coworkers, plans, etc.)

THE ORGANIZATION / SYSTEM DEFINED



** providers/ direct care staff/ frontline/ support staff (custodial staff, researchers, billing, etc.)

Everyone has a role and can have an impact.

STRATEGY AREAS

- Developing **buy-in and commitment**
- Reviewing and implementing **new policies**
- Adapting **workflow/procedures**
- Adapting **the physical space**
- Reviewing/adjusting **communication strategies**
- Providing additional **education/training**
- Leadership **modeling TI practices**
- Create opportunities for **feedback and adaptation**, including implementing **consumer feedback**

STRATEGIES BUILT ON PRINCIPLES

Principle	Domains
Safety	Creating an environment where people are protected from danger, including emotional, physical, and psychological safety as well as crisis management.
Cultural Sensitivity and Humility	Cultivating an open attitude and skills in learning about diverse cultures, identities, and experiences including race, ethnicity, sexual orientation, gender identity, and refugee and immigration status; while considering the impact of historical oppression, the role of privilege and power, and uplifting the voices and experiences of marginalized groups.
Transparency	Creating an open and honest culture with processes and structures to share information and include diverse perspectives in the decision-making process; while ensuring respect for both subjective perception and objective truths.
Choice	Developing autonomy and respect for personal freedom and control grounded in fully informed consent.
Trust	Demonstrating reliability and credibility in relationships including balancing consistency and flexibility, maintaining privacy and confidentiality, and respecting healthy boundaries.
Compassion and Empathy	Creating a culture of understanding and interacting with people based on respect, validation and affirmation, non-judgement, and humanity.
Self-Care	Supporting policies and practices that care for the physical, emotional, relational/social, and cognitive well-being of consumers and staff, particularly being mindful of vicarious trauma and compassion fatigue.
Strengths-Based	Focus on assets and resources over problems or deficits, incorporating recovery-oriented and person-centered approaches that uplift dignity and integrate concepts of resilience.

SAFETY

- How can we support staff psychological well-being?
 - How can staff access basic needs?
 - How can staff take breaks?
- How can staff/clients feel control over their physical safety?
 - How are frontline staff asked about their feelings of safety?
 - How can staff/consumers have choice in how/when they return?

CULTURAL HUMILITY & SENSITIVITY

- How is culture affecting Coronavirus in your community?
 - Health disparities
 - Understanding and responding to the virus and/or health care systems (impact of historical trauma)
 - Stress (compound stress for providers/consumers)
- How can organizations have a culturally humble response to COVID19?
- How can organizations address health disparities in their community?

TRANSPARENCY

- What does communication look like with staff?
 - How are you providing frequent check-ins and regular updates for staff?
 - How can staff ask for help or support?
- What does the decision-making structure look like in response to COVID 19?
 - With the fast pace of decisions, are staff able to give input?
 - Where are the decision-makers getting their information and data?
 - How is that information being shared with staff?

CHOICE

- Are staff provided options about how they work?
 - Have you solicited feedback from staff about what's working and what's not?
 - Do all providers feel comfortable with telehealth? How can the organization provide support to providers who don't?
- What options can you give staff?
- What decisions can staff give input on?

TRUST

- How are you ensuring that information shared is realistic and honest?
- What information, resources, and guidance is the administration using to make their decisions?
 - Do staff know how administrators are making decisions?
 - Does staff feel comfortable that administrators will make the right decisions about moving forward (e.g. how to protect staff, opening back up, etc.)

COMPASSION & EMPATHY

- How can the organization normalize all reactions to COVID19?
- How can the organization support staff who are struggling during this time?
- How can organizations adapt roles or responsibilities to support staff's needs or limitations?

STRENGTH-BASED

- How can you find and acknowledge the strengths of your team during this time?
- What are the resources in the community that help people connect and thrive? How can you continue or adapt those services?
- How can we use this time as an opportunity to correct long-standing inequities?

Q&A

Feel free to reach out with any questions:

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