

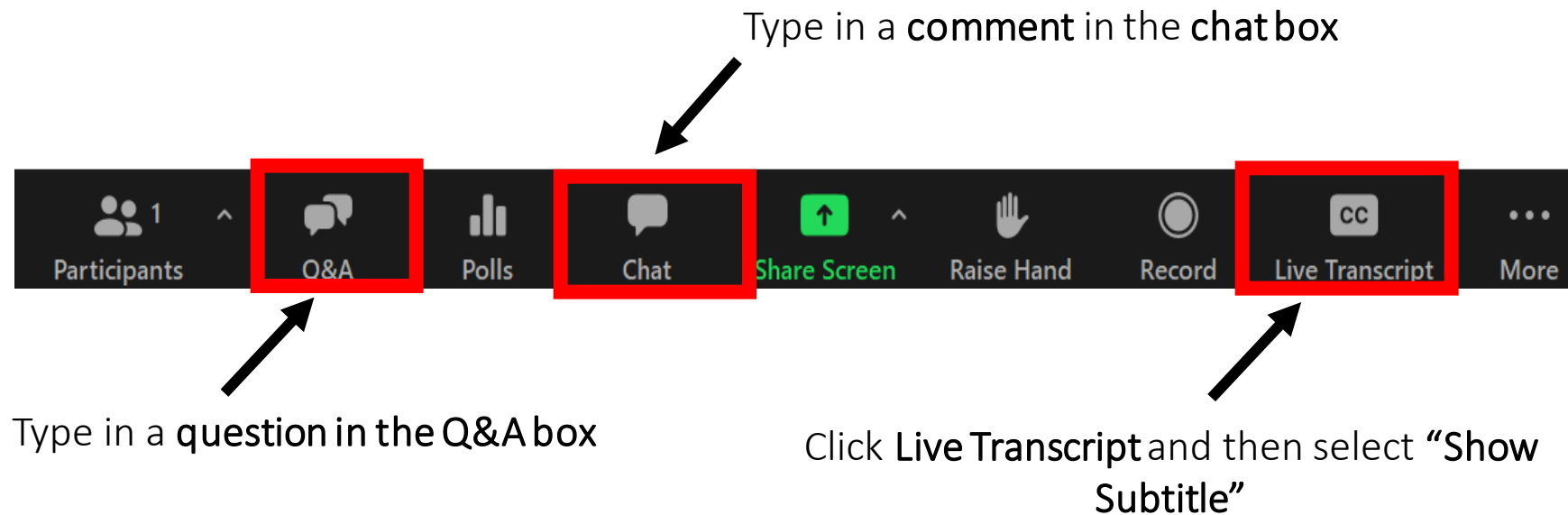
Strategies for Building Compassion Resilience in Integrated Care Settings

October 26th, 2021
3-4pm ET

CENTER OF EXCELLENCE for Integrated Health Solutions

Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing

Questions, Comments & Closed Captioning



Disclaimer

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SAMHSA

Substance Abuse and Mental Health
Services Administration

www.samhsa.gov



Poll #1: What best describes your role?

- Clinician
- Administrator
- Policy Maker
- Payer
- Other (specify in chat box)



Poll #2: What best describes your organization? (check all that apply)

- Primary Care Provider
- Mental Health Provider
- Substance Use Disorder Provider
- Other (specify in chat box)



Poll #3: Where is your organization in the process of integration?

- Learning/Exploring
- Beginning Implementation
- Advanced/Full Implementation
- Ongoing Quality Improvement
- Other (specify in chat box)



Introductions



Jennifer Loughran, **LMSW**
Director
Diversity, Equity, Inclusion & Belonging
Horizon Health Services



Robyn Wiktorski-Reynolds, **LMSW**
Clinical Operations Officer
Crisis Services



Objectives

After this webinar, participants will be able to:

- **Identify** strategies for enhancing compassion resilience through trauma-informed care approaches to build the capacity of providers within integrated care settings.
- **Recognize** the organizational impact of utilizing trauma-informed, resilience-oriented, equitable strategies to improve communication and support across providers in integrated care settings.
- **Acknowledge** considerations for systemic change within integrated care organizations to improve compassion resilience strategies.



