Workforce Challenges with Remote Work during a Pandemic and Beyond

Katy Adams, LCSW, LCAC
President/CEO
During Times of Crisis: Increase Communication!

New Title of CRO: Chief Reminding Officer
COVID Response Team

• Included Executive Management, Safety and Infection Control
• Met M/W/F initially, then weekly
• Regular assessment of PPE inventory
• Ongoing development of COVID office protocols
• Ongoing development of telemedicine services
• Written Plan for Each Department, and Phase, posted for all access
Centralized Resources and Training

Telemedicine

Zoom Info

- How To – Setup Your Zoom Account
- How To – Setup a Zoom Meeting
- Zoom Tutorials

Guides

- Call Forwarding Instructions
- Doxy Room Numbers
- Doxy Tips Troubleshooting Guide
- Scanning from Phone Instructions (COMPANY PHONES ONLY)
- Support Staff Telemed Reference Tool
Support Staff Telemed Reference Tool

Telemedicine Assessment Guidelines: Client at Home and Provider in Clinic

Telemedicine Services Guidelines: Connecting from Home

Telemedicine Success Tips

Videos

Clinicians – Telemed Updates (SECTIONS: Overview – MD/APN staff – BSW/MSW staff)

Support Staff – Telemed Updates

Telemedicine Tutorial Video

Forms

- Client Financial Agreement
- Consent and Authorization for Cell Phone Reminders
- Consent for Telemedicine Services
Chief Reminding Officer

- Daily, then weekly Update Emails to include system wide updates, but also encouragement
- Self-Care updates
- Reminders about our mission, our grit, our focus
Staff Temperature

Staff Responses (1 – 10)

- Safety: July 8, November 7
- Stressed: July 5, November 7
- Self-Care: July 6, November 5

Southwestern Behavioral Healthcare, Inc.
Resources for Self Care

Staff Self-Care

Articles

Caution Fatigue/Quarantine Fatigue
Counseling in a Time of Covid-19: Counselor Self-Care
COVID-19: 5 Tips to Face Your Anxiety
COVID-19: When to Isolate
COVID-19: When to Quarantine
How to Protect Yourself and Others (CDC)
How to Handle Working From Home, Psychologically Speaking
Self-care for psychologists during the COVID-19 outbreak
Self-care advice for health-care providers during COVID-19
Taking Care of Your Emotional Health
Tips for Staying Well while Working from Home
Training and Mentoring
Virtual Group Supervision

Southwestern Behavioral Healthcare is starting a new series of support and collaboration meetings that will be occurring on Tuesdays at noon via Zoom. They will be working lunches for staff.

<table>
<thead>
<tr>
<th>1st Tuesday</th>
<th>DBT PCM/Supervision with Wendy James</th>
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<tbody>
<tr>
<td>2nd Tuesday</td>
<td>Prolonged Exposure Supervision with Elizabeth Arnold</td>
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<tr>
<td>3rd Tuesday</td>
<td>Addiction PCM/Supervision with Kevin Groves</td>
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<td>4th Tuesday</td>
<td>Child and Family - Coming Soon</td>
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Southwestern Behavioral Healthcare, Inc.
Access to EBP

Treatment Materials

Addictions Treatment Homework

Anger Management For for Substance Abuse and Mental Health Clients

Assessment Scales

CRAFT

Cognitive Behavioral Therapy for PTSD: A Program for Addiction Professionals (Hazelden)

Living in Balance: A Hazelden Series

Matrix Model Handouts (Hazelden)

Matrix Model Criminal Justice Handouts (Hazelden)

Matrix Model Counselor Treatment Manual with Handouts (Samhsa)

Matrix Model Family Education Counselor’s Manual (Samsha)

Mindfulness-Based Relapse Prevention

Seeking Safety
Quick Start Training

In anticipation of staff shortage, gathering a back up list of system wide staff willing to work in residential setting

Provide a Quick Start manual and training on how to be a tech in a residential setting

Offered relief during times of quarantine, rather than relying on managers to fill in gaps
Team Meetings

Virtual Team meetings allow for more frequent, brief check ins

Increase in auditing with rapid turn to telemedicine services

Monitoring quality and competency of staff working virtually from office or home
Deploy the Fun Squad!

• Funny dress days
• Friendly competitions
• Games
• Zoom social hours
• Fun facts emails to get to know staff better
Staff is Our Most Valued Resource

- Centralized Inventory and Ordering of PPE and stocked up for the winter whammy of Flu/COVID
- Solicited community to make fabric masks for staff and clients….100’s arrived
- Hazard pay
- Encouraged EAP, Mental Health Days
- Weekly CRO email of this marathon and benefit of small frequent self care
Flexible Work Policy

- Created policy to allow for fair application of working from home, and varying schedules
- Allowed Site Managers to manage open offices while still providing virtual care
- Staff appreciation of ability to set a “new normal” for the long haul, rather than taking this week to week
Resililencing (v)

• Anticipate Problems
• Improvise Quickly
• Learn over time
• Repeat
We are still meeting and still learning...

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