

# *MENTAL HEALTH AND RESILIENCY TRAINING*

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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.



# 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](https://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

project  
**HOPE**<sup>®</sup>

The logo for Project HOPE features the word "project" in a lowercase, sans-serif font above the word "HOPE" in a large, bold, uppercase, sans-serif font. The letter "O" in "HOPE" is replaced by a white circle containing a stylized icon of two hands shaking. A registered trademark symbol (®) is located at the top right of the letter "E".

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

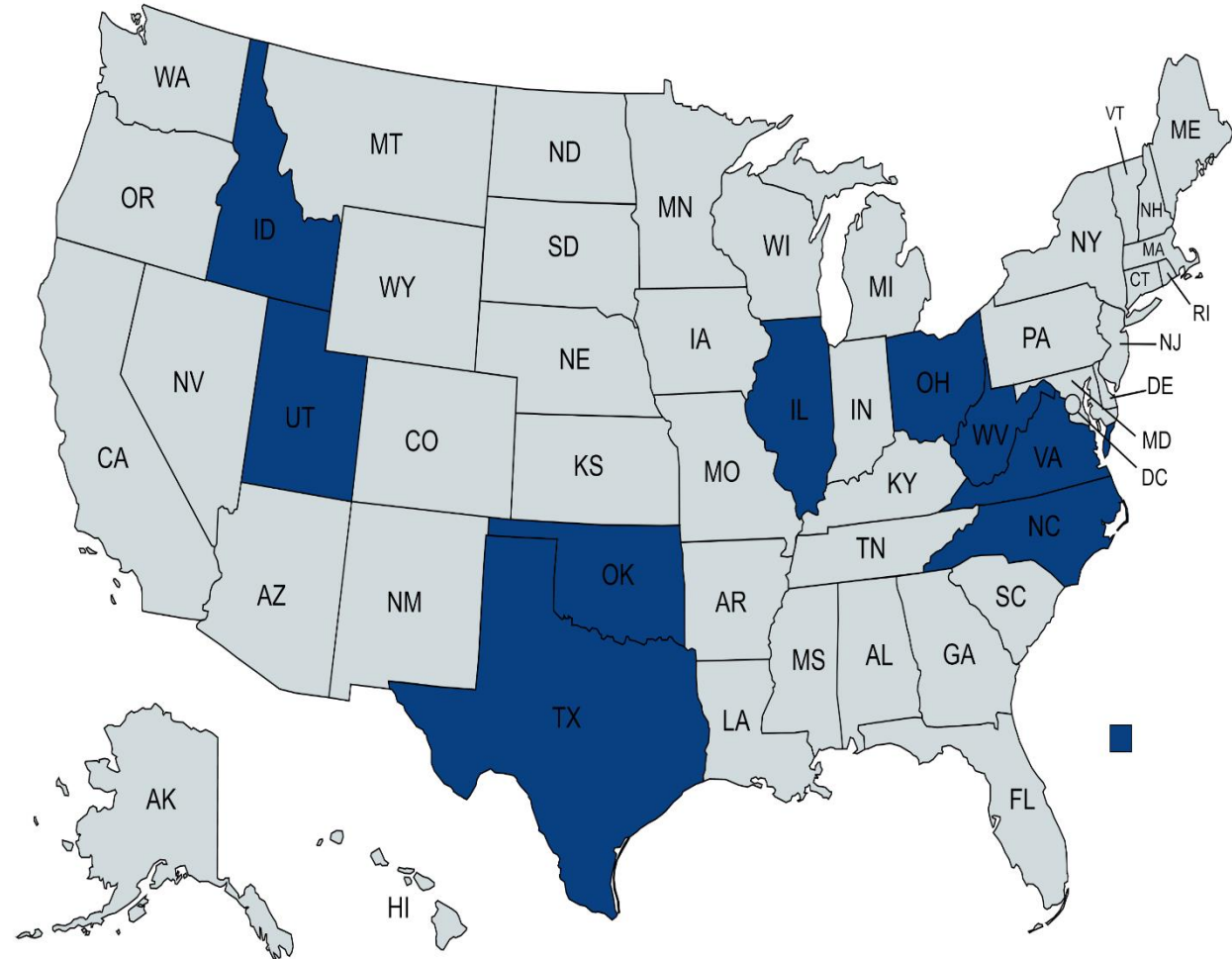




# Domestic Implementation

- 9 live/10 online sessions
- >218 HCWs trained as master trainers

Illinois  
Indiana  
Ohio  
Oklahoma  
South Carolina  
Texas  
Utah  
Virginia  
West Virginia



# Mental Health & Resilience Training for Frontline Responders & HCWs

## Training material

Stress, Trauma & Resiliency	Personal & Professional Wellness	Impact, Effect & Outcome on Frontline Workers	Seeking Help for Ourselves and Others	Resilience & Wellness Program Development
<ul style="list-style-type: none"> <li>• Introduction to stress, trauma and resiliency</li> <li>• Impact of disasters on psychological well-being in frontline workers</li> </ul>	<ul style="list-style-type: none"> <li>• Cognitive, emotional, behavioral, physical, and spiritual response to a stressful situation</li> <li>• Loss and grief</li> <li>• Stress management tools</li> <li>• Supporting others</li> </ul>	<ul style="list-style-type: none"> <li>• Stress and the stress continuum</li> <li>• Common trauma reactions</li> <li>• Healthy vs unhealthy coping strategies</li> </ul>	<ul style="list-style-type: none"> <li>• Impact of Cumulative Stress</li> <li>• What Is Trauma?</li> <li>• When Is Time to Seek Help?</li> <li>• Obstacles to Getting Help</li> <li>• Tools and Resources</li> </ul>	<ul style="list-style-type: none"> <li>• Importance of resilience training</li> <li>• Steps necessary to create or develop wellness programming</li> </ul>

## PART ONE

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 TWO

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

## PART THREE

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.



