

2023 VIZIENT CONNECTIONS SUMMIT

TOGETHER
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SEPT. 18–21, 2023
WYNN, LAS VEGAS

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DENVER HEALTH™

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FOR LIFE'S JOURNEY

Denver Health RESTORE™: Sustaining Workforce Mental Well-Being & Collective Resilience

Maria Gonsalves Schimpf, MA, MT-BC

Director, Denver Health RESTORE™

Kathy Boyle, PhD, RN, NEA-BC

Chief Nursing Officer, Denver Health

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Learning Objectives

- Identify the two models that have informed Denver Health RESTORE™ peer support program.
- Describe the scope of healthcare-based peer support.
- Identify the two primary goals of the Trauma- and Resilience-Informed Systems (TRIS) 101 Workshop

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1.2 million

Total patient visits



Nearly
1 in 3

Denver children are born at Denver Health



208,880

Adult and Pediatric Emergency Department and Urgent Care visits



122,000+

911 Calls Answered by Denver Health Paramedics



1,500+
Medical Staff



133,500+
members covered by Denver Health Medical Plan



\$17 million
donated to the Denver Health Foundation



555 Beds



19

Denver Health Pediatrics at Denver Public Schools locations



4

Urgent Care locations



10

Health Centers across Denver

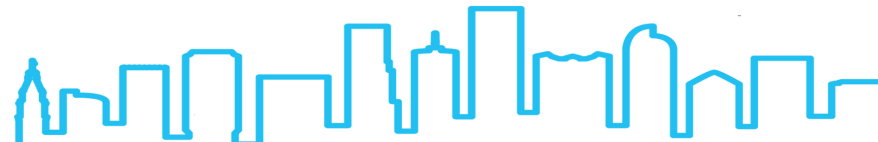


8,000+
Employees



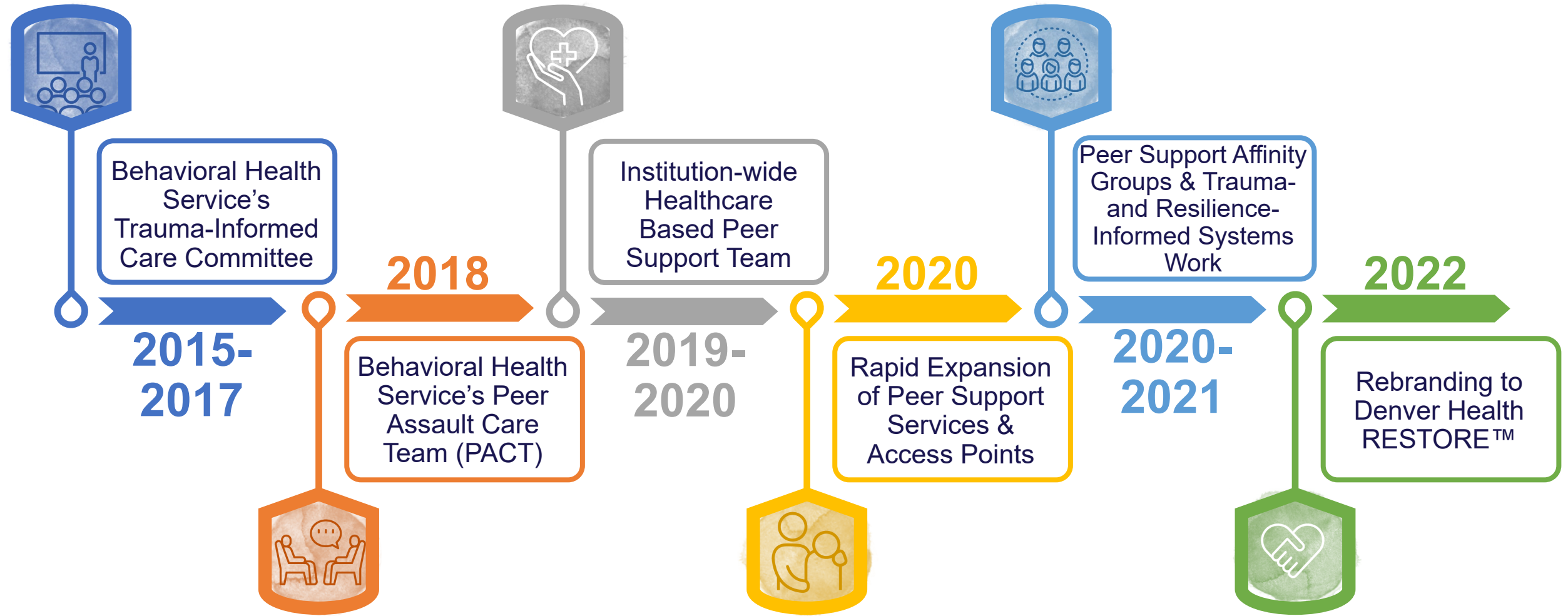
\$120 MILLION
in Uncompensated Care

Nearly **\$97 million** in research, training and service awards



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Denver Health's Journey to Denver Health RESTORE™



