MENTAL HEALTH AND RESILIENCY TRAINING

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Research & Policy  
Healthcare Ready

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**WHO IS HEALTHCARE READY?**

**Healthcare Ready** is a 501(c)3 focused on health preparedness and response, serving as a linkage point for the health sector and government partners at the federal, state, and local governments.

**Our goal** is to facilitate the planning and response coordination that improves our ability to respond to threats that disrupt patient access to healthcare during crises.

- **Collaboration between sectors** is necessary to protect patients.
- **Healthcare** is governed by many different systems and policies.
- **Disasters and disease outbreaks** are happening more frequently.
- **Inconsistent communication** during emergencies.
- **Patients** are unable to access care.
Restoring the Healthcare Workforce for Equity

- Stem the loss of the healthcare workers serving historically medically underserved communities
- Reverse trends in growing healthcare disparities and foster community resilience
- Expand capacity of healthcare workers
- Amplify policies and resources that support healthcare workers and the communities they serve

healthcareready.org/community-health-centers-and-clinic-resources
Presenter

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About Project HOPE
Healing people. Transforming lives.

Project HOPE empowers health care workers facing the world’s greatest health crises to build resilient communities and a healthier, more equitable world.

We work on the front lines of the world’s most urgent health challenges, partnering with communities, health care workers, and public health systems to ensure sustainable change.

Since our founding more than 60 years ago, Project HOPE has helped transform the health and well-being of over 50 million people around the world.

Project HOPE works in five main areas:

• Disasters and Health Crises
• Pandemic Preparedness and Response
• Infectious and Noncommunicable Diseases
• Maternal, Neonatal, and Child Health
• Health Policy
Mental Health

Mental health conditions are very common, impacting 1 in 5 adults (47 M Americans)

The global economy loses about US$ 1 trillion per year in productivity due to depression and anxiety

Healthcare workers are known to be at high risk for anxiety, depression, burnout, insomnia and PTSD. Crises exacerbate factors causing increased mental distress among frontline responders.

Systematic reviews of international studies showed that healthcare workers world-wide reported increased anxiety, depression, distress, and insomnia during the pandemic.
Placing power in the hands of local health care workers to save lives across the globe.
Project Overview

The Mental Health & Resilience Training Program

43+ countries

>100,000 HCWs
Domestic Implementation

- 9 live/10 online sessions
- >218 HCWs trained as master trainers
Adapted from the HERO-NYC H & H modules

## Mental Health & Resilience Training for Frontline Responders & HCWs

**Training material**

<table>
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<th>Stress, Trauma &amp; Resiliency</th>
<th>Personal &amp; Professional Wellness</th>
<th>Impact, Effect &amp; Outcome on Frontline Workers</th>
<th>Seeking Help for Ourselves and Others</th>
<th>Resilience &amp; Wellness Program Development</th>
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<tr>
<td>• Introduction to stress, trauma and resiliency</td>
<td>• Cognitive, emotional, behavioral, physical, and spiritual response to a stressful situation</td>
<td>• Stress and the stress continuum</td>
<td>• Impact of Cumulative Stress</td>
<td>• Importance of resilience training</td>
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<td>• Impact of disasters on psychological well-being in frontline workers</td>
<td>• Loss and grief</td>
<td>• Common trauma reactions</td>
<td>• What Is Trauma?</td>
<td>• Steps necessary to create or develop wellness programming</td>
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<td></td>
<td>• Stress management tools</td>
<td>• Healthy vs unhealthy coping strategies</td>
<td>• When Is Time to Seek Help?</td>
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<td></td>
<td>• Supporting others</td>
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<td>• Obstacles to Getting Help</td>
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<td>• Tools and Resources</td>
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Learning Objectives

1. Define the ‘Stress Continuum’.
2. Describe emotional, behavioral, cognitive, and spiritual reactions to medical and humanitarian crises.
3. Recognize warning signs of more complex mental health issues.

PART ONE

4. Learn and apply coping strategies to manage stress.
5. Strengthen resilience.
6. Recognize barriers and review when to seek help.

PART TWO

7. Introduce Wellness programming.
8. Conduct a Wellness Round and Pulse Check.
9. Understand and learn how to facilitate a Debrief.
10. Identify local & national resources
Part One

Stress, Stressors & the Stress Continuum
What is Stress?

