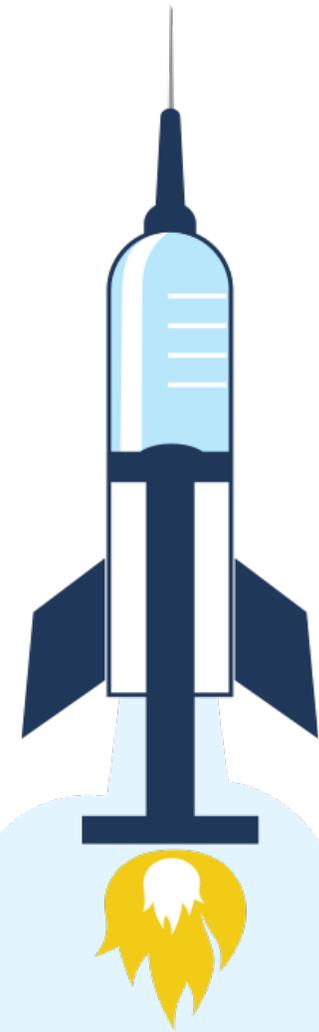


BOOST Education: Effective Ways to Manage the Traumatic Experience of COVID-19

March 30, 2022



 **ALLIANT**
HEALTH SOLUTIONS

QIN-QIO
Quality Innovation Network -
Quality Improvement Organizations
CENTERS FOR MEDICARE & MEDICAID SERVICES
QUALITY IMPROVEMENT & INNOVATION GROUP

Making Health Care Better *Together*



About Alliant Health Solutions

Sherri Creel

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

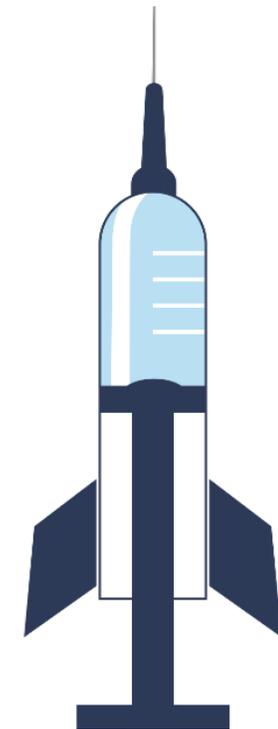
Learn ways a person's culture may impact their response to trauma.

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

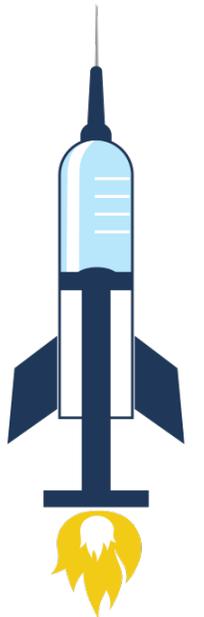
- Mental Health First AID USA



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?

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 \(Video\)](#)



National Helplines

<p>National COVID-19 Resiliency Network's (NCRN) multilingual call center at 1-877-904-5097 for mental health and COVID-19 resources Confidential, free and available M-F 9am-9pm https://ncrn.msm.edu/</p>	<p>National Suicide Prevention Lifeline: 1-800-273-TALK (8255) or En español 1-888-628-9454 Confidential, free and available 24/7 https://suicidepreventionlifeline.org/</p>
<p>Veterans Crisis Line: 1-800-273-8255 Press 1 or Text 838255; Chat and support for deaf and hard of hearing also available; Confidential, free and available 24/7 https://www.veteranscrisisline.net/</p>	<p>Crisis Text Line: Text HOME to 741-7411; Facebook and WhatsApp also available Confidential, free and available 24/7</p>
<p>Mentalhealth.gov: Visit https://www.mentalhealth.gov/ for free mental health resources and information.</p>	<p>National Domestic Violence Hotline: 1-800-799-SAFE (7233); TTY 1-800-787-3224 or Text "START" to 88788 Confidential, free and available 24/7</p>
<p>SAMHSA's National Helpline: 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 https://www.samhsa.gov/find-help/national-helpline</p>	<p>Disaster Distress Helpline: 1-800-985-5990 or text "TalkWithUs" to 66746; Confidential, free and available 24/7 https://www.samhsa.gov/find-help/disaster-distress-helpline</p>
<p>National Alliance on Mental Illness (NAMI): 1-800-950-NAMI (6264) Confidential, free and available M-F 10am-10pm EST https://www.nami.org/home</p>	<p>The Trevor Project hotline for LGBTQ young people: 1-866-488-7386 or text 678-678 Confidential, free and available 24/7 https://thetrevorproject.org</p>
<p>Check with your Human Resources Department or Health Plan to find out if a free and confidential Employee Assistance Program (EAP) is available.</p>	<p>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.</p>

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Questions?



CMS 12th SOW Goals



Behavioral Health Outcomes & Opioid Misuse

- ✓ Promote opioid best practices
- ✓ Decrease high dose opioid prescribing and opioid adverse events in all settings
- ✓ Increase access to behavioral health services



Patient Safety

- ✓ Reduce risky medication combinations
- ✓ Reduce adverse drug events
- ✓ Reduce C. diff in all settings



Chronic Disease Self-Management

- ✓ 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 & improve outcomes
- ✓ Identify patients at high risk for diabetes-related complications & improve outcomes



