

Mental Health Resources

Matthew Wekell, Director of Care Coordination at Mercy Gilbert Medical Center



Introduction

- What is Care Coordination in the hospital?
- Why am I speaking today about mental health resources?
- What are Social Workers and what do they do?

Today: I'll be speaking on mental health resources in the workplace with the goal to provide guidance and resources for you as a leader in your organization.

Current State



- Pressure Pressure Pressure
- COVID
- World is more connected than ever adding more pressures/stressors
- Political environment (Politics, Vaccines, War)
- Medication Management (Adherence)
- Lack of Mental Health Professionals and lack of emphasis
- Social Media
- **Shared because in the hospital we have seen an increase in mental health and behavioral health needs**

How can you support as a Leader in your organization?

- As the leader we are responsible for our teams in the workplace environment and getting the most out of the team over a sustained period
- Recognizing needs within your team is imperative for the best results
 - Best functioning team → better productivity & results
 - Will discuss how stress lowers productivity
- **Goal of today's presentation is to equip you with tools and guidance as a leader to help navigate and manage stress for your team and if crisis situation arises**

Stress Stats

American Institute of Stress Statistics

According to *The American Institute of Stress*:

- About 33 percent of people report feeling extreme stress
- 77 percent of people experience stress that affects their physical health
- 73 percent of people have stress that impacts their **mental health**
- 48 percent of people have trouble sleeping because of stress

44% of Americans report that their stress levels have increased over the past five years

Top Causes of Stress

- Money
- Work
- The economy
- Family responsibilities
- Relationships
- Personal health issues
- Housing costs
- Job stability
- Family health problems
- Personal safety

3.5 % of adults in the U.S. have PTSD during a given year

Signs & Symptoms of Stress

- Signs of issues? Signs of stress?
 - Irritability or anger
 - Fatigue
 - Lack of interest or motivation
 - Feeling nervous or anxious
 - Headache
 - Feeling depressed or sad
 - Changes in appetite
- What does this look like in the workplace?



Resource Discussion

- What's available through your organization?
- What organized processes exist in your organization?
 - Do you have formalized classes or trainings?
- Non-cost resource or programs?
- Opportunities to relax and de-stress?
- Surveys?



Things are we doing at Dignity

- Peer Support/Peer coaching
- Mental Health Resources through HR – communications on this regularly
- Certain high intensity situations (Codes, Falls, etc) – debrief
- Relaxation/Quiet Room
- Ongoing surveys and annual survey
- Resilience and stress management trainings

What can you do at your organization? What resources do you have at your organization?

Commonly Utilized Resources for Immediate Help

- **Disaster Distress Helpline (National):** Call 1-800-985-5990 or text TalkWithUs to 66746
- **Crisis Response Network (Arizona):** for free and confidential support: 1-844-534-HOPE (1-844-534-4673) or text “hope” to 4HOPE
- **Be Connected (Arizona):** for free and confidential support and resources: 1-866-429-8387

Resources Continued

- **CDC Foundation: How Right Now** – Interactive site was created to support mental health. It asks users how they are feeling (e.g., stressed, afraid, grieving, lonely) and then directs them to a variety of stress relief tools and mental health supports - <https://www.cdc.gov/howrightnow/>
- **Mental Health in America** – website with numerous employer resources - <https://www.mhanational.org/workplace>
- **OSHA Checklist for Supervisors** – https://www.osha.gov/sites/default/files/Checklist-Supervisor_508.pdf
- **OSHA Checklist for Senior Managers** – https://www.osha.gov/sites/default/files/Checklist-Senior_Manager_508.pdf
- **American Psychological Association: Psychologists' Advice for Newly Remote Workers.** Article with tips for remote workers to reduce stressors and prevent isolation, advising them to minimize distractions, set goals and boundaries, make a communication plan, and seek social connections - <https://www.apa.org/news/apa/2020/newly-remote-workers>
- **OSHA Workplace Stress** – OSHA & non-OSHA Resources - <https://www.osha.gov/workplace-stress/outreach-materials>

Substance Abuse

- **Substance Abuse and Mental Health Services Administration (SAMHSA):** 24/7, 365-day-a-year treatment referral and information service (in English and **Spanish**) for individuals and families facing mental and/or substance use disorders
 - Call 1-800-662-HELP (4357)
 - <https://findtreatment.samhsa.gov/> **Online tool** – Behavioral Health Treatment Services Locator, a confidential and anonymous source of information for persons seeking treatment facilities in the United States or U.S. Territories for substance use/addiction and/or mental health problems
- **CDC- Opioids in the Workplace** - <https://www.cdc.gov/niosh/topics/opioids/default.html>
- **SHRM – Employing and Managing People with Substance Use Addictions** - The toolkit discusses the prevalence of individuals with substance use addiction in the workplace addictions-<https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/personswithaddictions.aspx>