What is Cumulative Stress

• Stress is a feeling of emotional or physical tension.
• It can come from any event or thought that makes you feel frustrated, angry, or nervous.
• Stress is your body's reaction to a challenge or demand.
• Cumulative stress an accumulation of various stress factors.
<table>
<thead>
<tr>
<th><strong>READY</strong> (Green)</th>
<th><strong>REACTING</strong> (Yellow)</th>
<th><strong>INJURED</strong> (Orange)</th>
<th><strong>ILL</strong> (Red)</th>
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</thead>
<tbody>
<tr>
<td><strong>DEFINITION</strong></td>
<td>• Optimal functioning</td>
<td>• More severe and persistent distress or loss of function</td>
<td>• Unhealed stress injury causing life impairment</td>
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<td></td>
<td>• Adaptive growth</td>
<td>• Leaves a &quot;scar&quot;</td>
<td>• Clinical mental disorder</td>
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<td></td>
<td>• Wellness</td>
<td>• Higher risk for illness</td>
<td><strong>TYPES</strong></td>
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<tr>
<td><strong>FEATURES</strong></td>
<td>• At one’s best</td>
<td><strong>CAUSES</strong></td>
<td>• PTSD</td>
</tr>
<tr>
<td></td>
<td>• Well trained and prepared</td>
<td>• Life Threat</td>
<td>• Depression</td>
</tr>
<tr>
<td></td>
<td>• In control</td>
<td>• Loss</td>
<td>• Anxiety</td>
</tr>
<tr>
<td></td>
<td>• Physically, mentally, and spiritually fit</td>
<td>• Inner Conflict</td>
<td>• Substance Dependence</td>
</tr>
<tr>
<td></td>
<td>• Mission focused</td>
<td>• Wear and Tear</td>
<td><strong>FEATURES</strong></td>
</tr>
<tr>
<td></td>
<td>• Motivated</td>
<td><strong>FEATURES</strong></td>
<td>• Symptoms persist and worsen over time</td>
</tr>
<tr>
<td></td>
<td>• Calm and steady</td>
<td>• Feeling irritable, anxious, or down</td>
<td>• Sever distress, social or occupational impairment</td>
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<tr>
<td></td>
<td>• Behaving ethically</td>
<td>• Loss of motivation</td>
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<td>• Having fun</td>
<td>• Loss of focus</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Difficulty sleeping</td>
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<tr>
<td></td>
<td></td>
<td>• Muscle tension or other physical changes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Not having fun</td>
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</table>

**Stress Continuum**
Responder Stress Continuum

https://www.youtube.com/watch?v=qoTrLKn0yNw&t=4s
Pulse Checks

When you are under stress, remember to take a break and engage in a Pulse Check. How am I feeling? Why might I be feeling this way? What can I do right now? What can I do later?
Responses to Cumulative Stress

Cognitive, Emotional, Behavioral, Physical, and Spiritual
Positive Responses to Crises

How have you seen positive responses to emergencies?
Fight, Flight, or Freeze Response
Managing your Reaction in a Critical Incident
Grounding Exercise

Breathing

1. Sit down in a comfortable place
2. Inhale through your nose
3. Hold your breath
4. Exhale through your mouth
5. Repeat as a set

*Can be done with limited breathing capacity, for a shorter duration.
The Current Crisis
What are YOUR responses?

Cognitive - Thoughts

Thoughts: What am I thinking about during this situation?

Emotions: What am I feeling?

Behaviors: What did I do/not do?

Physical: What do I feel in my body? Where do I feel it?

Spiritual: What do I believe? Did my beliefs change after this situation?
Moral Injury

The distressing psychological, behavioral, social, and sometimes spiritual aftermath of repeated exposure to such events that may lead to behaviors or witnessing behaviors that go against values or beliefs.

Three Common Reactions

**Guilt**
“I did something bad” “I couldn’t do more”

**Shame**
“I am bad because of what I did (or didn’t do)”

**Betrayal**
“How did they allow that to happen?”
“We feel the feelings of our clients. We experience their fears. We dream their dreams. Eventually, we lose a certain spark of optimism, humor and hope. We tire. We aren’t sick, but we aren’t ourselves.”

