**Mental Health Support for Healthcare During COVID-19**

**Wednesday, August 13, 2020 | Noon-1:00 pm**

Discussion opened after welcome and review of coming sessions. [*See website*](https://www.icsi.org/mental-health-support-call/) *for recording, more info.*

**Dr. George Everly, Johns Hopkins School  of Public Health, Medicine**

**Creating an Organizational Culture of Resilience**

* There is no roadmap for COVID – Everly has lived and worked in mental health through 3 pandemics: This one is more severe, qualitatively different
* Resiliency as an organization needs to be core in the fabric of its culture
* Cohesion, collaboration, pride: growth and risk are encouraged, the team has your back

Example: “You’re a NY Yankee, now play like it” Being part of something bigger than ourselves is motivating and supportive, it’s not only up to one person

* Organizational cultures of resilience predict sustainability of the organization in time of crisis they may actually grow
* Resiliency CAN be trained, learned, practiced and built in organizations. It starts with leaders, yet it’s not sufficient to stop there.

**Leadership and Communication**

* Leaders must not wait for absolute certainty, the risk of missed opportunities and meeting needs is huge. Over and over when interviewing leaders he asks “why didn’t you act?” and hears “we wanted to make sure we had the right action, and be sure that it was the right time.”
* Open communication is imperative: Truthfulness, transparency, and timeliness are watchwords at Johns Hopkins.

**Peer Support and Crisis Intervention Training**

* Support from peers works. EAP and psychological services not sufficient for many
* Estimated we save $2 Million a year because of RISE peer support program
* Psychological First Aid (PFA) is a form of crisis intervention that goes back to WWI
* PFA teams should receive mental health professional supervision
* PFA named “first and foremost intervention” by NIMH
* PFA is NOT diagnosis and treatment. They train officers, agents, healthcare worker of all sorts, others
* Crisis intervention training like PFA has been shown to have a positive effect 20+years l

**COMING UP:**

**Wednesday, August 26th (noon – 1pm)**

Dr. Susan Scott, Nurse Scientist/Adjunct Associate Professor, Founder, forYOU Team

University of Missouri Health Care

**Wednesday, September 9th (noon – 1pm)**

Dr. Jonathan Ripp, Senior Associate Dean for Well-Being and Resilience & Chief Wellness Officer

Mount Sinai Health System, NY