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Scope Expansion and Rebranding



**DENVER HEALTH
RESTORE™**

RESILIENCE & EQUITY THROUGH SUPPORT &
TRAINING FOR ORGANIZATIONAL RENEWAL



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Peer Support Model

Healthcare-Based Peer Support Model:

- Third party healthcare-based peer support for work-related events or patient care
- Principles of peer support
- Focus on individual support
- 24/7 Peer Support Line

Denver Health RESTORE™ Peer Support Model:

- **Mission:** to provide timely and confidential support of trained peer responders to Denver Health personnel who are impacted by distressing events.
- 24/7 Peer Support Line
- 6 service line additions
- 35 Peer Responders
- Housed in Behavioral Health Services

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Peer Responder Scope

Peer Responders do **NOT**:

- Focus on event details
- Problem-solve or fix
- Facilitate root cause analyses or medical debriefs
- Give advice or minimize
- Provide psychotherapy, counseling
- Report back to supervisors

Peer Responders **DO**:

- Focus on personal experiences & emotions
- Refer to collaborative resources
- Provide safe space in timely manner
- Listen attentively & empathize
- Provide availability 24/7
- Maintain strict confidentiality

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March 2020: Peer Response's Rapid Expansion



24/7 Peer Support Line



RESTORE Support Center



Drop-In Group Support



Team-Specific Group Support



RESTORE 2 You – Mobile Visits



Peer Support Outreach



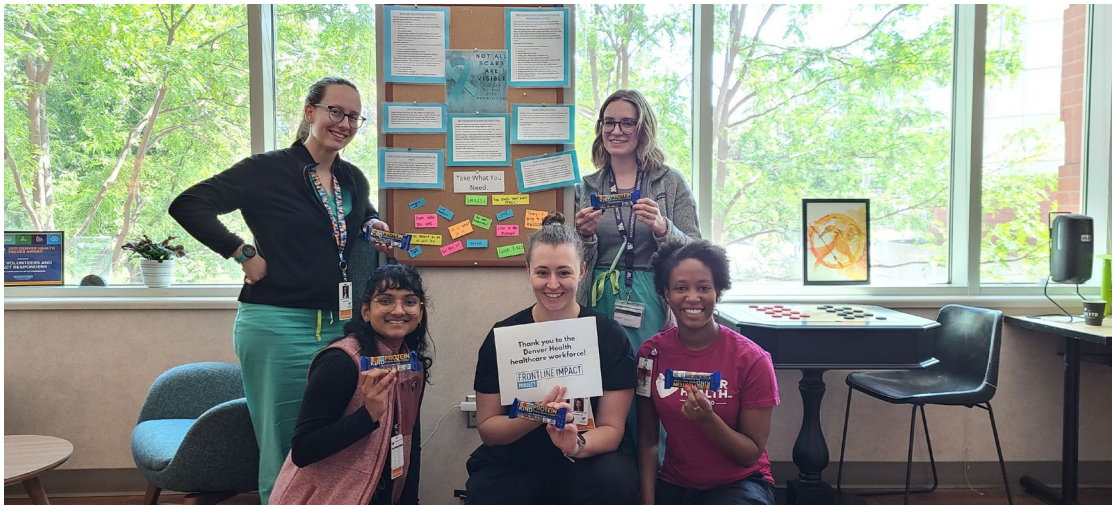
Peer Assault Care Team (PACT)