<b>READY</b> (Green)	<b>REACTING</b> (Yellow)	<b>INJURED</b> (Orange)	<b>ILL</b> (Red)
<p><b>DEFINITION</b></p> <ul style="list-style-type: none"> <li>• Optimal functioning</li> <li>• Adaptive growth</li> <li>• Wellness</li> </ul> <p><b>FEATURES</b></p> <ul style="list-style-type: none"> <li>• At one's best</li> <li>• Well trained and prepared</li> <li>• In control</li> <li>• Physically, mentally, and spiritually fit</li> <li>• Mission focused</li> <li>• Motivated</li> <li>• Calm and steady</li> <li>• Behaving ethically</li> <li>• Having fun</li> </ul>	<p><b>DEFINITION</b></p> <ul style="list-style-type: none"> <li>• Mild and transient distress or loss of functioning</li> <li>• Always goes away</li> <li>• Low risk for illness</li> </ul> <p><b>CAUSES</b></p> <ul style="list-style-type: none"> <li>• Any Stressor</li> </ul> <p><b>FEATURES</b></p> <ul style="list-style-type: none"> <li>• Feeling irritable, anxious, or down</li> <li>• Loss of motivation</li> <li>• Loss of focus</li> <li>• Difficulty sleeping</li> <li>• Muscle tension or other physical changes</li> <li>• Not having fun</li> </ul>	<p><b>DEFINITION</b></p> <ul style="list-style-type: none"> <li>• More severe and persistent distress or loss of function</li> <li>• Leaves a "scar"</li> <li>• Higher risk for illness</li> </ul> <p><b>CAUSES</b></p> <ul style="list-style-type: none"> <li>• Life Threat</li> <li>• Loss</li> <li>• Inner Conflict</li> <li>• Wear and Tear</li> </ul> <p><b>FEATURES</b></p> <ul style="list-style-type: none"> <li>• Loss of control</li> <li>• Panic, rage, or depressed mood</li> <li>• Substance Abuse</li> <li>• Not feeling like normal self</li> <li>• Excessive guilt, shame, or blame</li> <li>• Diminished sense of purpose, meaning, or hope in the future</li> </ul>	<p><b>DEFINITION</b></p> <ul style="list-style-type: none"> <li>• Unhealed stress injury causing life impairment</li> <li>• Clinical mental disorder</li> </ul> <p><b>TYPES</b></p> <ul style="list-style-type: none"> <li>• PTSD</li> <li>• Depression</li> <li>• Anxiety</li> <li>• Substance Dependence</li> </ul> <p><b>FEATURES</b></p> <ul style="list-style-type: none"> <li>• Symptoms persist and worsen over time</li> <li>• Severe distress, social or occupational impairment</li> </ul>
<b>Unit Leader Responsibility</b>	<b>Individual, Peer, Family Responsibility</b>		<b>Caregiver Responsibility</b>

