BOOST Education: Effective Ways to Manage the Traumatic Experience of COVID-19

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QUALITY ADVISOR

Sherri Creel is a licensed mental health counselor with more than 25 years of clinical experience in outpatient, residential and private practice settings working with children and adults. At Alliant, Sherri has worked as a behavioral health clinical reviewer. Currently, Sherri is a quality advisor supporting Alliant’s work with the National COVID-19 Resiliency Network (NCRN).

NCRN is a national strategy designed to mitigate the impact of COVID-19 on populations disproportionately impacted by the pandemic.
Shanika Jones

QUALITY ADVISOR

Shanika Jones is a licensed mental health clinician with over 15 years of experience in the mental health field. She has served in various clinical roles in both inpatient and outpatient settings. Currently, Shanika is a quality advisor with Alliant, supporting the work of the National COVID-19 Resiliency Network (NCRN). NCRN is a national strategy designed to mitigate the impact of COVID-19 on populations disproportionately impacted by the pandemic.
Agenda

01
Have a better understanding of trauma and trauma responses.

02
Learn ways a person's culture may impact their response to trauma.

03
Learn how leadership can support staff who are experiencing trauma.

03
Learn practical ways to manage personal trauma and distress.
What Is Trauma?

Trauma is broadly defined.

**Substance Abuse and Mental Health Services Administration (SAMHSA)** - Trauma results from event(s) or circumstances experienced as physically or emotionally harmful/threatening that have lasting adverse effects on the individual's well-being.

**American Psychiatric Association** - Trauma is exposure to actual or threatened death, serious injury, or sexual violence.

**American Psychological Association** - An emotional response to a terrible event, like an accident or natural disaster.
The Experience of COVID-19

- Uncertainty
- Confusion
- Loss
- Conflict
- Isolation
- Overload
- Illness
- Shutdowns
- Doubt

- Restrictions
- Disruptions
- Quarantine
- Transmission of virus
- Hesitancy
- Skepticism
- Inconsistency
- Mistrust
- Treatment disparities
Trauma Responses

- Difficulty concentrating
- Fear
- Grief
- Dread
- Irritability
- Numbness
- Fatigue
- Changes in appetite
- Trouble sleeping

- Increase in alcohol/substance abuse
- Agitation
- Despair
- Overwhelmed
- Sadness
- Panic
- Sorrow
Culture, Trauma and Mental Wellness

1. Cultural stigma
2. Understanding symptoms
3. Community support
4. Resources

- Mental Health First AID USA
How Leadership Can Be Culturally Aware of Mental Health Needs

1. Think beyond race and ethnicity
2. Learn by asking
3. Make local connections
4. Pay attention to non-verbal behaviors
5. Exchange stories

- American Psychological Association
How Leadership Can Support Mental Wellness in the Workplace

• Educate everyone about mental health conditions and challenges.
• Promote an environment that recognizes mental illness and supports those who are struggling.
• Encourage the use of corporate resources, like employee assistance plans.
• Have resources posted for all to see, including hotlines, apps, etc.
• Host staff wellness programs and staff appreciation events.

-Mental Health First Aid
Conversation Starters

— For the past (day/week/month/______________________), it seems like you have been feeling (unlike yourself/sad/angry/anxious/agitated/lonely/hopeless/fearful/overwhelmed/distracted/confused/stressed/restless/unable to function ________________________________).  
— You seem to be struggling with your (break-up/divorce/job stress/new job/death of a loved one/housing issues/recent health diagnosis/relationship/finances/______________________________).  
— Talking to you about this makes me feel (nervous/anxious/hopeful/embarrassed/___________________), but I’m telling you this because (I’m worried about you/it is impacting our working relationship/I don’t know what to else to do/I don’t know if anyone else has talked to about this/______________________________).  
— I would like to help you (talk to a doctor or therapist/figure out what to do/talk about this later/create a plan to get better/talk about this more/find a support group/______________________________). What can I do?

- Mental Health America
Self-Care Tips

• Adequate sleep
• Healthy eating
• Support system
• Avoid drugs and alcohol
• Exercise
• Take your medications

• Meditation/yoga
• Affirmations
• Limit media coverage
• Maintain a routine
• Practice 4-7-8 breathing
• Grounding
Resources