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Additional Training and Education

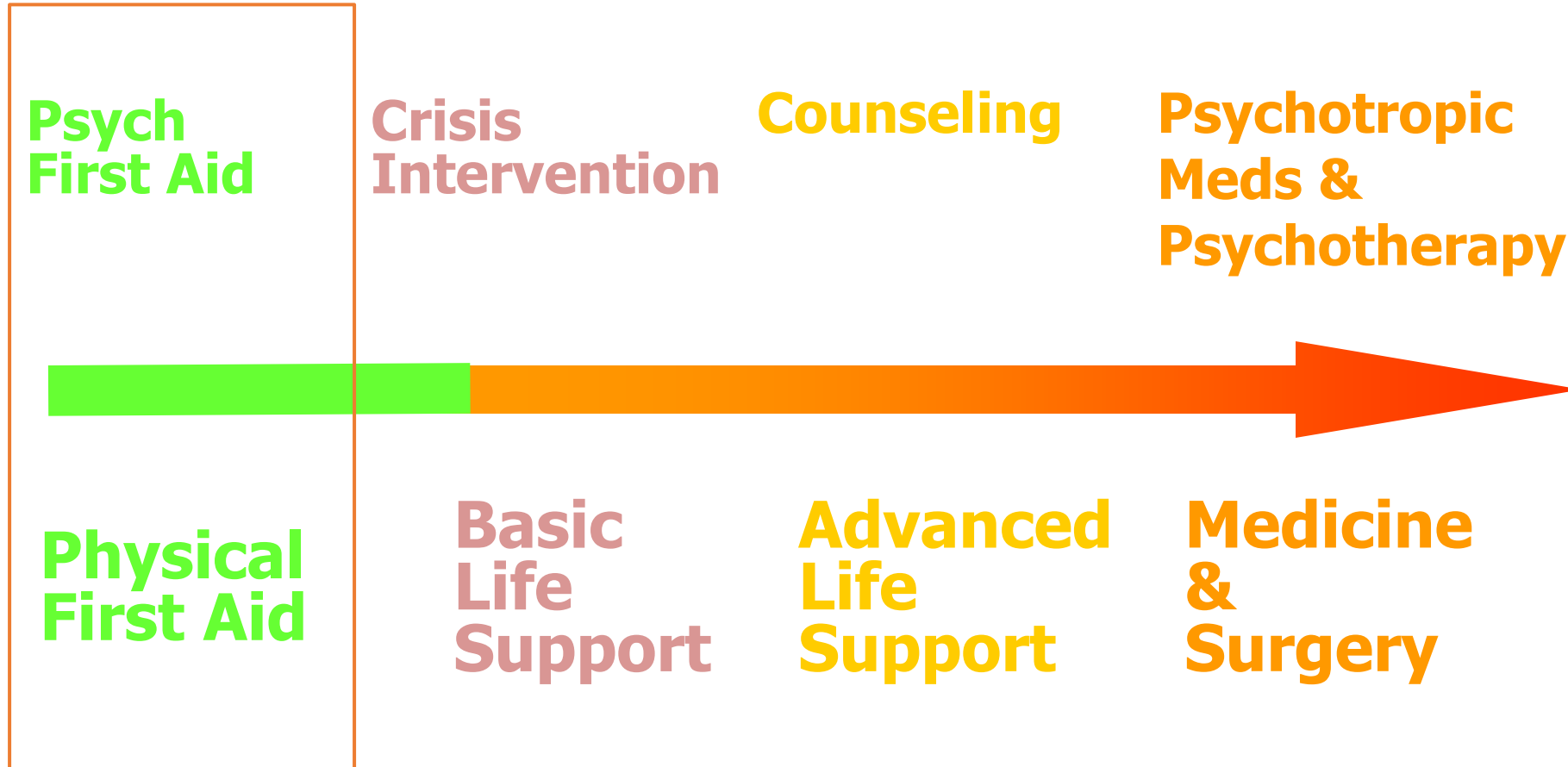
- Psychological First Aid (PFA)
- Suicide Prevention Training
- Stress First Aid



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Continuum of Care



Everly, G. S., Jr., & Flynn, B. W. (2006).