Building Blocks to Long-term Stress Management

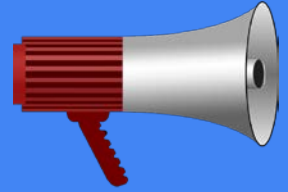
- Identify what factors are making it harder to get work completed
- Monitor your own stress level as the leader
- Look for ways to redistribute tasks
- Be compassionate, understanding, and show empathy
- Offer resources
- Look for signs of symptoms of stress and mental health emergencies
- Raise awareness about mental health and stress management among your team and organization
- Open door policy
- Get help – crisis management



Stress Case Study:

- Roger, 46 Male
- Working at Blockbuster
- Has been Employee of the Month 3 times in the past 2 years
- Excellent team player
- Roger has had relationship changes, going through new divorce – 3 months ago
- Coworker, Billie, comes to you as the Manager of Blockbuster and shares Roger has yelled at me three times this week, do you know what's going on?

Crisis Management



- Staff have moved from exhibiting increased stress to now talks or mentioning of self-harm or harming others
 - What should I do when my staff shared they want to hurt themselves?
 - **What does this sound or look like?**
 - Make direct statements about ending their life
 - Make indirect comments like "What's the point of living?," "Life is meaningless" and "No one would miss me if I were gone."
 - Talk or write about death or dying, including in social media posts
 - Give away their possessions
 - Ask about life insurance policy details, particularly related to cause of death
 - Show interest in end-of-life affairs, such as making a will or discussing funeral preferences
 - Exhibit noticeable changes in behavior or mood, such as appearing uncharacteristically sad, quiet or withdrawn
 - Neglect work, appearance or hygiene
 - Voice hopelessness or helplessness

Crisis Management Continued

- What do I do as the leader?
 - Recognizing Distress
 - Find a private place, stay with the person
 - Call for more support – More support on your team or you may be the one calling 9-8-8
 - Listen and take seriously
 - Warm handoff to supporting team is best practice
- What if they are resistant to support?
 - Safety / Wellness Checks
 - Open - door policy / You are here to support
 - Do I report? → Call 9-8-8

Immediate Resources

- **National Suicide Prevention Hotline:**
 - Dial 988 or for Spanish 1-888-628-9454
- You can also go to <https://988lifeline.org/chat/> Through a confidential online chat, you will be connected to a skilled, trained counselor in your area, or you can be connected to other resources you may need.
- **Crisis Text Line** – Text HOME to 741741
- **Veterans Crisis Line**
 - 988, then PRESS 1
 - Text 838255
- **National Domestic Violence Hotline** (800) 799-7233

Local Resources

- **Mind 24/7** - 1-844-MIND247 (844-646-3247)
- **Maricopa County Suicide/Crisis Line:** 1-800-631-1314 or 602-222-9444
- **Solari** – 24/7 365 Arizona Crisis Response Network - 1-844-534-HOPE
- **EMPACT:** 480-784-1500 or 1-866-205-5229
- **Crisis Response Network (Local):** 602-222-9444
- If you are a teenager within Arizona and in crises, call **Teen Lifeline:** 602-248-TEEN (8336) or 1-866-248-8336

Case Study

In Hospital Case Study: A true story that happened less than 2 months ago

- Hospital employee showed up to work and voiced to his leader that he wanted to kill himself
- He shared the night before he had increased stress and that day shared he had a history of depression and things were boiling up and overwhelming
- He voiced self harm to his leader and the leader was unsure how to support him at this time. However, the leader did bring the situation to the bigger leadership team keeping the employee's name and private details safe
- The bigger leadership team was able to give guidance and support on staying with him and providing resources in a calm non-shaming way

Thank
You



Questions?



Aging Population

- Maybe you have an employee with an aging loved one, parent, etc aging in the home and you seeing they need or are going to need more resources
- ALTCS
- Caregiver support resources
- Financial Support
- 211

Mental Health Resources

- **Let's discuss mental health resources that may be applicable to you and your team in your workplace, these are universal and can be accessed by anyone**
- **Goal is support to your team and possibly yourself in a crisis situation, being able to guide with more confidence in typically a very difficult situation**
- 211 – Mental Health Hotline
- Big things to look for
- Process around a petition or someone needing intensive support
- Voluntary vs. Involuntary Process
 - Coworker situation
- EAP – Utilizing Employee Based Services – Do your own inventory of what's available through your corporation?