

Multi-System Responsiveness, Vicarious Trauma, and Missed Handoffs

How System Changes Impact
both Patients and Employee
Well-being and Retention



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Introductions



Disclosure

The presenter(s) do not have a financial arrangement related to the content of this activity.

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Learning Objectives

- 1) Explore the impact of the growing epidemic of anxiety, depression, and substance use and abuse on rural communities.
- 2) Understand the unique challenges faced by Rural, Remote, and Frontier communities in addressing co-occurring legal and behavioral health issues.
- 3) Identify potential solutions and initiate conversations for a structural overhaul of justice and rural behavioral health systems.

The past 5 years have *changed & challenged* Rural America

Pandemic

Derechos, drought & floods (extreme weather)

Avian flu

Social/Racial injustice

Inflation

Supply chain disruptions

And it goes on and on...

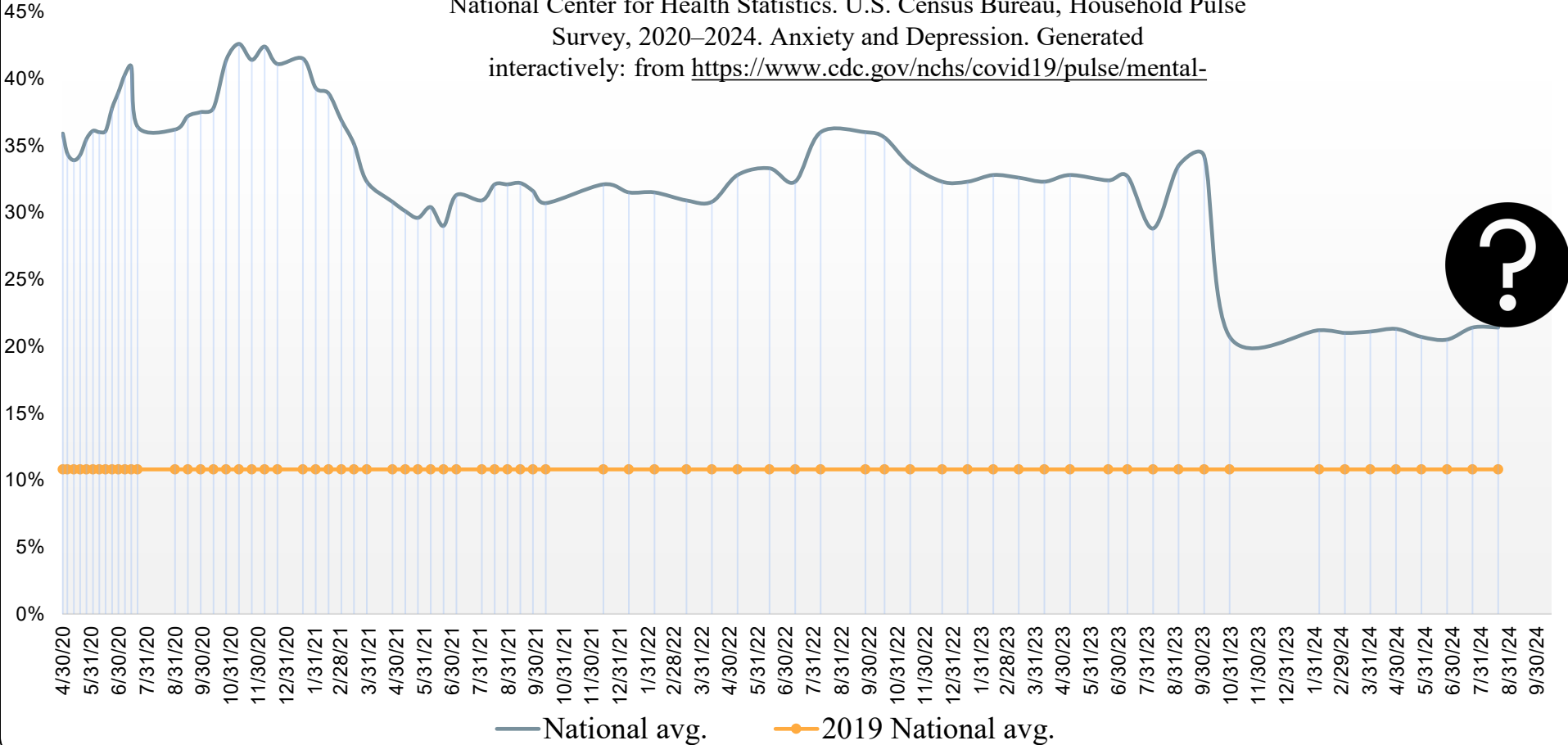
Compounding emotional experiences all at once, over a prolonged length of time, contribute to collective trauma...