## Stress Continuum

# Responder Stress Continuum



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





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





# Fight, Flight, or Freeze Response





# Grounding Exercise

## Breathing

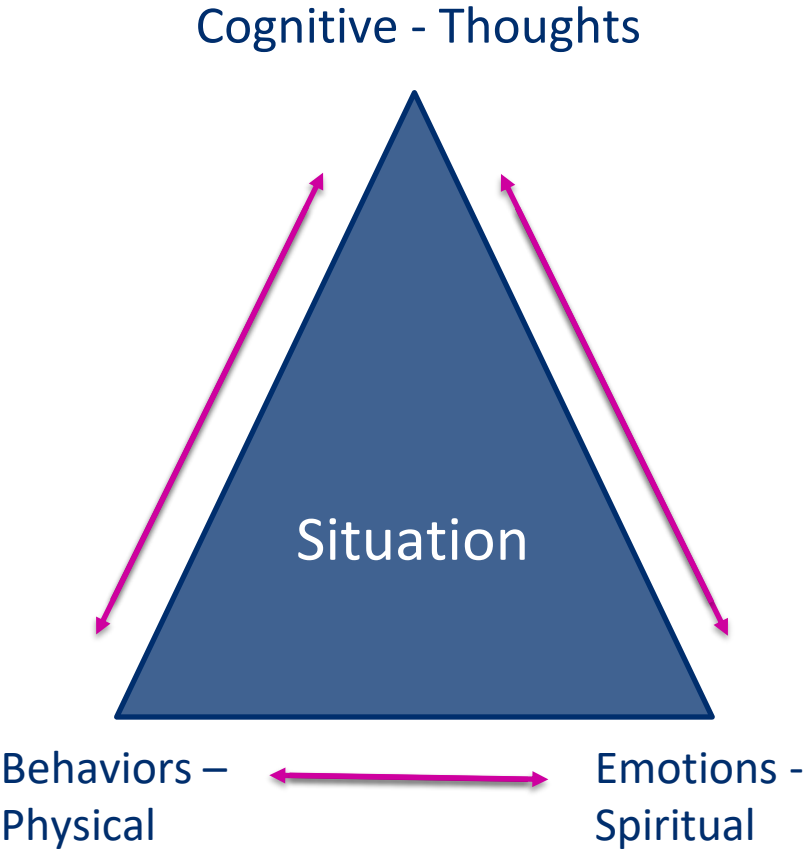


- 1. Sit down in a comfortable place
  - 2. Inhale through your nose
  - 3. Hold your breath
  - 4. Exhale through your mouth
  - 5. Repeat as a set
- \*Can be done with limited breathing capacity, for a shorter duration.



# The Current Crisis

What are YOUR responses?



