



MHS CARES: Putting the *CARE* in MHS CARES

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Objectives

- Describe MHS CARES program to support emotional needs of employees
- Explain how to care for yourself to care for patients
 - Define a support system for employees



HISTORY

MHS CARES stands for:

Caring

About

Resiliency for

Employee

Support

It is a collaborative response team born out of the COVID-19 pandemic to address our staff's ongoing mental health needs. The group was originally comprised of content experts from Pastoral Care, Wellness, Faith Community Nursing, Organizational Effectiveness, and Social Work (from our MAP2 ACO).



MISSION, VISION & VALUES

MISSION: For MHS employees to know their value and worth through healthy self-care.

VISION: To be a united front of support and resources for MHS employees to care for themselves.

VALUES: MHS CARES' values reflect our commitment to empower our employees in their own health and wellness:



Caring - genuine thoughtfulness

About - including all pillars of well-being

Resiliency - focusing on elevating self-care

Employee - for all of our colleagues

Support - through all stages of work and life

MHS CARES GOALS

The Goals of MHS Cares are to:

- ☐ Provide intermediate emotional support to frontline staff who may experience a sentinel event.
- ☐ Education about various mental health conditions and the symptoms of stress.
- ☐ To normalize and decrease the stigma felt when seeking mental health care and support.
- ☐ Assist staff with finding specialized services and resources beyond the teams and peer scope of expertise.

To accomplish these goals the following programs were developed and implemented in the time since the program's inception:

- ☐ Headspace
- ☐ Critical Incident Stress Management (CISM)
- ☐ Mental Health First Aid (MHFA)
- ☐ MHS CARES Kits & Community Resources
- ☐ Tea for the Soul Tea Carts
- ☐ Zoominars



MHS CARE COMMITMENTS

Take Care of Patients:

We treat our patients and their families as partners by communicating with them respectfully and meeting their needs in a timely manner.

Take Care of Each Other:

We cultivate an environment of inclusion, diversity, and collaboration through respecting each other, communicating professionally, celebrating successes, and providing feedback.

Take Care of Ourselves:

We invest in our personal well-being and our professional development in order to better contribute to Methodist's mission, vision, and values.

Take Care of Methodist:

We contribute to the continuous improvement of Methodist, striving to improve others' experiences and their impressions of Methodist.

HEADSPACE

- Over 800 currently enrolled
- 90% of survey respondents agree with the statement, “Since I started using Headspace, I feel less stressed.”
- 90% survey respondents also agreed that they have felt more present throughout the day since using the app.
- 97% of survey respondents said our organization should continue working with Headspace.
- 100% of survey respondents said they would recommend Headspace to a friend, family, or coworker.
- There are other apps, MHS uses Headspace but you could try Calm, Breathe or Buddhify

“Since I have started using Headspace, I can more effectively speak to people without fear and have a more relaxed day. I sleep better at night because I am not overthinking. I use the different tactics in my daily life.”

“I’m a lifelong insomniac. It takes me literally hours to fall asleep. The sleepcasts usually have me out within 45 minutes.”

“I have become a more compassionate caregiver. It has helped me not only at work but also with my family and in my relationships with the people I love.”

Take Care of Ourselves:

We invest in our personal well-being and our professional development in order to better contribute to Methodist’s mission, vision, and values.



CRITICAL INCIDENT STRESS MANAGEMENT

- 70 employees trained in 2023
- Additional 60 expected in October 3-day training
- Designed to help employees acknowledge crises, talk about it, facilitate understanding, encourage effective coping mechanisms, and provide access to continued care
- Critical resource that allows us to quickly deploy peer-to-peer teams in response to hospital incidents impacting staff

"CISM training gave me the tools and tactics that have been crucial when caring for large groups who have experienced trauma. Healing can be an isolating journey, but with the strategies I've learned I'm able to usher groups through the healing process together, reinforcing healthy bonds and self-care."

Take Care of Each Other:

We cultivate an environment of inclusion, diversity, and collaboration through respecting each other, communicating professionally, celebrating successes, and providing feedback.



MENTAL HEALTH FIRST AID

- 66 employees trained in 2023
- Two classes remaining in 2023 (September and November)
- Teaches participants to recognize the signs and symptoms that suggest a potential mental health or substance use challenge, how to listen nonjudgmentally, give reassurance to a person who may be experiencing a mental health or substance use challenge, and how to refer a person to appropriate support and services.

Take Care of Patients:

We treat our patients and their families as partners by communicating with them respectfully and meeting their needs in a timely manner.

Take Care of Methodist:

We contribute to the continuous improvement of Methodist, striving to improve others' experiences and their impressions of Methodist.



“Being educated about mental health will help end the stigma and empower our community to recognize and ask for help. It can reduce the rates of homelessness and suicides. It will save lives.”

TEA CARTS & ZOOMINARS

Tea for the Soul Tea Carts



- **Goal:** Provide a moment of respite and foster engagement with overwhelmed employees.
- **Structure:** unique to personality of each campus and chaplains. Most chaplains have a floor (or several) designated to them to build relationships. Some campuses visit floors monthly and some weekly. Most will take on-demand requests. The Wellness Department will accompany chaplains on occasion, but not on a consistent schedule.