We've all experienced:

- Exhaustion
- Overload
- Sadness
- Hopelessness
- Languishment
- Demoralization
- Grief

Indicators of Anxiety and Depression

National Center for Health Statistics. U.S. Census Bureau, Household Pulse Survey, 2020–2024. Anxiety and Depression. Generated interactively: from <https://www.cdc.gov/nchs/covid19/pulse/mental->



JACKS
BAR-B-QUE

THE
STAGE
ON BROADWAY

BIG TIME
1800

LUCKY
SALOON

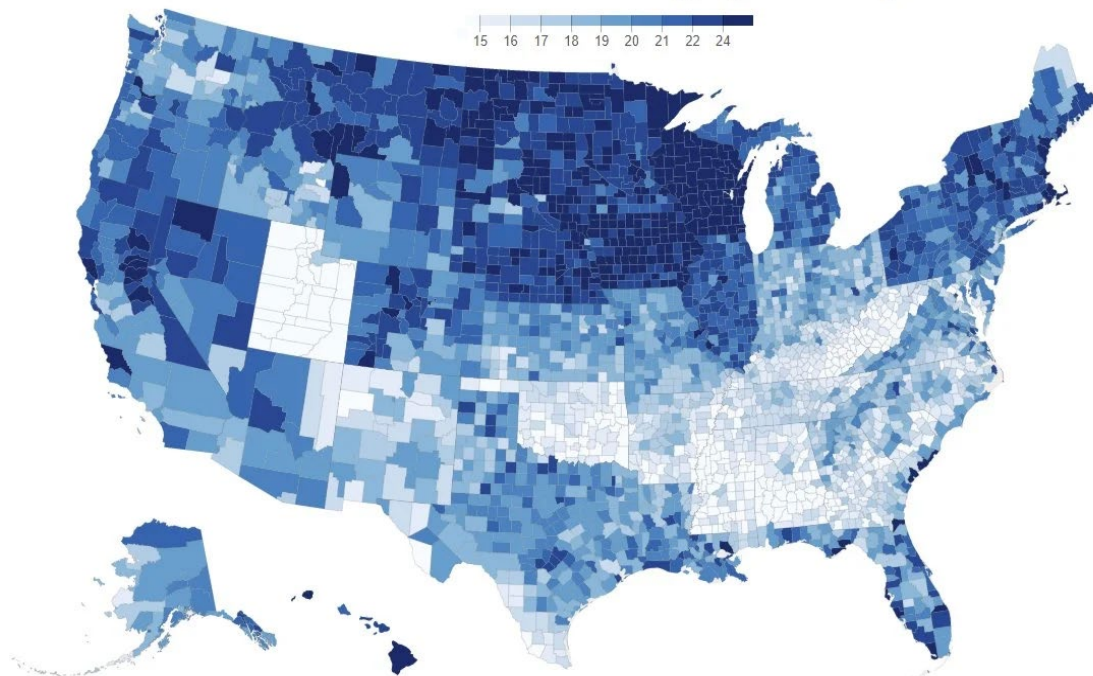


HELL YES SIZE MATTERS

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HELL YES SIZE MATTERS

% Excessive Drinking by County



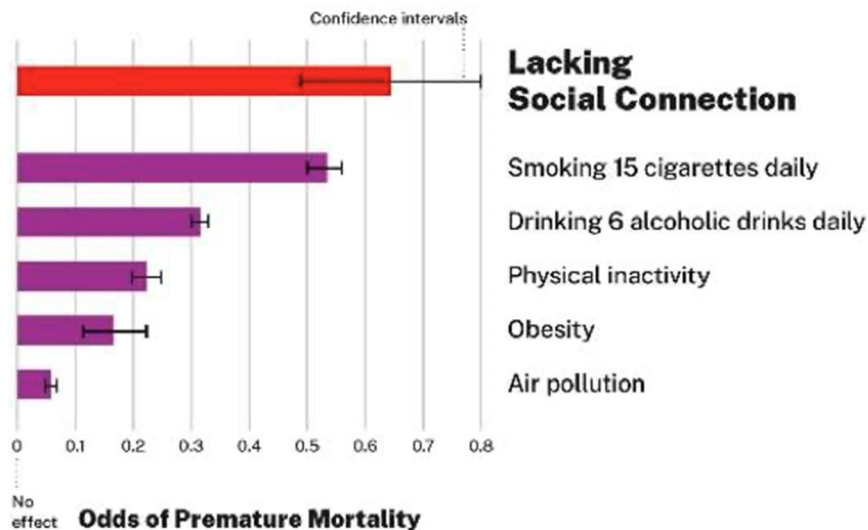
Data: County Health Rankings at [countyhealthrankings.org](https://www.countyhealthrankings.org) by the University of Wisconsin

Map by Nicholas Pierson

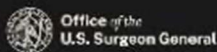
Alcohol deaths increased steadily over the past decade with sharp rises during the pandemic years.