- **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

### 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?



# Trauma

**An emotional response to a life-threatening event that overwhelms an individual's ability to cope and causes feelings of helplessness and hopelessness.**



# 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?



CTM

# Vicarious Trauma & Secondary Traumatic Stress

## Differences

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

# 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



# Substance Use Disorders



**Minimize**

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 5 WEBINARS, POTENTIAL TRIGGER

with Dr.  
HELEN HWANG, MD, MPH, PhD, MEd, MPH

**"Cumulative Grief"**

Featuring  
Attorney Elizabeth Kim, PhD  
and Dr. Carlos Lopez

Presented by the Institute of Living at Yale University

POLARIS

# Suicide



# I Jumped Off the Golden Gate Bridge



<https://www.youtube.com/watch?v=WcSUs9iZv-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

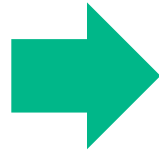
# Creating a Resilient Organization

## PART II

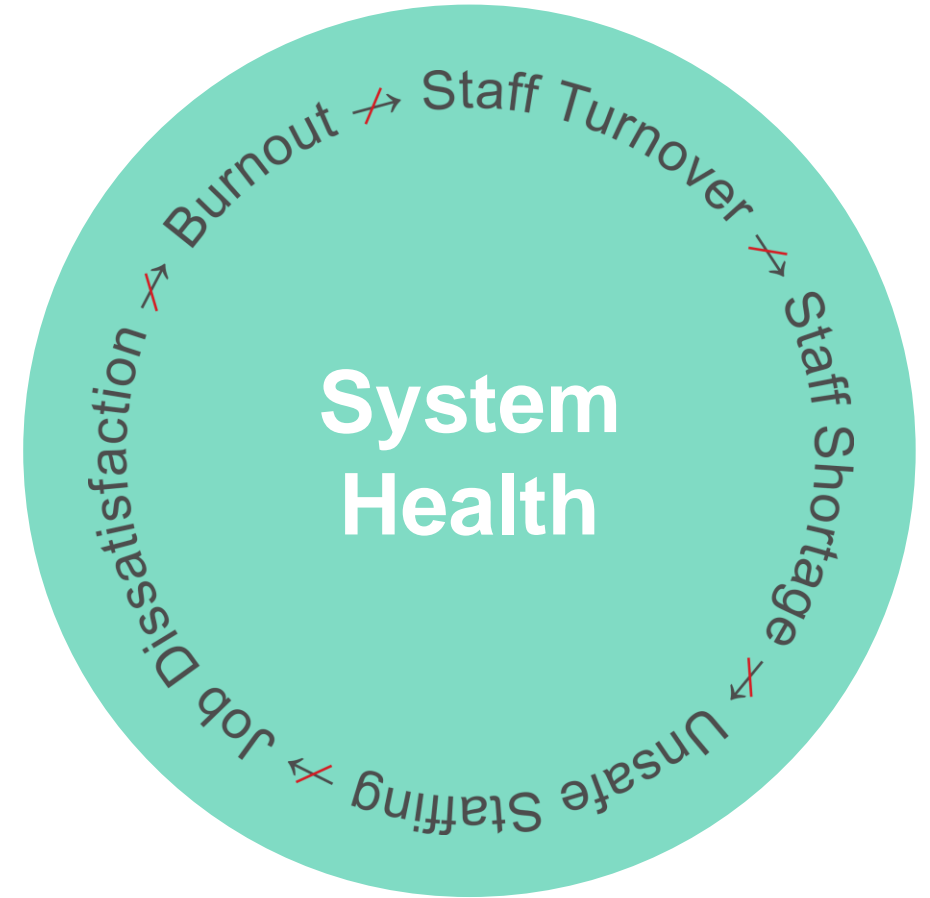
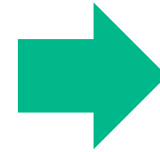
1. **Introduce Wellness programming**
2. **Conduct a Wellness Round and Pulse Check**
3. **Understand and learn how to facilitate a Debrief**
4. **Identify local resources**

# Supporting Your Staff

Your staff is your greatest strength and asset!