C. Figley, 1995
How has this crises been for you?
For others around you?
For those you’ve been supporting?

Where are you on stress continuum?
(Green/yellow/orange/red)?

Relax: Please write down thoughts that come to mind, feel free to share.
What Is Trauma?
An emotional response to a life-threatening event that overwhelms an individual’s ability to cope and causes feelings of helplessness and hopelessness.
Crises

Individual Trauma

Collective Trauma
Common Effects of Stress on Frontline Workers

- Over Engagement
- Burnout
- Compassion Fatigue
- Vicarious Trauma
- Secondary Traumatic Stress
Over Engagement

Over Engagement = Deeper Involvement

What To Look For:

• Blur professional boundaries with survivors
• Think about the beneficiary excessively after work
• Give special attention or care
• Involve in personal life of beneficiaries
• Increased dependency
• Notice inappropriate behavior by colleagues
• Refuse to handover care to a colleague
Burnout

Emotional Exhaustion

- Process marked by emotional exhaustion and withdrawal associated with increased workload, and institutional stress.
Burnout
Compassion Fatigue

CARING IS CUMULATIVE

- The emotional residue or strain of working with those suffering from the consequences of traumatic events.
- Can occur due to exposure to one case or can be due to a “cumulative” level of trauma.
Secondary Traumatic Stress

**Secondary Traumatic Stress (STS)** - Indirect, Single Exposure, with PTSD symptoms that mirrors Survivor

Changes in arousal such as:

- Sleep disturbance
- Increased fear
- Disruptive and invasive thoughts of beneficiaries and their traumas
- Avoiding anything in association with the secondary trauma
WHAT IS VICARIOUS TRAUMA?
## Differences

<table>
<thead>
<tr>
<th>Vicarious Trauma</th>
<th>Secondary Trauma</th>
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<tr>
<td>Multiple exposure - multiple client’s trauma experience(s)</td>
<td>Single exposure - one client’s trauma experience(s)</td>
</tr>
<tr>
<td>Change in cognition, self and world view</td>
<td>Not necessarily a change in cognition</td>
</tr>
<tr>
<td>May have triggers that are unique to each service provider</td>
<td>Often have triggers that are similar to the client’s triggers</td>
</tr>
<tr>
<td>Cumulative symptoms are unique to each service provider</td>
<td>Immediate symptoms and mirrors client trauma</td>
</tr>
<tr>
<td>Symptoms of post-traumatic stress disorder</td>
<td>Symptoms of post-traumatic stress disorder (re-experiencing, avoidance, hyperarousal) similar to client’s</td>
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</table>
Mental Disorders

- Trauma and Stress Related Disorders - PTSD
- Substance Use Disorders
- Prolonged Grief Disorder
- Anxiety
- Depression
- Suicidal Behavior
Post Traumatic Stress Disorder
PTSD

A mental health condition that some people develop after experiencing a life-threatening event.

**Key components:**
- Intrusion symptoms
- Avoidance
- Negative changes to mood or thoughts
- Alterations in arousal/reactivity
Studies in the United States have shown that 10%–15% percent of Health Care Professionals will misuse substances during their lifetime.
Loss and Grief During Crises
Grief

A natural response to losing something or someone important to us.

STAGES of GRIEF – Denial, Bargaining, Anger, Depression, Acceptance

Prolonged Grief Disorder
CUMULATIVE GRIEF

DEALING WITH GRIEF: A SERIES OF 8 EMOTIONAL POWERFUL TRECOS HOSTED BY NYPH, NYCHA, ACP, CHG, and SHAPE

“Cumulative Grief”

Featuring:
- Sincerely Cleo Dow
- Berni Carter

MADE POSSIBLE BY A GRANT FROM THE AMERICAN BUSINESS FOUNDATION

NYC HEALTH+HOSPITALS | HERO-NY
Suicide
I Jumped Off the Golden Gate Bridge

https://www.youtube.com/watch?v=WcSU9iZv-g
Suicide Risk Factors

- Prior suicide attempt(s)
- Family history of suicide
- Alcohol and drug abuse
- Mood and anxiety disorders (e.g. depression, PTSD)
- Access to a means to kill oneself (i.e. lethal means)
Suicidal Thoughts During Crises
Workplace Suicide Postvention: A Supervisor’s Perspective
Act Now

Connecting the individual to care.