Overall, the national alcohol death rate has risen 70% in the past decade, accounting for 51,191 deaths in 2022, up from 27,762 deaths in 2012.

Lacking social connection is as dangerous as smoking up to 15 cigarettes a day.



Source: Holt, Lunstad J, Robles TF, Sbarra DA. Advancing Social Connection as a Public Health Priority in the United States. *American Psychology*. 2017;72(6):517-530. doi:10.1037/amp0000103. This graph is a visual approximation.



Office of the
U.S. Surgeon General

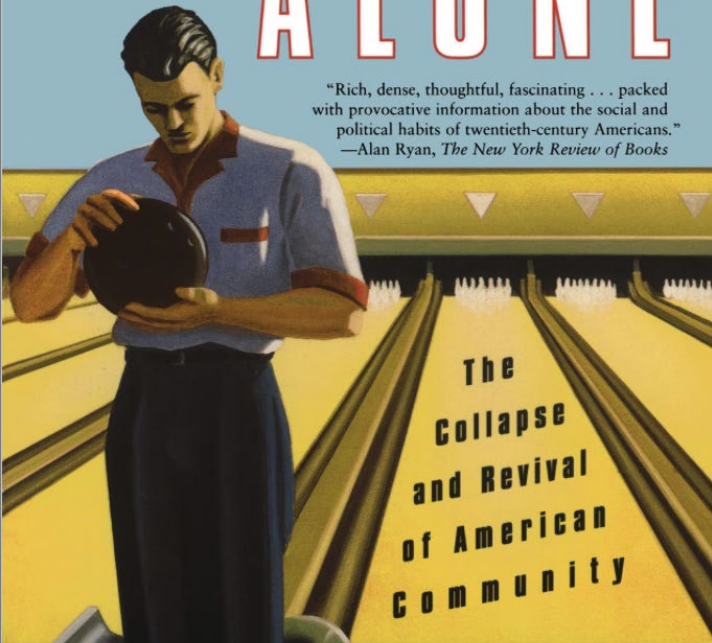


RURAL
POLICY PARTNERS

THE NATIONAL BESTSELLER

BOWLING ALONE

"Rich, dense, thoughtful, fascinating . . . packed with provocative information about the social and political habits of twentieth-century Americans."
—Alan Ryan, *The New York Review of Books*