Keep Your Mind Grounded Flyer
Self Management for Depression Zone Tool (EN)
Self Management for Depression Zone Tool (SP)
Relax, Refresh, Reset Flyer (EN)
Relax, Refresh, Reset Flyer (SP)
Mental Health Screening Tools
Managing Psychological Distress during COVID (Video)
4-7-8 Breathing (Video)
How to Prioritize Self Care (Video)
Grief and Loss (Video)
<table>
<thead>
<tr>
<th>National Helplines</th>
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<tr>
<td><strong>National COVID-19 Resiliency Network’s (NCRN)</strong></td>
<td><strong>National Suicide Prevention Lifeline</strong>: 1-800-273-TALK (8255) or En español 1-888-628-9454</td>
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<td>multilingual call center at 1-877-904-5097 for mental</td>
<td>Confidential, free and available 24/7</td>
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<td>health and COVID-19 resources</td>
<td><a href="https://ncrn.msm.edu/">https://ncrn.msm.edu/</a></td>
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<td>Confidential, free and available M-F 9am-9pm</td>
<td><strong>Crisis Text Line</strong>: Text HOME to 741-7411; Facebook and WhatsApp also available</td>
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<td><a href="https://www.veteranscrisisline.net/">https://www.veteranscrisisline.net/</a></td>
<td>Confidential, free and available 24/7</td>
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<td><strong>Veterans Crisis Line</strong>: 1-800-273-8255 Press 1 or</td>
<td><strong>National Domestic Violence Hotline</strong>: 1-800-799-SAFE (7233); TTY 1-800-787-3224 or</td>
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<td>Text 838255; Chat and support for deaf and hard of</td>
<td>Text “START” to 88788</td>
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<td>hearing also available; Confidential, free and</td>
<td>Confidential, free and available 24/7</td>
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<td>available 24/7</td>
<td><a href="https://www.samhsa.gov/find-help/national-helpline">https://www.samhsa.gov/find-help/national-helpline</a></td>
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<td><strong>Mentalhealth.gov</strong>: Visit <a href="https://www.mentalhealth.gov/">https://www.mentalhealth.gov/</a> for free mental health resources and information.</td>
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<td><strong>SAMHSA’s National Helpline</strong>: 1-800-662-HELP (4357); TTY: 1-800-487-4889; Referral and information available in English or En español Confidential, free and available 24/7</td>
<td><strong>Disaster Distress Helpline</strong>: 1-800-985-5990 or text “TalkWithUs” to 66746; Confidential, free and available 24/7</td>
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<td><strong>National Alliance on Mental Illness (NAMI)</strong>:</td>
<td><strong>The Trevor Project</strong> hotline for LGBTQI young people: 1-866-488-7386 or text 678-678</td>
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<td>1-800-950-NAMI (6264) Confidential, free and available M-F 10am-10pm EST</td>
<td>Confidential, free and available 24/7</td>
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<td><a href="https://www.nami.org/home">https://www.nami.org/home</a></td>
<td><a href="https://thetrevorproject.org">https://thetrevorproject.org</a></td>
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<td>Check with your Human Resources Department or Health Plan to find out if a free and confidential <strong>Employee Assistance Program (EAP)</strong> is available.</td>
<td>If you or a loved one is in immediate danger, call 911. Notify the operator that it is a psychiatric emergency and ask for police officers trained to help people in a psychiatric emergency.</td>
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References


Mental Health America, accessed 7 March 2022, https://mhanational.org/understanding-trauma-and-ptsd


Mental Health First Aid USA 2019, assessed 9 March 2022, https://www.mentalhealthfirstaid.org/2019/07/four-ways-culture-impacts-mental-health/


Questions?
<table>
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<tr>
<th>Behavioral Health Outcomes &amp; Opioid Misuse</th>
<th>Promote opioid best practices, Decrease high dose opioid prescribing and opioid adverse events in all settings, Increase access to behavioral health services</th>
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<td>Patient Safety</td>
<td>Reduce risky medication combinations, Reduce adverse drug events, Reduce C. diff in all settings</td>
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<td>Chronic Disease Self-Management</td>
<td>Increase performance on ABCS clinical quality measures (i.e., aspirin use, blood pressure control, cholesterol management, cardiac rehab), Identify patients at high-risk for developing kidney disease &amp; improve outcomes, Identify patients at high risk for diabetes-related complications &amp; improve outcomes</td>
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<td>Quality of Care Transitions</td>
<td>Convene community coalitions, Identify and promote optical care for super utilizers, Reduce community-based adverse drug events</td>
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<td>Nursing Home Quality</td>
<td>Improve the mean total quality score, Develop national baselines for healthcare related infections in nursing homes, Reduce emergency department visits and readmissions of short stay residents</td>
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Making Health Care Better Together

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Stay Up-to-Date With BOOST

BOOST Office Hours
- BOOST Office Hours & Shop Talk | 1.20.2022
- BOOST Office Hours | 1.27.2022
- BOOST Office Hours | 2.3.2022
- BOOST Office Hours | 2.10.2022
- BOOST Office Hours & Shop Talk | 2.17.2022
- BOOST Office Hours | 2.24.2022
- BOOST Office Hours | 3.2.22
- BOOST Office Hours | 3.9.22
- BOOST Office Hours & Shop Talk | 3.16.22
- BOOST Office Hours | 3.23.22
- BOOST Office Hours | 3.30.22

BOOST Education Events
- BOOST Kick-Off Event | 1.19.22
- BOOST Education Event | 1.26.2022
- BOOST Education Event | 2.2.2022
- BOOST Education Event | 2.9.2022
- BOOST Education Event | 2.16.2022
- BOOST Educational Event | 3.2.22
- BOOST Education Event | 3.9.22
- BOOST Education Event | 3.16.22
- BOOST Education Event | 3.23.22
- BOOST Education Event | 3.30.22


Social Media Graphics
- Mask Up, Sleeve Up
- Don't Miss Your Shot
- This Is Your Shot

BOOST Bulletin Board

#GivetheBoostaShot  #VaxToTheMax
Making Healthcare Better Together

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