Quality of Care Transitions

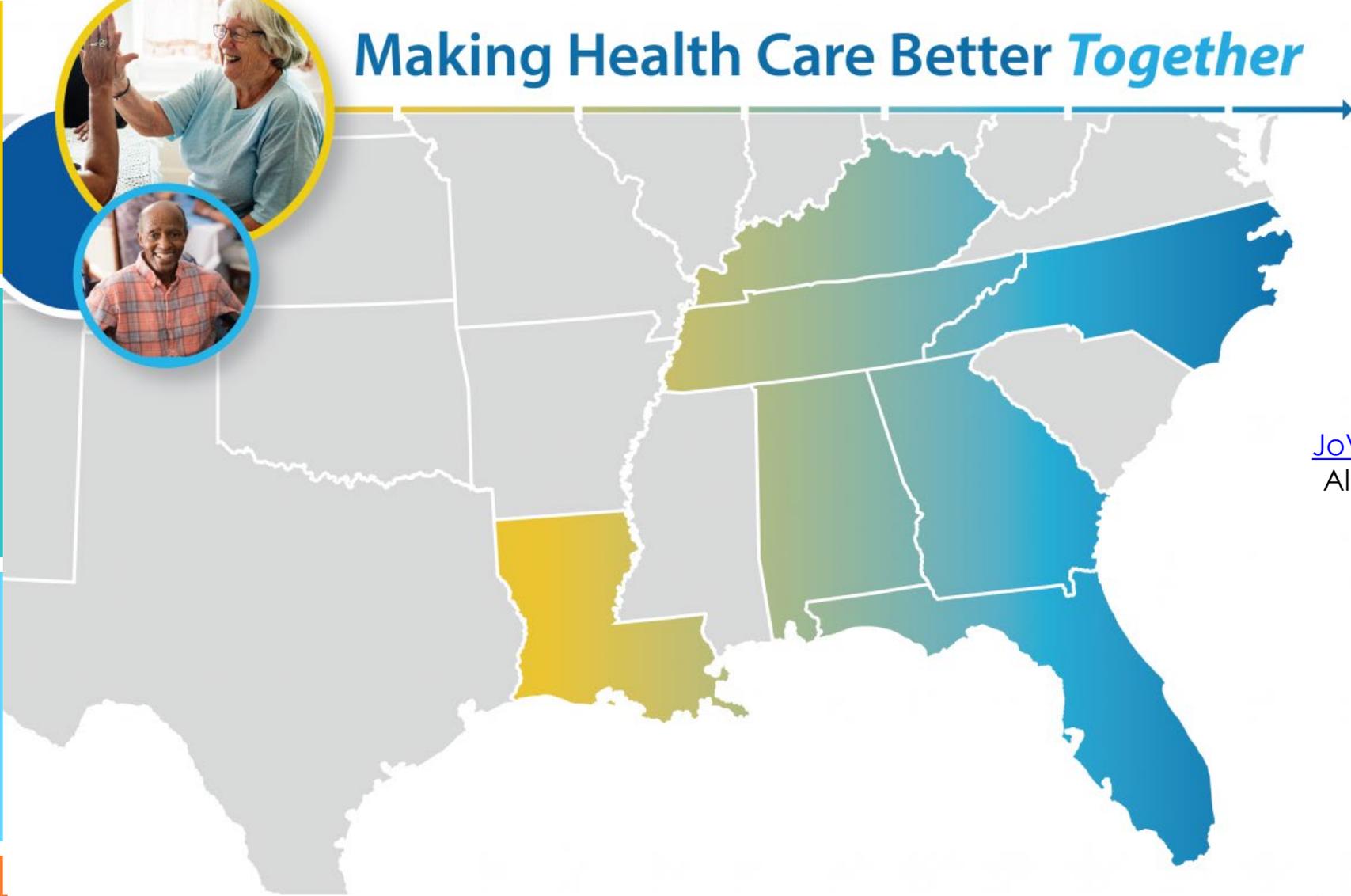
- ✓ Convene community coalitions
- ✓ Identify and promote optimal care for super utilizers
- ✓ Reduce community-based adverse drug events



Nursing Home Quality

- ✓ 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

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<https://bit.ly/BOOSTLandingPage>



BOOST Office Hours

- [BOOST Office Hours & Shop Talk | 1.20.2022](#)
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- [BOOST Office Hours | 2.24.22](#)
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- [BOOST Office Hours & Shop Talk | 3.17.22](#)
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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](#)
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- [BOOST Education 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

[BOOST: Mask Up, Sleeve Up – Flyer](#)
[BOOST: Mask Up, Sleeve Up – Twitter](#)
[BOOST: Mask Up, Sleeve Up – Facebook/LinkedIn](#)



Don't Miss Your Shot

[BOOST: Don't Miss Your Shot – Flyer](#)
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This Is Your Shot

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BOOST Bulletin Board

Booster Bulletin | Jan. 25, 2022



Booster Bulletin | Feb. 1, 2022



Booster Bulletin | Feb. 8, 2022



Booster Bulletin | Feb. 15, 2022



Booster Bulletin | Feb. 22, 2022

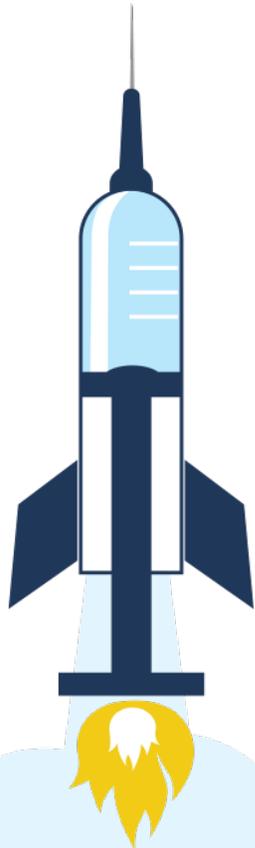


Booster Bulletin | March 1, 2022



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