Who We Are



Horizon Health Services, Inc. is a not-for-profit corporation that provides hope and healing for individuals and their families dealing with substance use and/or mental health disorders. Established in 1975, we are the largest provider of outpatient mental health and substance use treatment provider in Western New York.



Trauma-Informed, Resilience-Oriented Equity Community of Practice

CIT members include:

- Anne Constantino
- Cassie Guagliano
- Christina Pearl
- David Benson
- Jennifer Loughran
- Judy Tejada
- Lindsay Stuart
- Mary Price
- Meg Healy
- Natalie Kozlowski
- Rachel Hoopsick
- Veronica Meldrum
- Vivian Logan



HORIZON CORPORATIONS

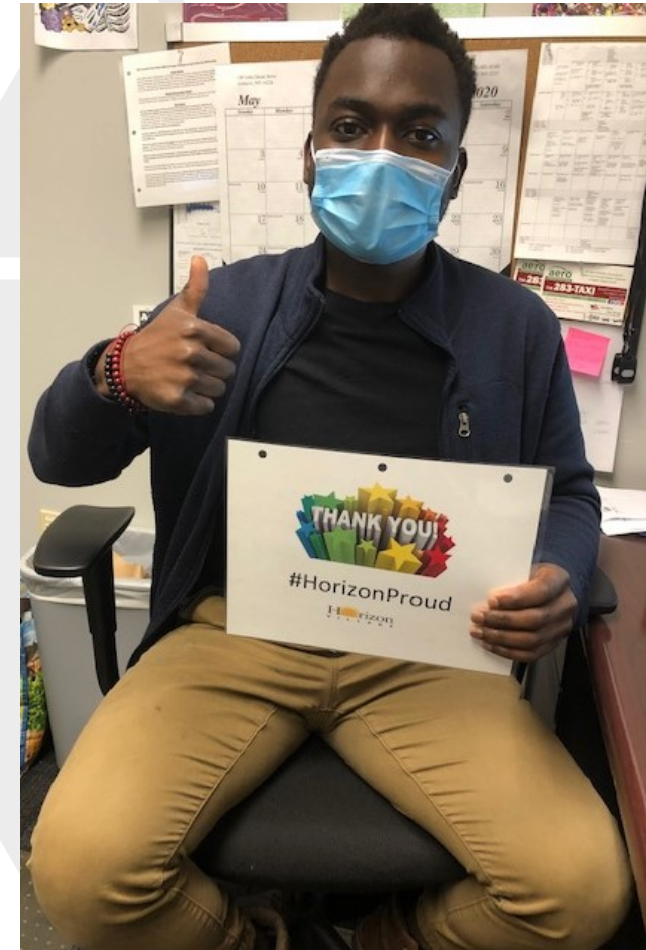
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Trauma-Informed, Resilience-Oriented Equity Community of Practice

Agenda

- Organizational Impact
- Our Aim
- What We Learned
- What We Did
- Next Steps



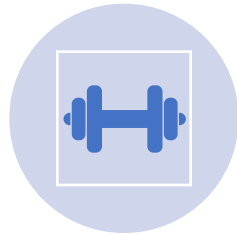
Organizational Impact



CREATED NEW
RELATIONSHIPS, LEADING
TO NEW PERSPECTIVES



ASSESSED THE CURRENT
CLIMATE OF THE
ORGANIZATION



INCREASED AWARENESS
OF THE
STRENGTHS/WEAKNESSES



ALLOWED FOR
INTROSPECTION AND
SELF-REFLECTION



GROWTH OPPORTUNITIES



Our Aim

Why we joined the CoP

- We believed that now, more than ever, there is a need to see the world through a compassionate lens.

