

NHPCO Project ECHO 2023

Equity Where It Matters

Topic: Caring Through Crisis

Date: February 16, 2023



NHPCO Project ECHO Team



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Disclosures

Disclosure

The planners and faculty disclose that they have no financial relationships with any commercial interest.

Data Collection

In order to support the growth of the ECHO® movement, Project ECHO® collects participation data for each ECHO® program. Data allows Project ECHO® to measure, analyze, and report on the movement's reach. Data is used in reports, on maps and visualizations, for research, for communications and surveys, for data quality assurance activities, and for decision-making related to new initiatives.

Evaluation

You will be receiving an email with a link to complete a short survey about this session. Please complete the survey within 48 hours. We ask all participants to take the survey as it will help us to improve future sessions.

Ground Rules and Video Teleconferencing Etiquette

- This is an all share-all learn format; judging is not appropriate
- Respect one another – it is ok to disagree but please do so respectfully
- Participants – introduce yourself prior to speaking
- One person speaks at a time
- Disregard rank/status
- Remain on mute unless speaking and eliminate or reduce environmental distractions to improve sound/video quality
- Use video whenever possible; make eye contact with the camera when you are speaking
- **Do not disclose protected health information (PHI) or personally identifiable information (PII)**

Today's Agenda

- Introduction of Faculty – NHPCO Team
- Didactic Presentation – Faculty
- Case Study Presentation – Faculty
- Discussion – Session Participants, Faculty, and NHPCO Team
- Key Takeaways – Faculty and NHPCO Team
- Closing Remarks – NHPCO Team

Session Faculty

- Dr. Lenny Marshall – Director of Diversity, Equity, and Inclusion Big Bend Hospice Inc.
- Nicole McCann-Davis Communications Expert and Health Equity Advocate, External Consultant



Didactic – Caring Through Crisis



Caring Through Crisis

Learning Objectives

- Understand the trauma of crisis
- Explain the grief process of crisis
- Explain the pivotal part of where crisis intersects with grief
- Explain the process of the response to crisis to address trauma and grief



Emergency-Not an Everyday Event

- Emergency situations are unpredictable
- Healthcare providers must continue to function through emergencies and crisis
- Psychosocial and spiritual needs are often heightened during an emergency or crisis situation

Trauma

Trauma: a subcomponent of crisis that is defined as an event, or series of events, that causes moderate to severe stress reactions.*

*National Organization for Victim Assistance Community
Crisis Response Team Training Manual, Page 2



The Trauma of Crisis & The Grief Process

Trauma of Crisis

- Crisis may include one-time, multiple, or long-lasting repetitive events
- Affects everyone differently
- Through crisis, trauma manifests in a commonly known mental health condition known as posttraumatic stress disorder (PTSD)
- The impact of trauma can be subtle, insidious, or outright destructive

Grief

- Defined as the response to “loss”
- Loss can be associated with anything
- That reaction can yield a feeling of emptiness, loneliness or depression
- Crisis often produces grief that is displayed in many ways. Grief can look different but has a core number of phases that will be presented and discussed briefly.

The Intersection of Crisis with Grief and the Response



Caring through Crisis – What We are Dealing With

Survivors' immediate reactions in the aftermath of crisis are quite complicated and are affected by their own experiences, the accessibility of natural supports and healers, their coping and life skills along with those of immediate family, and the responses of the larger community in which they live.

Deep Dive- 5 stages of Grief *Denial, Anger, Bargaining, Depression, Acceptance*

Grief is not a disorder, a disease or sign of weakness. It is an emotional, physical and spiritual necessity, the price you pay for love. The only cure for grief is to grieve.

Earl A Grollman



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Case Study Presentation – Caring through Social Crisis: The Unjust Murder of George Floyd



Social Crisis: The unjust murder of George Floyd



- Racial Profiling
- Police Brutality
- Violation of Rights
- Unjust Killing

(Image credit: Getty Images)

Assessment – George Floyd

•Following the murder of Floyd, an unarmed Black man killed by a white police officer, more than one-third of Americans reported **feelings of anger and sadness** in the week after his death. Black Americans experienced grief at a **much higher rate**: Nearly one-half of all Black Americans reported feeling angry or sad in the wake of Floyd’s death, and nearly one million more Black Americans **screened positive for depression**, according to the researchers’ analysis of U.S. Gallup and census data **published Sept. 20 in the journal *Proceedings of the National Academy of Sciences***.