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STRESS CONTINUUM FOR HEALTHCARE PERSONNEL

READY: Thriving *"I got this."*

Calm and steady
Sense of mission
Spiritually, physically and emotionally healthy
Emotionally available
Able to focus
Able to communicate effectively
Normal sleep patterns and appetite
Healthy sleep
Sense of joy/vitality
Room for complexity

REACTING: Surviving *"Something isn't right."*

Nervousness, sadness, increased mood fluctuations
Cynicism
More easily overwhelmed and irritated
Work avoidance
Loss of interest or motivation
Distance from others
Short fuse
Loss of creativity
Fatigue/weariness
Trouble sleeping and eating

INJURED: Struggling *"I can't keep up."*

Persistent fear, anxiety, anger or pervasive sadness
Isolation/avoiding interaction
Sleep disturbances/bad dreams
Numbing
Feeling trapped
Distant from life
Exhausted
Physical symptoms
Persistent shame, guilt or blame
Disengaged

ILL: In Crisis *"I can't survive this."*

Hopelessness, anxiety, panic or depression
Intrusive thoughts
Feeling lost or out of control
Insomnia, nightmares
Thought(s) of suicide or self-harm
Hiding out
Easily enraged or aggressive
Broken relationships
Dependence on substances, food or other numbing

WHAT TO DO

Exercise, nourish, relax, prioritize family and social connections

Talk to trusted individuals: friend, family or peer responder

Talk to counselor, therapist or medical provider

Seek immediate mental health treatment
(CO Crisis Services available at 1-844-493-8255)

CHANGE IN WORLDVIEW

Individual Responsibility

Community, Family, Colleague Responsibility

Care or Medical Provider Responsibility

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Bedrocks of Denver Health's Successful Peer Support Program

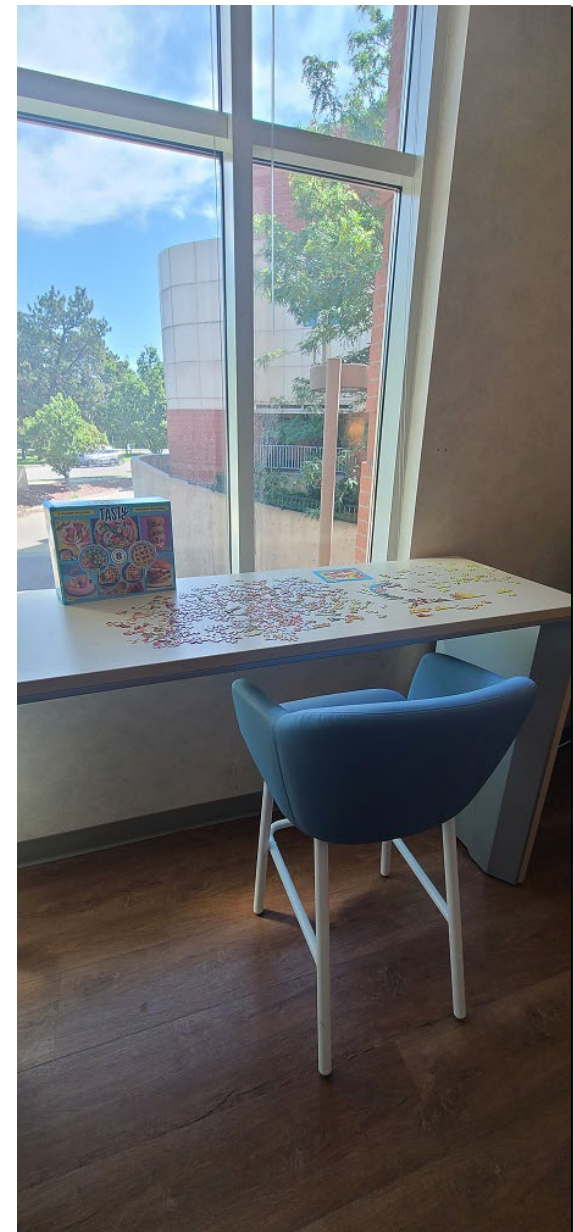
- **Strict Confidentiality:**
 - De-identification
 - Protecting distressed staff
 - Protecting peer responders
 - Building & sustaining trust
- **Group Peer Supervision & Debriefing:**
 - Ongoing training and education
 - Logistical and emotional support of Peer Responders
 - Quality assurance



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Denver Health RESTORE™ Support Center



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Denver Health RESTORE™: Mission & Values

Mission: to promote increased and sustained mental well-being of the health professional workforce as well as individual, collective and organizational resilience through timely and confidential peer-delivered emotional support, psychological first aid, and training.