Domain focus

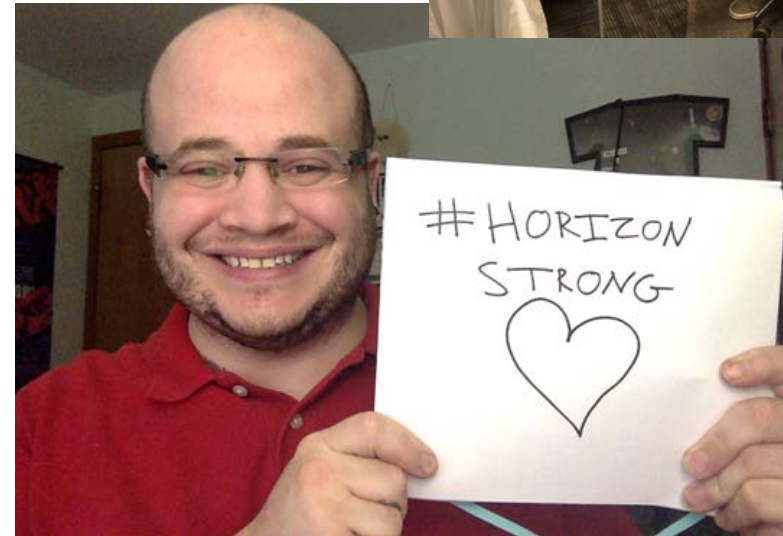
- Domain 3: Trauma-Informed, Educated and Responsive Workforce

Goals

- To create a systemic intentionality and approach of caring for self and for others.

Barriers and how they were addressed

- Survey
- Turnover
- Scheduling constraints



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What We Learned We Learned

Strengths

- Diversity, Equity, Inclusion & Belonging (DEIB) initiatives
- Trainings

Weaknesses

- Burnout
- Lack of self-care
- Patient input
- Workforce diversity

Resources that were most valuable and why

- Permission Slip
- Cultural Humility Scale
- Information on Resiliency
- Healthy Culture Team Agreement



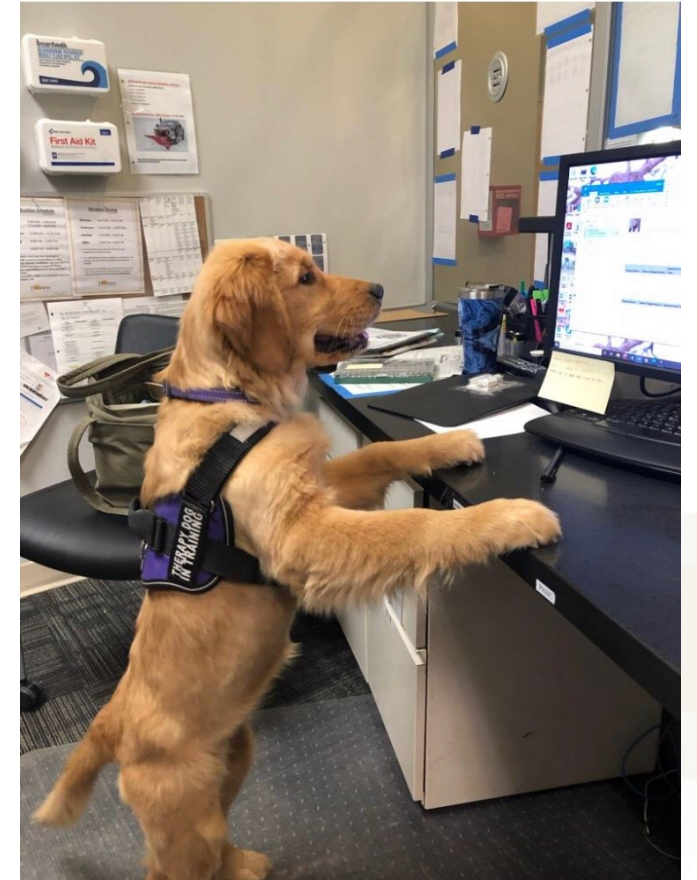
What We Did

- Company-wide Calls
- Agenda Additions
- Wellness Challenge
- Resource Library on SharePoint
- Intentional scheduling
- Leadership Retreat
- Promoted inclusive conversations
- New DEIB Management Training
- Removed the Annual Performance Evaluation
- Changes to Strategic Planning



Next Steps

- Employee wellbeing
- Changes to Supervision
- Management-specific training
- New training for all staff
- Transparent communication
- Strategic Planning





Robyn Wiktorski-Reynolds, LMSW
Clinical Operations Officer



TIROC Team



Cameron Balon
Advocate Training
Specialist



Jennifer Cawley
Human Resources
Administrator



Jaclyn Crane
Mobile Transitional Support
Program Supervisor



Erica Dennis
Bilingual Advocate
Hotline Counselor



**Candice
Fletcher-Pacheco**
Development &
Marketing Manager



Holly Franz
Sexual Assault Forensic
Examiner Program
Coordinator



Jessica Pirro
Chief Executive
Officer



**Robyn
Wiktorski-Reynolds**
Clinical Operations Officer

Organizational Impact

We started this journey with a shared vision to create a working group committed to systematic change and establishing equitable care among diverse communities.