The
Collapse
and Revival
of American
Community

Robert D. Putnam

Rise and Decline of League Bowling

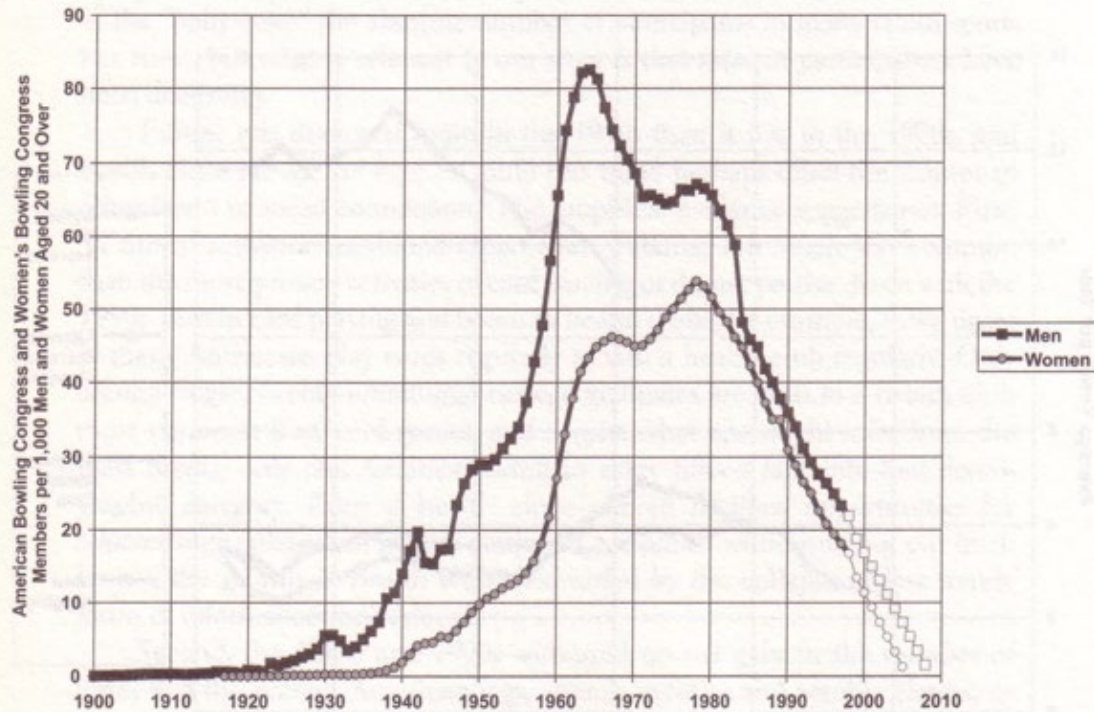


Figure 26: The Rise and Decline of League Bowling

"Bowling Alone: The Collapse and Revival of American Community," Richard Putnam, p. 112 (2000)

Figure 1: Comparison of the Top 20 Rural Healthy People Priorities Selected Overall vs. by U.S. Census Region

Rural Healthy People 2030 Top 20 Priorities, Overall		Ranking by U.S. Census Region			
		Midwest (n=326)	Northeast (n=129)	South (n=339)	West (n=224)
1	Mental Health and Mental Disorders	1	1	1	1
2	Addiction	2	2	2	2
3	Health Care Access and Quality	3 (Tie)	4	4	3
4	Overweight and Obesity	3 (Tie)	5	3	6 (Tie)
5	Drug and Alcohol Use	5	3	5	4
6	Nutrition and Healthy Eating	6 (Tie)	6	6 (Tie)	5
7 (Tie)	Older Adults	10	8	9	6 (Tie)
7 (Tie)	Preventive Care	8	10	8	8 (Tie)
9	Diabetes	11	12 (Tie)	6 (Tie)	13
10	Economic Stability	6 (Tie)	9	10	11
11	Transportation	9	7	12	17
12	Cancer	12	12 (Tie)	11	19
13	Public Health Infrastructure	14	12 (Tie)	15	10
14	Housing and Homes	15 (Tie)	11	17	8 (Tie)
15	Workforce	13	16	21	11
16	Education Access and Quality	20 (Tie)	15	13	15 (Tie)
17	Health Insurance	17	20 (Tie)	19	15 (Tie)
18	Child and Adolescent Development	23	17 (Tie)	18	18
19	Hospital and Emergency Services	19	17 (Tie)	16	20
20	Chronic Pain	20 (Tie)	34 (Tie)	24 (Tie)	14

Mental health & addiction have surpassed access to basic healthcare as primary concerns

Rural Healthy People 2030; Common Challenges, Rural Nuances. Morgan Kassabian, MBA, Aakriti Shrestha, MPH, Timothy Callaghan, PhD, Janet Helduser, MA, Scott Horel, MAG, Natasha Johnson, MBA, Savanna L ispar, MHA, Jane Bolin, PhD, JD, BSN, and Alva O. Ferdinand, DrPH, JD. Southwest Rural Health Research Center Policy Brief May 2023

49% percent of physicians told Medscape they feel burned out and 20% said they were depressed.

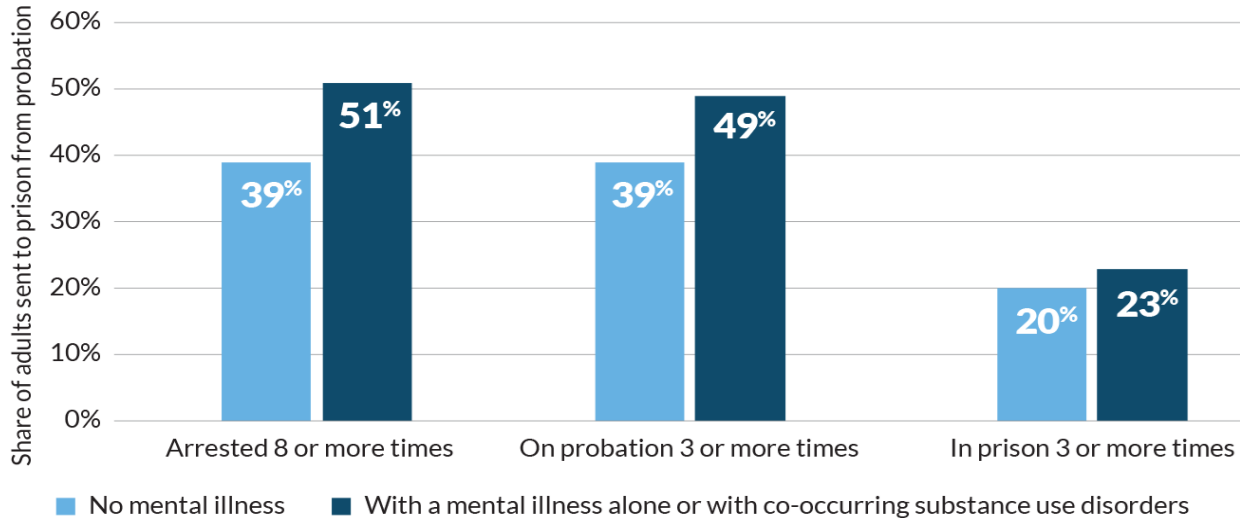
We must prepare the workforce for the uncertainty in front of them.