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



# Training-Of-Trainers



# 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.
7. Allow time for Q & A.
8. Create a back up plan for the 'unexpected'.



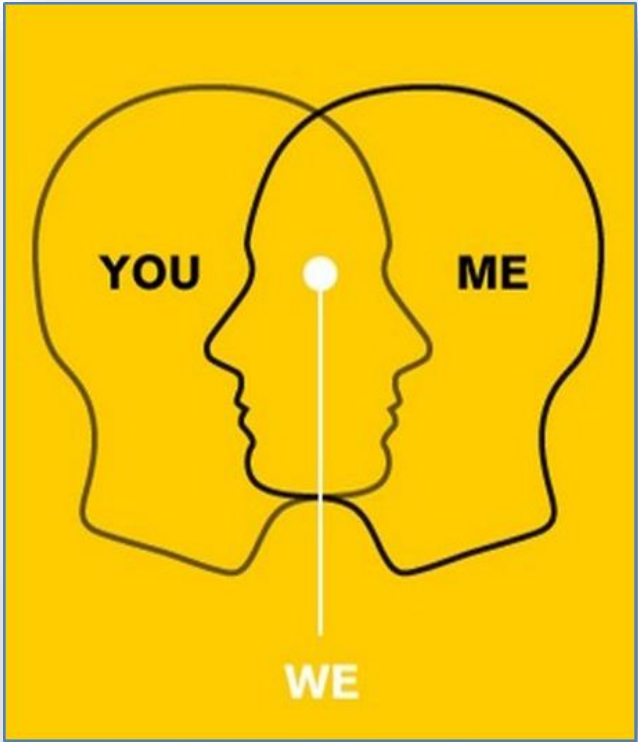
# EMPATHY BUILDING



# Empathy

Empathy is walking a mile in somebody else's moccasins. Sympathy is being sorry their feet hurt.

*Rebecca O'Donnell*





## Brene Brown Video



<https://www.youtube.com/watch?v=1Evwgu369Jw>



- **Promote a culture of wellness**
- **Foster dialogue on burnout, fatigue, stress, and trauma**

# Helping Our Team

## Tips for Peer Supporters



- Be available
- Listen, Be empathetic, Give encouragement
- Assist a person to establish personal control
- Provide local resources
- Maintain **CONFIDENTIALITY**
- Provide follow-up



# 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



# Tools & 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 )



[MENTALHEALTHCLINICS.ORG](http://MENTALHEALTHCLINICS.ORG)



**Veterans Crisis Line**  
1-800-273-8255 **PRESS 1**

**"I AM A VETERAN.**  
Calling the confidential Veterans Crisis Line can help. I know."

**They Take Your MONEY.  
They Take Your LIFE.  
NO ONE SHOULD BE**

**SOLD FOR SEX**

**CALL 911 or 888-3737-888**  
**TEXT BeFree to #233733**

**988 SUICIDE & CRISIS LIFELINE**

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

[www.potatoproject.org](http://www.potatoproject.org)