Is it an emergency?

IF YES
immediately connect staff member to emergency response services
Limits of CONFIDENTIALITY

IF NO
Refer staff member support services
Follow-up
Wrap Up

- Defined the continuum of stress for responders
- Discussed emotional, behavioral, cognitive and spiritual reactions to cumulative stress
- Recognized the warning signs of more complex mental health issues
Part Two

Creating a Resilient Organization
Learning Objectives

1. Introduce Wellness programming
2. Conduct a Wellness Round and Pulse Check
3. Understand and learn how to facilitate a Debrief
4. Identify local resources
Supporting Your Staff

Your staff is your greatest strength and asset!

Managing the staff’s stress level is important to prevent...

System Health

Dissatisfaction → Burnout → Staff Turnover → Staff Shortage → Unsafe Staffing → Job Dissatisfaction
## Training-Of-Trainers

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<td><strong>Step 1:</strong> Master Training-Of-Trainers</td>
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<td><strong>Step 2:</strong> Trainers</td>
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<td><strong>Step 3:</strong> Peer Support</td>
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Tips for Trainers

1. Familiarize self with content in slides.
2. Create a climate of trust.
3. Present material in a professional style.
4. Be creative and interactive.
5. Encourage participation.
6. Allow time for Q & A.
7. Create a back up plan for the ‘unexpected’.
EMPATHY BUILDING
Empathy is walking a mile in somebody else's moccasins. Sympathy is being sorry their feet hurt.

Rebecca O'Donnell

Empathy fuels connection

Sympathy drives disconnection

Dr. Brené Brown

YOU

ME

WE

project HOPE
Brene Brown Video

https://www.youtube.com/watch?v=1Evwgu369Jw
Wellness Round

• Promote a culture of wellness
• Foster dialogue on burnout, fatigue, stress, and trauma
Tips for Peer Supporters

Helping Our Team

• Be available
• Listen, Be empathetic, Give encouragement
• Assist a person to establish personal control
• Provide local resources
• Maintain CONFIDENTIALITY
• Provide follow-up
WHERE
WHAT
WHEN
HOW
WHO
Debriefs
1:1

A learning and self-reflection tool.
A Group Debrief

• Reflects and discusses recent experiences

• Identifies what went well, what did not go well, and what was learned

• Plan of Action
Group Debriefs

The opportunity to process what happened and discuss what went well and opportunities to improve.
Group Debriefs

https://www.youtube.com/watch?v=A7hJTuRyu2U
Debriefs - Let’s Recap

Introduce yourself

Set the stage & purpose

Thank people for participation & set ground rules – time limit, respect, nonjudgmental, CONFIDENTIALITY

Ask: 1) what went well, 2) what didn’t go well, & 3) what was learned

Actively listen & offer empathy

Generalize experiences

Discuss coping strategies

Close, action steps, offer follow-up & professional resources
National Resources
Promoting Mental Health

Help Lines
2-1-1: Call 211

Disaster Distress Hotline:
1-800-985-5990

Gambling Hotline:
1-800-522-4700

Suicide & Crisis Lifeline:
988

Tobacco Helpline:
1-800-QUIT-NOW
(784-8669)

Veterans Crisis Line: 1-
800-273-8255 (Press 1)

SAMHSA
Substance Abuse and Mental Health Services Administration

“I AM A VETERAN.
Calling the confidential Veterans Crisis Line can help. I know.”

STOP CHILD ABUSE
SEE THE SIGNS, MAKE THE CALL,
800-292-9582

“988 SUICIDE & CRISIS LIFELINE

MentalHealthClinics.org

On 7/16/22
the U.S. begins
using the 988-dialing code
to access the National Suicide
Prevention Lifeline

OK2TALK.org

Promoting Mental Health

They Take Your MONEY.
They Take Your LIFE.
NO ONE SHOULD BE
SOLD FOR SEX

WORK IT.
PREVENTION IN PRACTICE
IT WORKS.