Medscape. (2024, January 24). *New Medscape report reveals progress among physician burnout, depression*. PR Newswire. Retrieved June 14, 2024, from <https://www.prnewswire.com/news-releases/new-medscape-report-reveals-progress-among-physician-burnout-depression-302043454.html>

Figure 5

Among People Sent to Prison From Probation, Those With a Mental Illness Reported More Past Criminal Justice System Involvement Than Those Without a Mental Illness

Percent of individuals sent to prison from probation, by type of criminal justice system involvement and mental illness



Source: Pew analysis of United States Bureau of Justice Statistics, “Survey of Prison Inmates, United States, 2016” (2021), <https://doi.org/10.3886/ICPSR37692.v4>.

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INCARCERATION RATES

COMPARING ARIZONA
AND FOUNDING NATO COUNTRIES

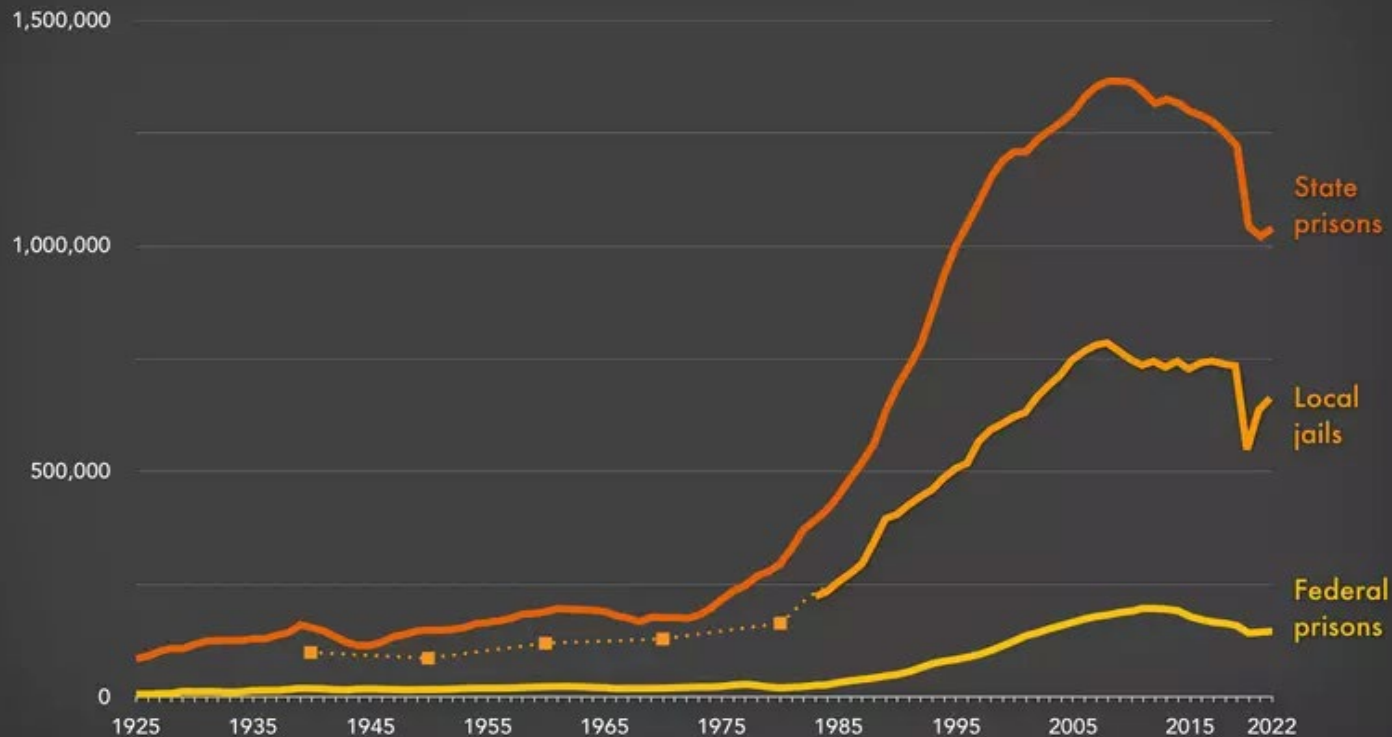


Incarceration rates per 100,000 population

Source: <https://www.prisonpolicy.org/global/2024.html>

State policy drives mass incarceration

Number of people incarcerated by federal, state, or local governments on a given day