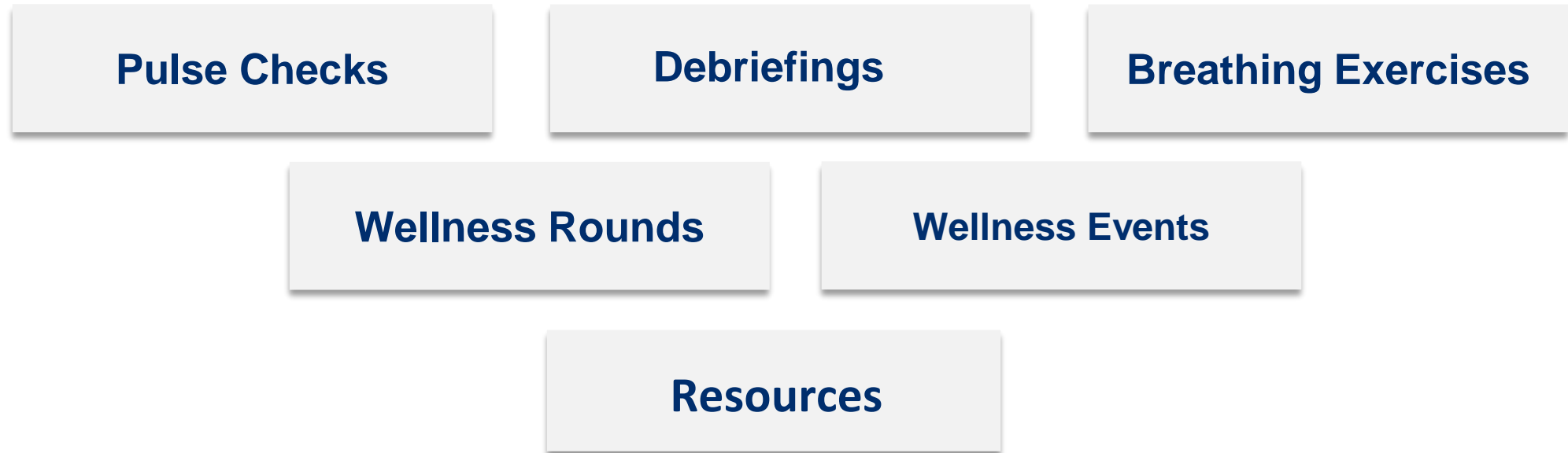
This hotline is intended to help victims of human trafficking and abuse. Your information will pinpoint local resources available within your community and in no way is affiliated with any law enforcement.