Values:

- Confidentiality and Integrity
- Diversity and Cultural Humility
- Resilience and Equity
- Safety and Stability
- Compassion and Trust

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Denver Health RESTORE™ Expanded Scope: Training, Education and General Support



RESTORE Coffee Nook



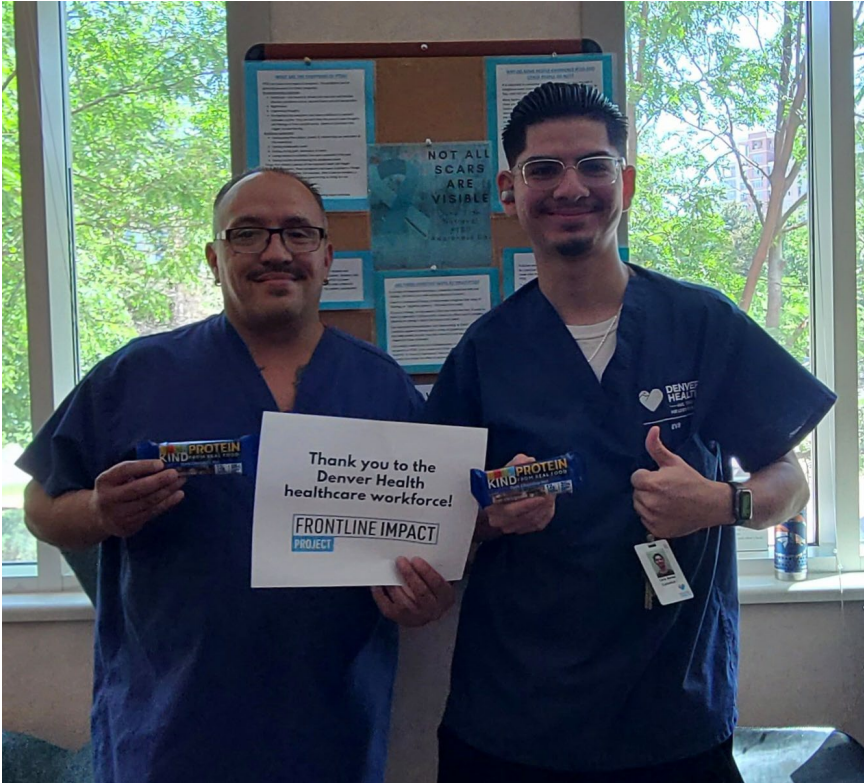
Trauma- and Resilience-Informed
Systems Workshop (TRIS)