Policy

•

Behavioral Healthcare
is Healthcare and
Starts Local

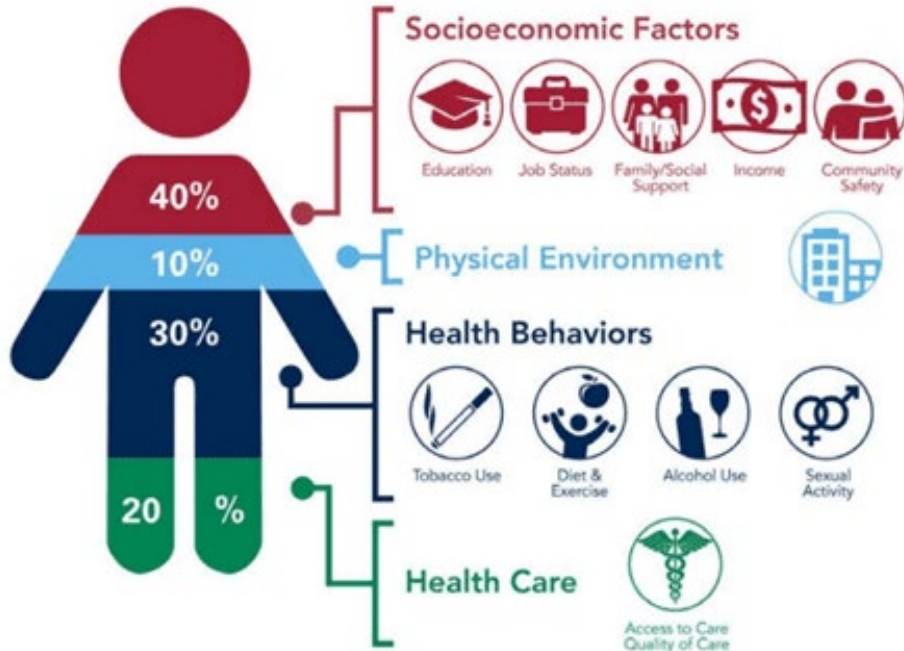




Reality

- Disconnected systems
- Lack of warm handoffs
- Limited access
- Emergency Departments' growing role as a default behavioral health access center
- State institutions overwhelmed with competency determinations

Three Steps to Better Behavioral Health Implementation



- Candid Conversations
- Creative Solutions
- Collaborative Strategies

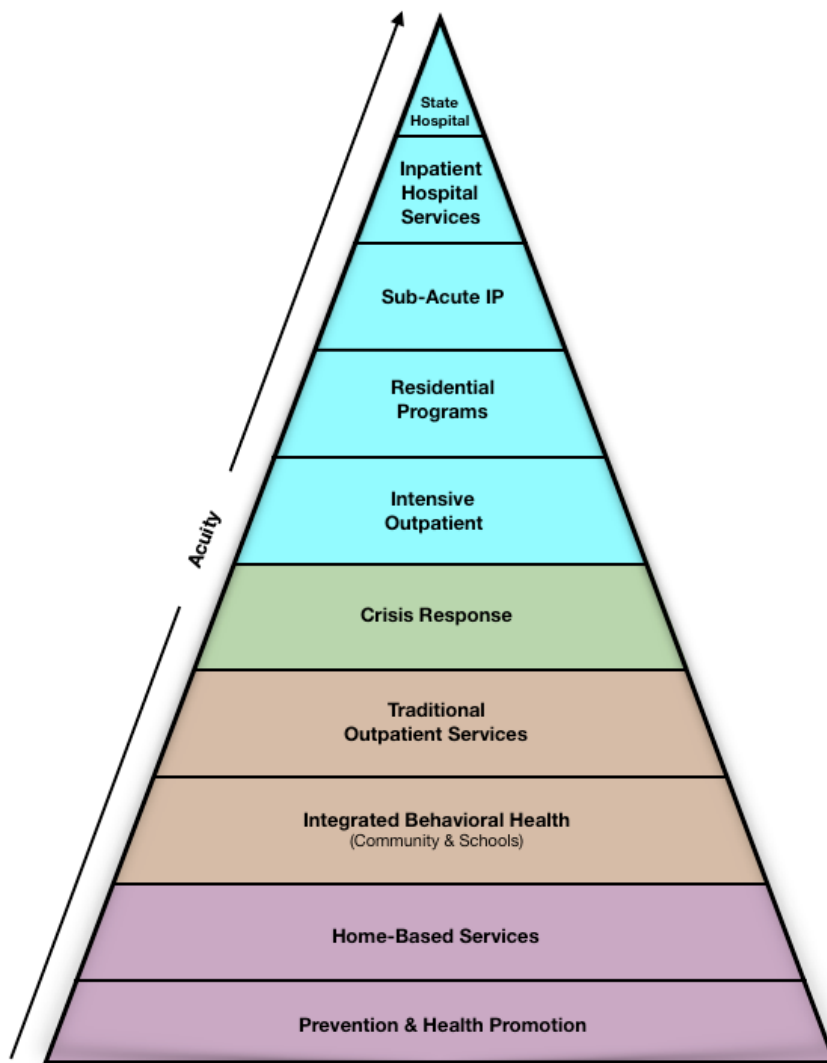
Source: American Hospital Association – Addressing Social Determinants of Health, 2018