Zoominars



- **Goal:** Provide educational Zoom sessions with content experts on various mental health and wellness subjects to normalize and decrease the stigma felt when seeking mental health care and support.
- **Structure:** Webinars are hosted 1-2 per month on a Wednesday at noon. The MHS CARES team huddles to brainstorm content and speaker ideas and then the Wellness Director schedules these sessions.

Take Care of Ourselves:

We invest in our personal well-being and our professional development in order to better contribute to Methodist's mission, vision, and values.

Take Care of Each Other:

We cultivate an environment of inclusion, diversity, and collaboration through respecting each other, communicating professionally, celebrating successes, and providing feedback.

Take Care of Methodist:

We contribute to the continuous improvement of Methodist, striving to improve others' experiences and their impressions of Methodist.

COMMUNITY-BASED RESOURCES

Community Resource Search

Goal:

Assist MHS employees in finding community-based resources outside of their abilities or purview of experience



Employee Assistance Program (EAP)

- Resource for mental health counseling, legal and financial guidance; available 24/7 and first 6 sessions are free
- **Website:** [Liveandworkwell.com](https://liveandworkwell.com); Login Code: Methodist123
- **Call:** 1-866-248-4094; Code: Methodist123



Bright Horizons

- Family support and resources; child care and elder care options
- **Website:** [Clients.brighthouse.com/methodisthealthsystem](https://clients.brighthouse.com/methodisthealthsystem)
- **App:** Back-Up Care



Health & Wellness Coaches

- Personalized, private and free coaching sessions or group events & presentations with customizable topics
- **Contact:** mpower@mhd.com



MHS CARES

- Monthly employee support group and presentations with experts on various wellness topics- Zoom
- **Contact:** MHScares@mhd.com
- See your Wednesday Wellness Tips for more information



Pastoral Care

- Confidential support across all campuses with our pastoral care team
- **MDMC:** 214-947-2470
- **MCMC:** 214-947-7670
- **MMMC:** 682-242-7300
- **MRMC:** 469-204-2028
- **MLMC:** 469-846-2030
- To listen to a devotional you can call: 214-947-8455



MHS CARES Kits Goal:

Provide items to support staff during a time of isolation when exposed to COVID-19



MHS CARES AMBASSADORS

The MHS CARES Ambassador initiative is a peer support network of frontline employees trained to respond to the emotional and well-being needs of our MHS staff.

The MHS Cares Ambassador:

- Complements, supplements, and extends holistic care by providing practical, social and emotional support.
- Fills the gaps between staff needs and available employee assistance resources by:
 - Identifying a need.
 - Providing immediate response when a sentinel event occurs.
 - Connecting employees with ongoing support.
 - Providing education regarding specialized resources provided by MHS and services in the community.
 - Encouraging and motivating colleagues with wellness programming.

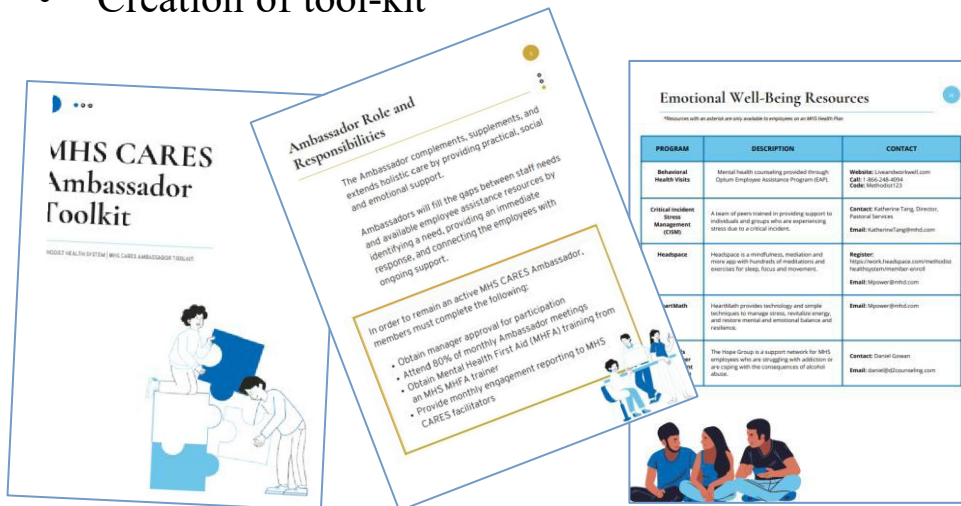
In order to remain an active MHS CARES Ambassador, members must complete the following:

- Obtain manager approval for participation
- Attend 80% of monthly Ambassador meetings
- Obtain Mental Health First Aid (MHFA) training from an MHS MHFA trainer
- Provide monthly engagement reporting to MHSCARES facilitators



MHS CARES AMBASSADORS

- Have recruited over 20 Ambassadors in 2023
 - 8 MCMC
 - 7 MDMC
 - 5 Corporate
 - 2 MMG
- Monthly meetings with various training topics
- Tea Cart – pocket positivity cards
- Many are CISM trained
- MHFA is a requirement to remain an active Ambassador
- Creation of tool-kit



2023 Webinar Topics

Building Routines
Bright Horizons Back-Up Care
Headspace
Houseplants and Wellness
Summer Camps
Managing Money
Substance Abuse and Recovery
Kid-Dino and
Self-Empowerment

Upcoming
Moral Injury and Coping
Gratitude and Hope
Therapy 101



Thank you!

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