Schwartz Rounds®



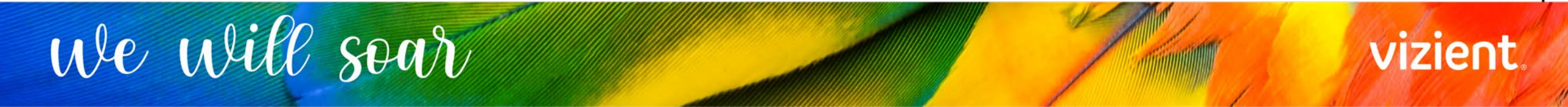
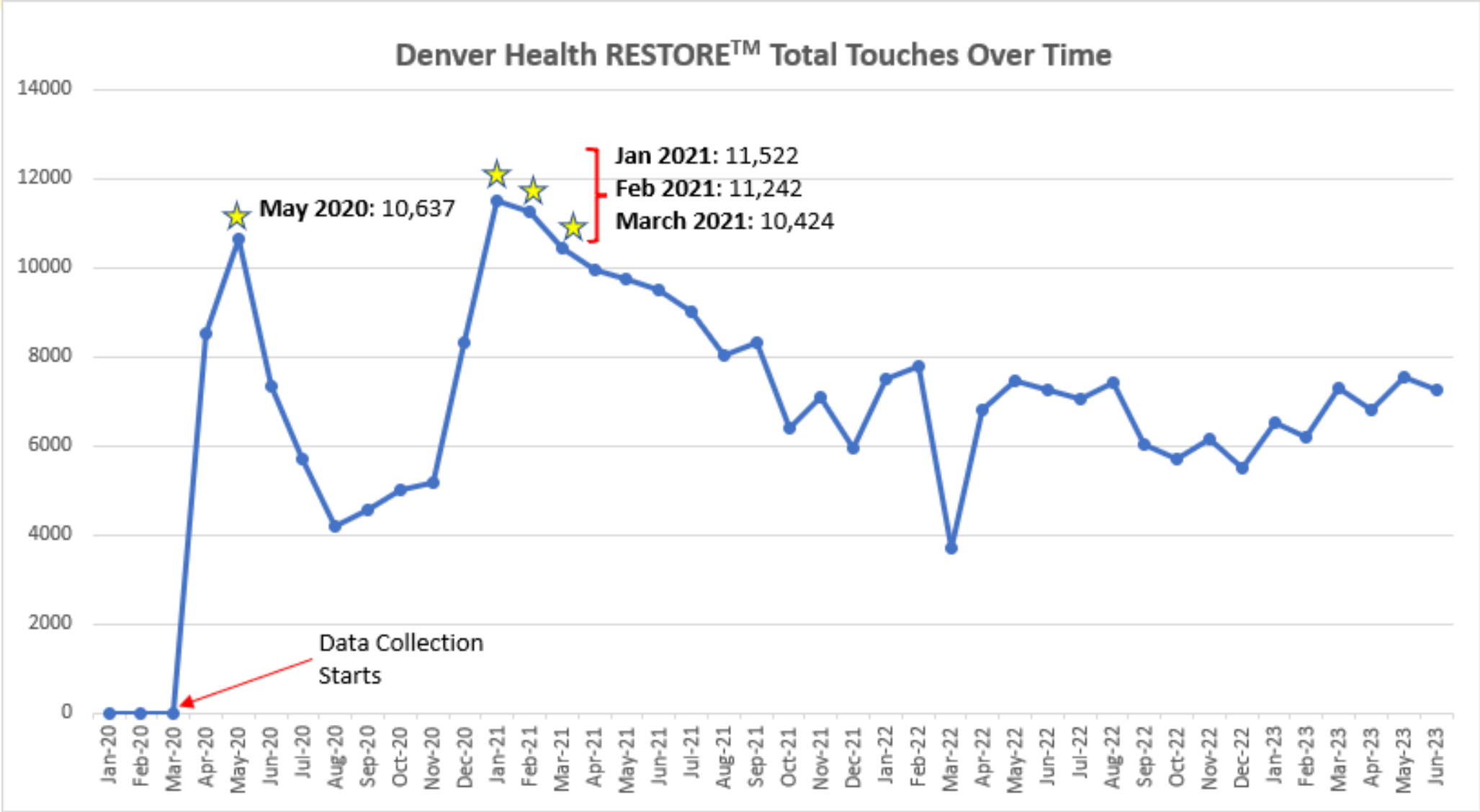
Awareness Presentations and Trainings



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March 2020-June 2023: 295,558 Touches & 11,470 Encounters