# Referral Pathways



# Peer Support Tools



# Scenario

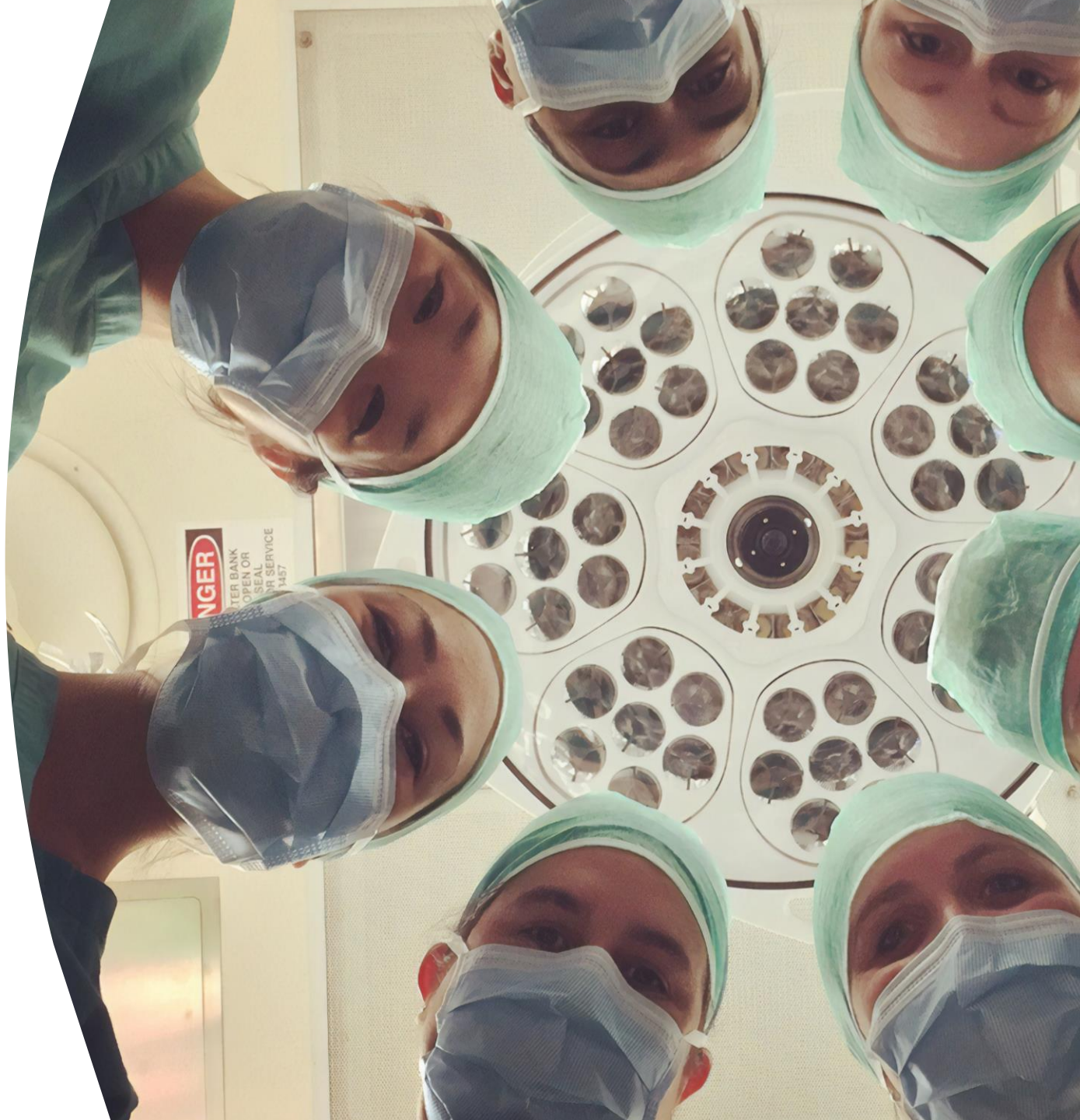
**A co-worker has just finished telling you that the stress from the recent crisis, current inflation, staff shortages, have just been too much and he's thinking of quitting the profession, he notes:**