Candid Conversations



Candid Conversations can include:

- Stakeholder Meetings
- Education and Training
- The power of convening



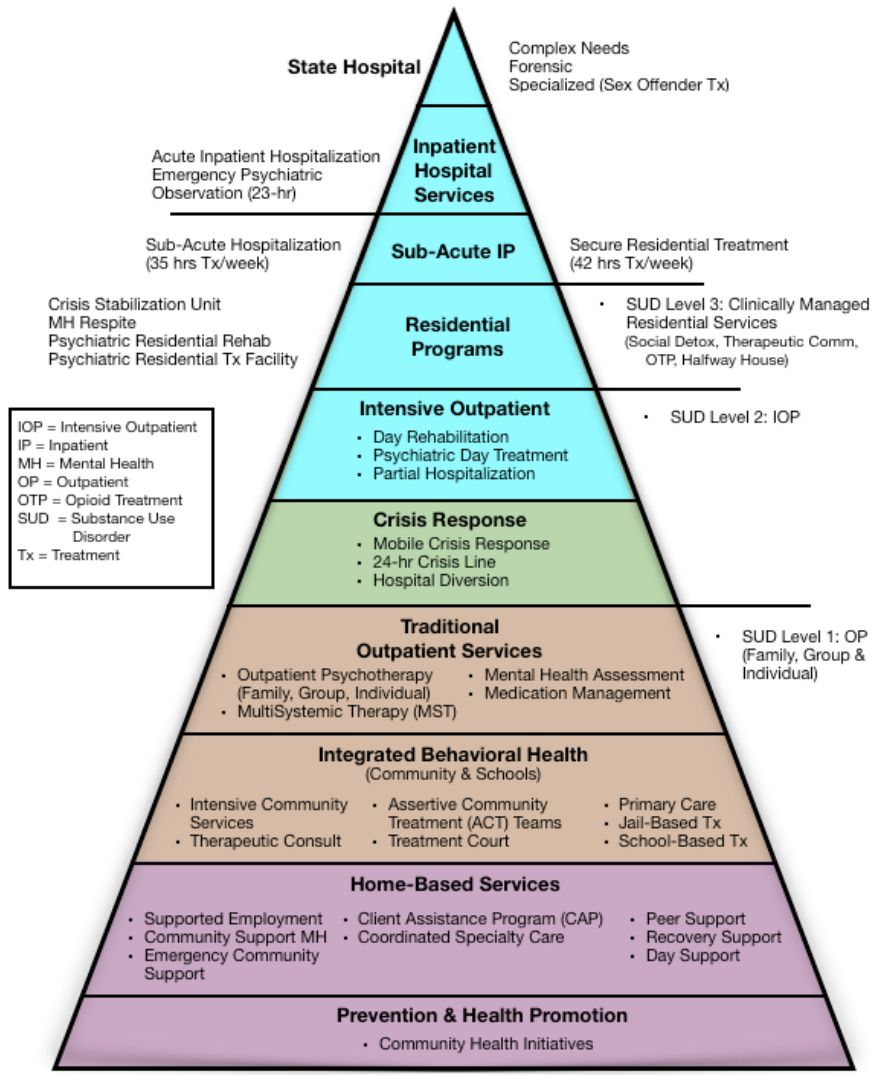
Continuum of Care

Coordinated and seamless provision of healthcare services

Guides patients as they move through different stages of their health journey

Appropriate care at the right time in the right setting

Nebraska Continuum of Care



Model produced by Rural Policy Partners, summarizing levels of care as identified in the [Nebraska Continuum of Care Manual for Mental Health and Substance Use Disorders, revised July 2024](#)

Creative Solutions






YOU CAN PREVENT BURNOUT...