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Denver Health RESTORE™

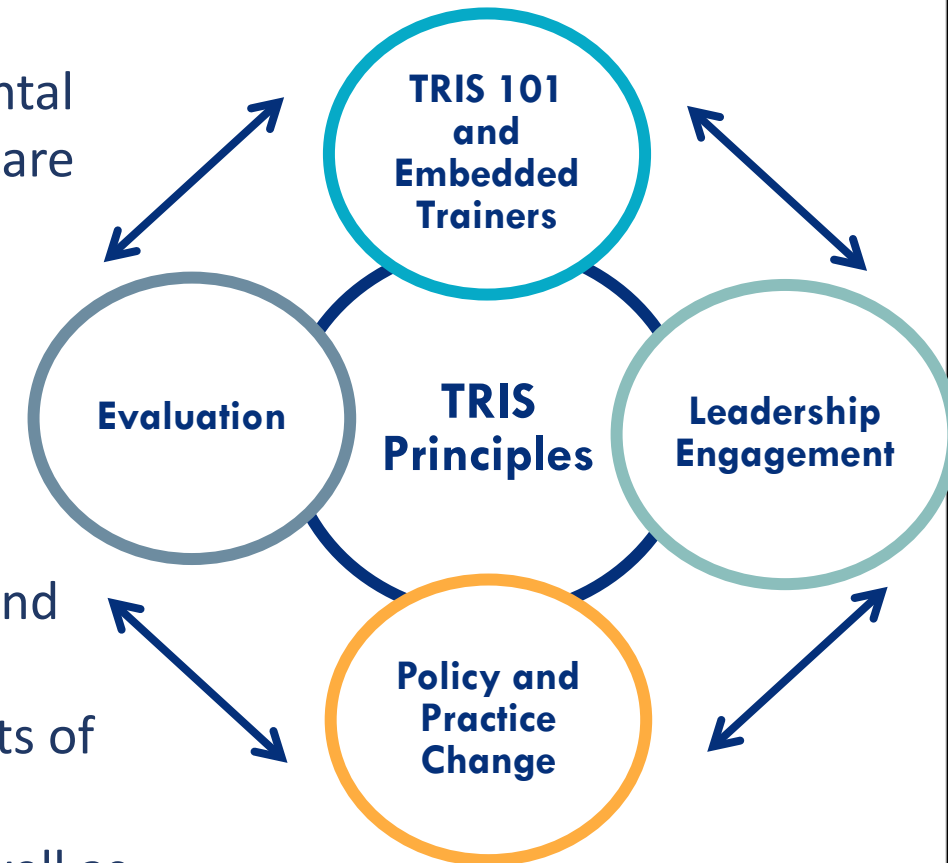
Trauma- and Resilience-Informed Systems (TRIS) 101

The workshop utilizes a modification of Substance Abuse and Mental Health Services Administration's (SAMHSA) six trauma-informed care principles, with a focus on:

- **Understanding stress and trauma**
- **Reducing systemic racism and bias**

Learning Objectives:

- Building a shared language for understanding stress, trauma, and resilience.
- Developing an understanding of and ways to address the effects of racism and bias on care.
- Providing tools to build a trauma- and resilience-informed as well as a more racially-just system for both providers and those we serve.



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Idioms or Themes of Distress:

COVID-19

Bereavement

Patient Care

Seeking Resources

Bereavement, Therapy, Substance Use

Exhaustion

GUN VIOLENCE

Death of Colleague

Grief & loss

Personal Illness
or Injury

BURNOUT

CUMULATIVE STRESS

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Lessons Learned

1. Swift adaptation and shifting of our services to meet the expressed needs of our workforce.
2. Debriefing and group peer supervision is a critical component of healthcare-based peer support programs.
3. Adhering to strict confidentiality requires skilled leadership.
4. Building and sustaining trust in a confidential peer support program requires attunement of strict confidentiality.
5. Peer Responders require ongoing connection and care.
6. Debriefing and group peer supervision are critical components.
7. An anti-racism framework must be used when engaging in the work of transformative culture-change.

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Key Takeaways

1. Choose a tool to measure wellbeing of your workforce.
2. Leverage existing peer support pathways within your teams.
3. Assess with whom reflective supervision skills or group peer supervision spaces already exist.
4. Model use of check-ins at the start of meetings, huddles, etc.
5. Engage in conversations about mental well-being and use of social as well as professional supports
6. Destigmatize use of mental health support and care.
7. Assess employee benefits and address barriers to use of existing EAP services.
8. Balance transactional with relational leadership.

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Questions?



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Contact:

Maria Gonsalves Schimpf, maria.schimpf@dhha.org, (o) 303-602-6912, (m) 646-263-1495

Kathy Boyle, kathy.boyle@dhha.org, (o) 303-602-4957

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