Collectively, we sought to facilitate open and clear communication on how to serve with our colleagues and our clients with sensitivity and cultural competence.

We ended this year with so much more – and we're just getting started.



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Our Aims

Why We Joined:

To create a working group committed to systematic change and establishing equitable care among diverse communities. Collectively, we sought to facilitate open and clear communication on how to serve with our colleagues and for our clients with sensitivity and cultural competence.

Our Domain: #5 – Creating Safe and Secure Environments

Our Goals:

- To build staff understanding about definitions/dimensions of safety using National Council teachings
- To complete a Covenant of Safety for each organization department and among leadership teams.
- To join forces with Crisis Services' Quality of Work Life Committee in the creation/hosting of events and observances to collectively build a culture of equity, inclusion and safety for staff.
- To begin crafting new policy language to address discriminatory/hate incidents, anonymous reporting options, and clearly define action steps once a report is received.



Our Aims Continued

Barriers & How We Will Address Them

Our vision is BIGGER than our capacity

More resources needed: time & talent!

Resources sorely needed to activate our BIG plans

More accessible service opportunities!

We have a BIG staff to educate and activate

More voices = deeper buy-in!

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Our Aims Continued

What We Learned:

- This is layered, diligent work that requires constant tending and growth
- Best outcomes = diverse voices, time-management and communication
- The work is overwhelming but essential
- Change takes time – incremental progress counts!

What Activities We Implemented:

- Staff Education on OSA Results
- “Talking About TIROC” Newsletter
- Staff-Wide Focus Group Safety Survey
- All-Staff Teach-Ins
- Bulletin Boards/Educational Displays
- Incidence Policy Research

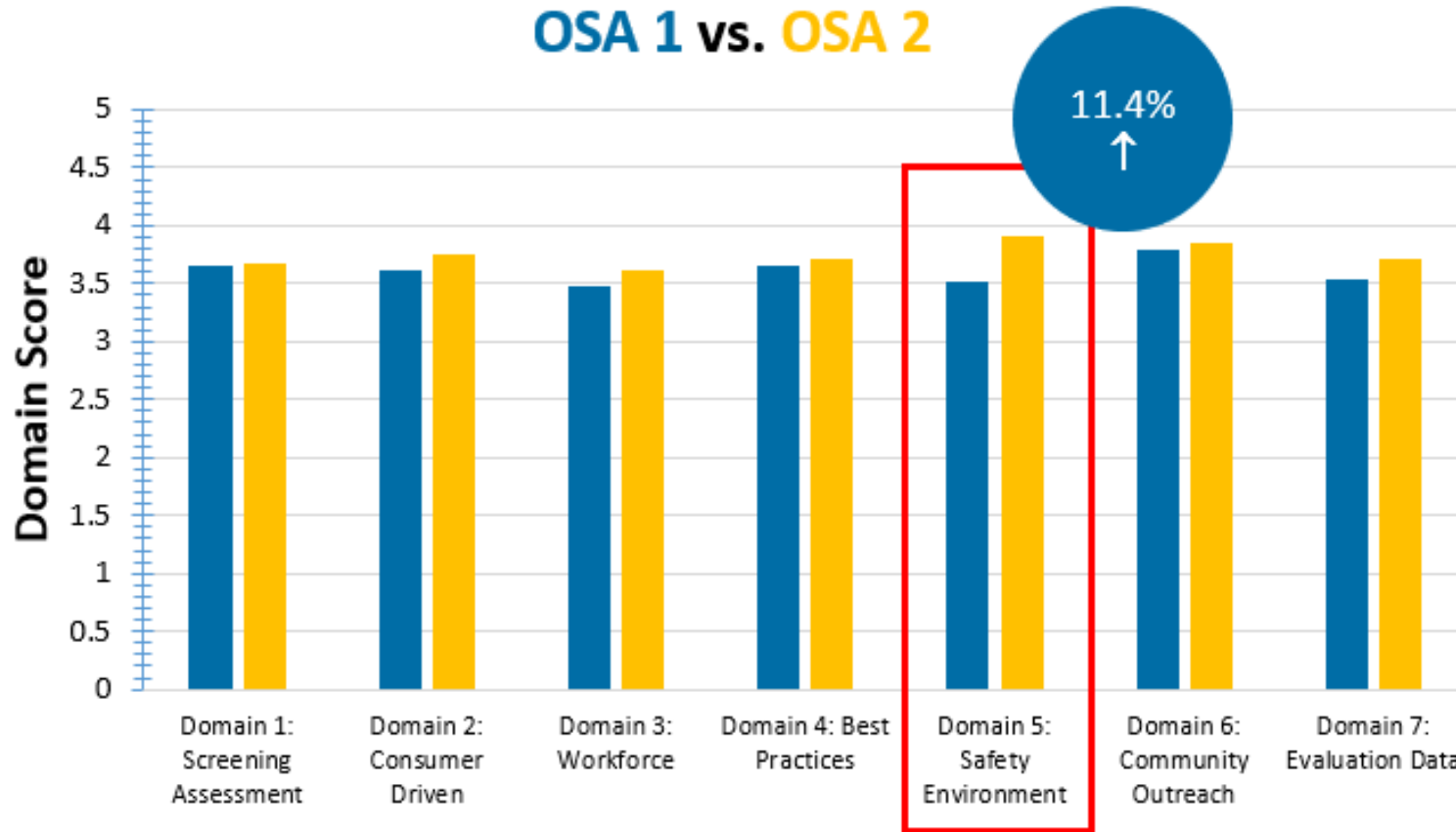
What Resources Were Most Valuable:

- Harvard Bias Inventories
- Coaching (WE ♥ AMI)
- Examples for other agencies
- Cultural Humility vs. Cultural Competency



Results

OSA 1 vs. OSA 2



Equity Climate Assessment Top Scores:

- “I am treated with respect here” (4.0)
- “I can openly and honestly address issues, questions, or concerns I have regarding cultural, historical and gender identity and expression with my supervisor” (4.05)
- “I understand how to be successful in my role here.” (4.21)

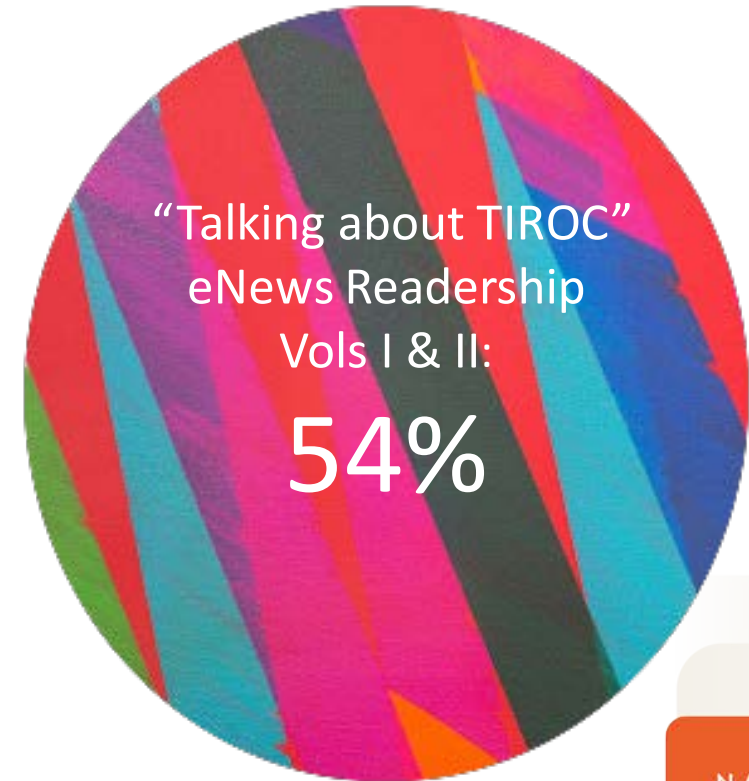
National Council for Mental Wellbeing National Learning Community of Practice – TIROC, Equity Climate Assessment 2020-2021