- 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*

As an old man walked down the beach, he noticed a child ahead of him picking up starfish and flinging them into the sea. Finally catching up with the child, he asked, "Why are you doing this?" The answer was that the starfish would die if left in the sun. "But the beach goes on for miles and there are millions of starfish.", said the old man. "How can your efforts make any difference?" As the child looked at the starfish and threw it safely into the waves, the child said, "It matters to this one!"



COOLSTUFF





## Part Three

# Self-Care and Coping Strategies

# Learning Objectives

## PART III

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

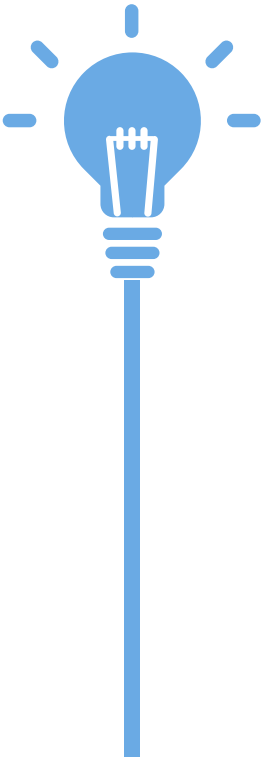
Tools we can use to carry ourselves through (positive or negative).

## 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

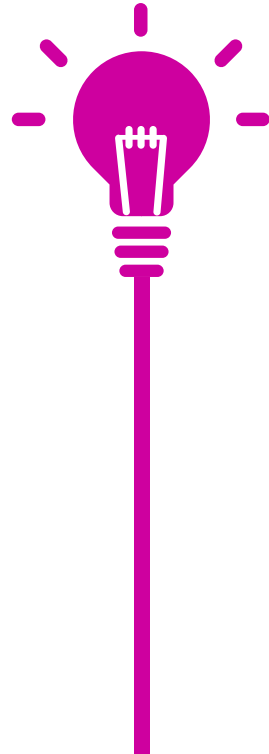
**Staying  
Connected to  
Others**



**Practicing Stress  
Management  
Techniques**



**Keeping Up  
Physical  
Activity**



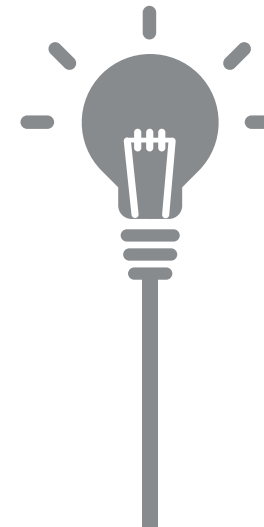
**Limiting Excessive  
Exposure to  
Distressing Media**



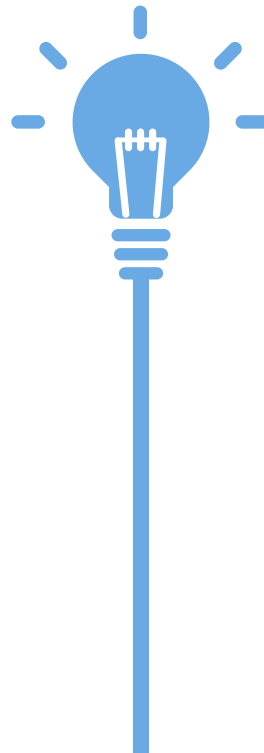
**Regular  
Sleep  
Patterns**



**Healthy  
Eating  
Habits**



**Buddy System:  
Look Out for Your  
Peers**







## 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



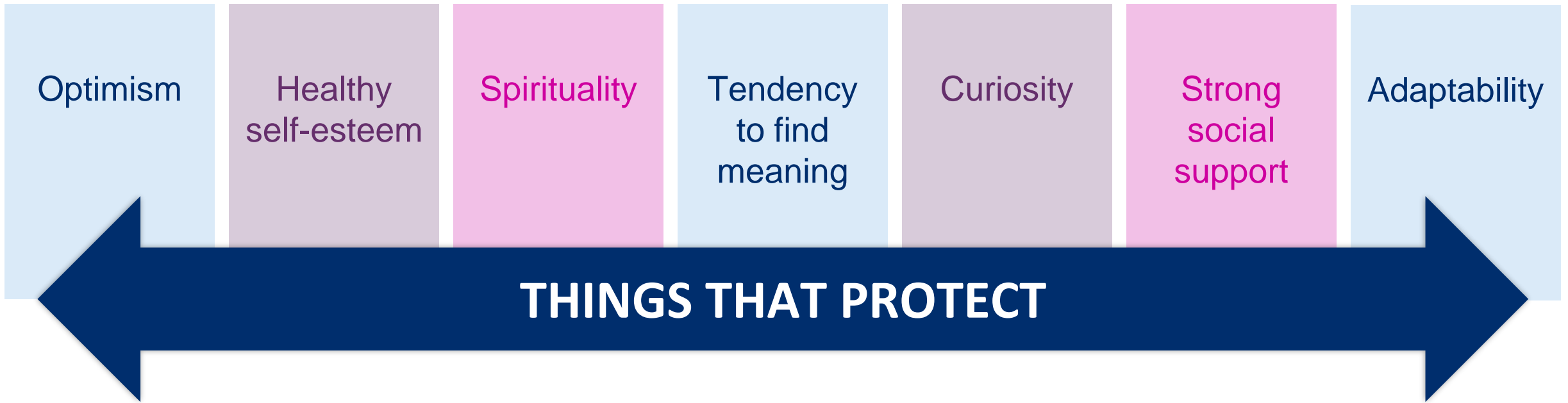


# RESILIENCE

- 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.





Stigma, Obstacles, and Asking for Help

## What Influences Seeking Help?

Stigma  
Culture Fear  
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**





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**Thank You!**