•“Coming out of the COVID-19 crisis, national surveys were tracking how the **mental health** of the population was developing. When George Floyd was murdered, these data collections caught the dramatic psychological impact, giving us a glimpse of how this collective moral injury impacted emotions and mental health.”

Discussion

Social Crisis: The unjust murder of George Floyd

Recommendations

Actionable recommendations – Steps to be taken to be better equipped to care for communities when crisis occurs based on the case studies reviewed

- Access to Mental Health – Free Mental Health Clinic
- Creating Grief Groups
- Understanding the 5 stages of Grief - **Denial, Anger, Bargaining, Depression, Acceptance**
- Town Hall Meetings with Local Elected Officials
- Health Equity – Access to Counseling
- Accountability
- Emotional Support
- Family Therapy
- Increase Community Dialogue
- Continuing to evolve legal and healthcare policy



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Key Takeaways

- Key Points – The right kind of caring will only be effective in times of crisis. How we show that we care in the early hours of a crisis along with the type of care on the personal and professional level will have a direct connection to the type of outcomes.
- The presented case study of the murder of George Floyd has taught us the importance of establishing and having the right kind of “caring “ available to ALL communities.
- Conversation Starters/Questions to Consider
 - Incorporate a “tools for caring” in your crisis management plan
 - Increase community engagement for input on what the community would need
 - Increase “visibility” and presence in minority communities not only when there is a crisis
 - Invest in mental health professionals, credentialed grief counselors and social workers
 - Present with a "genuine” caring heart for people and understand the sensitivities of being vulnerable
 - Understand that “caring” has to be relatable.

References

- Treatment Improvement Protocol (TIP) Series, No. 57. Center for Substance Abuse Treatment (US). Rockville (MD): Substance Abuse and Mental Health Services Administration (US); 2014
- National Organization for Victim Assistance Community Crisis Response Team Training Manual, Page 4-2 <https://health.clevelandclinic.org/5-stages-of-grief/>
- Melissa De Witte , Stanford News Service ,Johannes Eichstaedt, Department of Psychology “Anger and sadness soared following George Floyd’s death, particularly among Black Americans” September 20, 2021 news.stanford.edu/press-releases/2021/09/20/psychological-toge-floyds-murder
- <https://www.webmd.com/covid/coronavirus-history>

Session Evaluation and Certificate of Completion

- Your feedback is valuable as we plan upcoming sessions!
 - Please complete the [Project ECHO Session Evaluation](#)
- Project ECHO sessions are not accredited for continuing education, but we are able to offer a confirmation of completion for each session. To receive confirmation of completion, please complete the following within 10 days of each session using the links found on the Project ECHO webpage.
 - *Project ECHO Session Evaluation*
 - *Project ECHO Post-Session Knowledge Check*

NHPCO Health Equity Certificate

- Would you like to demonstrate your commitment to delivering culturally competent care across the continuum of serious illness in an equitable, inclusive, and person-centered manner?
 - NHPCO is pleased to offer a Health Equity Certificate for individuals who participate in at least 18 sessions in the *Equity Where It Matters* series
- To receive participate in the Health Equity Certificate, please complete the following within 10 days of each session using the links found on the Project ECHO webpage.
 - *Project ECHO Session Evaluation*
 - *Project ECHO Post-Session Knowledge Check*

Additional Information

NHPCO Project ECHO webpage:

<https://www.nhpc.org/regulatory-and-quality/quality/projectecho/>

NHPCO Project ECHO session recordings and Key Takeaways:

<https://www.nhpc.org/regulatory-and-quality/quality/projectecho/2023-project-echo-session-recordings/>

NHPCO Project ECHO Registration Link:

<https://nhpc.zoom.us/meeting/register/tZEsfu-trz4oGtQeKFw41UEIYNwjSli8QCBF>

For more information:

innovation@nhpc.org

Upcoming Project ECHO Sessions

Date: March 2, 2023

Topic: Cultural Humility in Pediatric Care

Date: March 16, 2023

Topic: Exploring lived experiences to address social determinants of health in end-of-life care