Empower your workforce
by:

- Providing training
- Creating efficiencies
- Reducing redundancies
- Increasing flexibility



Support Employees in Setting Boundaries

- Reflect on unspoken “rules”
- Communicate clearly and calmly
- Respect others’ limits
- Model using vacation/PTO



Creative Solutions

Key Considerations...

- Identify the right problem
- At the kitchen table
- No cookie cutter approach
- Work with what you have,
not what you wished you had

Where do we start?

- Workplace safety training programs
- Mental health care access and support
- Well-being metrics of employees
- Remove mental health questions from applications
- Support adequate staffing levels
- Organizational and system-level changes to address burnout
- Train on collaborative care models
- Incorporate telehealth broadly

Collaborative Strategies

LOCAL

Boone's Senior Life Solutions helps rural population embrace aging



Celia Brocker
Ames Tribune

Published 6:02 a.m. CT May 23, 2024 | Updated 6:02 a.m. CT May 23, 2024



The Boone County Hospital in Boone is home to Senior Life Solutions, a mental health program geared toward adults 65 and older. *Brandon Hurley/Ames Tribune*

William Lang was in a “pretty dark place” when he arrived in Boone last May.

His wife passed five years prior, and he was still struggling to come to terms.

“I was a mess; I was crying all the time, isolating myself and feeling hopelessness,” Lang said. “I was just in a bad place.”

His doctor recommended Boone County Hospital's Senior Life Solutions, a program that provides mental health services for aging adults.

Lang has since endured a complete mental turnaround and said he feels as good as he did 10 years ago.

Keys to Convening

- Identify potential needed connections
- Invite everyone that wants to invest time, talent, or resources
- Collaborate on potential solutions
- Communicate regularly





Bureau of Justice Assistance (BJA)
Comprehensive Opioid, Stimulant, and Substance Use Program (COSSUP)

Leveraging Telehealth for Justice-involved Populations With Substance Use Disorders: Lessons Learned and Considerations for Governors

June 2023

Background

The COVID-19 pandemic has profoundly impacted the health outcomes of individuals with substance use disorders (SUDs). At its onset, the pandemic disrupted access to much-needed in-patient treatment options; social distancing measures and drug supply chain difficulties further isolated individuals and often led to riskier drug use behaviors, such as buying drugs off the street and using them alone.¹ The pandemic exacerbated the already rising number of overdose deaths, contributing to more than 100,000 deaths in the 12-month period ending in April 2021.²

Recognizing the need to improve health care service delivery during the pandemic, federal and state governments acted to expand access and remove barriers to telehealth services for individuals receiving treatment for SUDs.³ These actions included loosening restrictions for the prescription of medications for opioid use disorder, such as methadone and buprenorphine, and removing geographic limitations on access to behavioral health care using telehealth. Telehealth services also allowed

for increased accessibility to remote peer or recovery support services. The expanded use of telehealth services offers flexibility to patients and enhances the likelihood that treatment will continue when in-person engagement is difficult to access.

Despite the expansion of telehealth services during the COVID-19 pandemic, there is still an ongoing need to improve care for justice-involved individuals living with SUDs. Within this population, the need for effective and affordable behavioral health treatment is critical.⁴ Almost two-thirds of people currently incarcerated in the United States have an SUD.⁵ Research also shows that drug overdose is the leading cause of death after release from prison, with overdoses being significantly more likely to occur within the first 2 weeks post-release.⁶ Despite this, justice-involved individuals have historically had difficulties accessing treatment for SUDs and co-occurring behavioral health disorders.⁷ These difficulties can be mitigated by the benefits provided by telehealth, which include increased access to care for patients, reduced stigma, improved safety for staff, cost reductions for correctional institutions, and overall improvements to quality of care.⁸

Telehealth Usage



Leverage Local Resources



The Joint Commission/PEW Survey (2024)

Recommended practices:

- Safety Planning
- Warm handoff to outpatient care
- Caring contact follow-up post-discharge
- Lethal means safety planning

[“Evaluating the Prevalence of Four Recommended Practices for Suicide Prevention Following Hospital Discharge.”](#) by Salome O. Chitavi, PhD; Jamie Patrianakos, PhD; Scott C. Williams, PsyD; Stephen P. Schmaltz, PhD, MPH, MS; Brian K. Ahmedani, PhD, LMSW; Kimberly Roaten, PhD, ABPP; Edwin D. Boudreaux, PhD; and Gregory K. Brown, PhD. The article appears in *The Joint Commission Journal on Quality and Patient Safety* (JQPS), published by Elsevier.



Don't get stuck...

- Old way is no longer working
- Brainstorm new ways to look at the issue
- Don't let perfection overtake progress
- Just do it

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