Number of *Crisis Services* Staff Completed (N) = 50

Results

Equity Climate Areas for Improvement

- “Management and leadership regularly seek my input regarding cultural, historical, and gender equity work, including questions regarding work climate and culture” (3.29)
- “The organization’s policies and procedures are part of a continuous quality improvement process to detect and challenge implicit bias” (3.42)
- “Communities of color and historically disenfranchised communities (individuals with disabilities, gender/sexual minorities, etc.) are involved in decisions that impact them directly (whether collectively or as individual communities).” (3.42)



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Actions

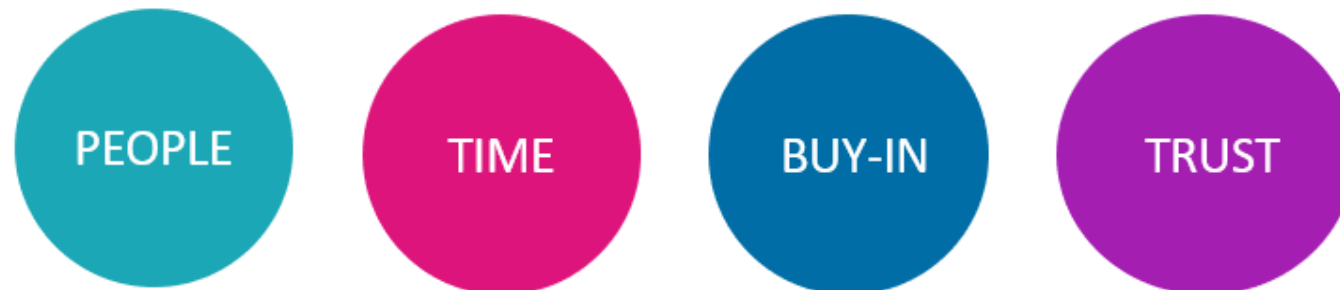
TIROC Next Steps:

- Re-commitment among existing members and “spirit of rotation” to create space for new voices
- Clarifying roles, responsibilities and time commitments
- Recruitment
- Staff/volunteer inquiry: “What would make participating in TIROC projects possible for you?”
- Ongoing staff education (via bimonthly eNews and quarterly reporting via All-Staff Meetings)
- 2022 Domain Selection (continuation of Domain 5 and next cycle based on OSA 2 results)

Maintaining Momentum:

- Monthly TIROC team check-ins
- Assemble 2022 TIROC Working Group
- Maintain close alignment w/ Quality of Work Life Committee’s activities/events

Organization Resources Needed to Sustain Work



What's Next for You?

Learning More & Understanding your organizational needs

- [Trauma-Informed Care in Primary Care: A Literature Review](#)
- [Trauma-Informed Care in Behavioral Health a Treatment Improvement Protocol](#)
- [Trauma-Informed Care Agency Self-Assessment](#)
- [Fostering Resilience & Recovery: A Change Package](#)
- [Climate of Equity Assessment](#)

Developing solutions

- [The Business Case for a Trauma-Informed Approach](#)
- [Creating a Safe and High-Quality Health Care Environment](#)

Implementing & testing solutions

- [Key Ingredients for Successful Trauma-Informed Care Implementation](#)
- [National Council for Mental Wellbeing – Additional Resources for Implementation](#)

Sustaining the momentum and expanding services

- [Trauma-Informed Care Sustainability Guide](#)



Questions, Comments?



Other Resources



[Addiction Rehab & Mental Health Services | Horizon Health | WNY \(horizon-health.org\)](https://horizon-health.org)



[Crisis Services – Buffalo, NY and Erie County](#)



Upcoming CoE Events:

CoE Office Hour: Strategies for Building Compassion Resilience in Integrated Care Settings

[Register here for the office hour](#) on Thursday, October 28 from 1-2pm ET

Driving Integrated Health at Your Organization: Quality Improvement & Foundational Factors that Lead to Success

[Register here for the webinar](#) on Friday, October 29 from 2-3:30pm ET

Interested in an individual consultation with the CoE experts on integrated care?

[Contact us through this form here!](#)

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Thank you!

Questions? Email integration@thenationalcouncil.org

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