NATIONAL RESOURCES

MENTAL HEALTH CLINICS

GAMBLING HOTLINE
1-800-522-4700

SUITES & CRISIS LIFELINE
988

TOBACCO HELPLINE
1-800-QUIT-NOW
(784-8669)

VETERANS CRISIS LINE
1-800-273-8255 (Press 1)

2-1-1: Call 211
Referral Pathways

- Prefer to talk on the phone?
- We Call You!
- 1:1 Debrief

Refer to Resources Professional Counseling

- Hotline
- You Call Us!

Talk in person?
- 1:1 Debrief
- Socially Distanced Small Group Debrief

Just need to talk?
- Wellness/Respite Areas (Rest/Relax/Grab a Snack)

Talk in person is preferred...?
Peer Support Tools

- Pulse Checks
- Debriefings
- Breathing Exercises
- Wellness Rounds
- Wellness Events
- Resources
Scenario

A co-worker has just finished telling you that the stress from the recent crisis, current inflation, staff shortages, have just been too much and he’s thinking of quitting the profession, he notes:

- feeling exhausted, overwhelmed, and hopeless,
- having trouble sleeping at night,
- feeling guilty that he is healthy despite all those who got sick or died from COVID,
- he has been drinking more than usual,
- he is fearful of the next infectious disease to emerge, and
- he feels disheartened but also angry that the pandemic has had lasting consequences.
Wrap Up

1. Wellness programming
2. Conduct Wellness Rounds & Pulse Check
3. Debriefs
4. Wellness resources
Making a Difference

An old man walked down the beach. He noticed a child digging up sand and putting the starfish back into the water. Finally walking up with the child, he asked, "Why are you doing that?" To which the child replied, "You are doing it also!" The answer was, "But the starfish would die in the sun." And the old man went on his way and there were millions of dried starfish. The old man asked the child, "Why do you care about the starfish?" The child replied, "It makes a difference to me!"
Part Three

Self-Care and Coping Strategies
Learning Objectives

1. Learn coping strategies to manage stress.
2. Strengthen resilience.
3. Recognize barriers and review when to seek professional help.
Definitions of Common Terms

**Coping Strategies**
Tools we can use to carry ourselves through (positive or negative).

**Resilience**
A combination of support and care from outside and within, plus positive coping skills that allow us to heal after the crisis has passed.
Evidence-Based Strategies - Self-Care & Coping

- Staying Connected to Others
- Practicing Stress Management Techniques
- Keeping Up Physical Activity
- Limiting Excessive Exposure to Distressing Media
- Regular Sleep Patterns
- Healthy Eating Habits
- Buddy System: Look Out for Your Peers
Name Your Emotions

How to Get Through the Day?

Nurture social connections

Use your coping skills

Focus on the here and now and what is in your control

Try to maintain a positive outlook

Take care of your physical health
RESILIENCE

1. The ability to withstand adversity and bounce back from difficult life events

2. A combination of support and care from outside and within, plus positive coping skills that allow us to heal after the crisis has passed.
Resilience

The ability to withstand adversity and bounce back from difficult life events; a combination of support and care from outside and within, plus positive coping skills that allow us to heal after the crisis has passed.

- Optimism
- Healthy self-esteem
- Spirituality
- Tendency to find meaning
- Curiosity
- Strong social support
- Adaptability

THINGS THAT PROTECT
Stigma, Obstacles, and Asking for Help
What Influences Seeking Help?

- Stigma
- Fear
- Culture
- Cost
- Time
Asking for Help Is Hard

- Stigma perceptions
- Organizational barriers
- Self-sufficiency
- Negative perceptions of care
When to Seek Professional Help

- When stress reactions interfere with daily functioning
- When signs and symptoms of trauma-caused mental illnesses appear
- When pre-existing mental illness worsens
Types of Support

- Family, Friends, Coworkers
- Healthcare Professional
- Hotlines Support Groups
- Employee Assistance Programs (EAPs)
Recovery Takes Time
Pulse Checks

When you are under stress, remember to take a break and engage in a Pulse Check. How am I feeling? Why might I be feeling this way? What can I do right now? What can I do later?
Wrap Up

- Self-Care & Coping Strategies
- Strengthening Resilience
- Overcoming Barriers
Thank You!

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