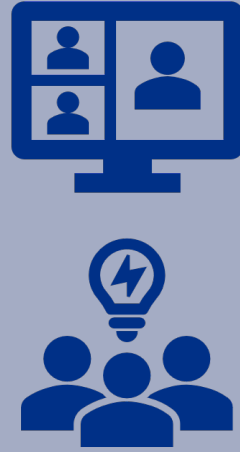


**BCH Academy
for Teaching &
Educational
Innovation and
Scholarship**



Fall Education Retreat

October 18, 2024

Recognizing & Responding to Learners' Mental Health Challenges: Strategies for the Clinician Educator

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Boston Children's Hospital
Center for Educational
Excellence & Innovation

Where the world comes for answers



Introductions



Emile R “Mike” Boutin, Jr, EdD, ACC

*Assistant Dean for Faculty and Student Success in
the School of Health and Rehabilitation Sciences,
MGH Institute of Health Professions
ICF-certified ACC-level Executive Coach
Mental Health First Aid Certified Instructor*



Erica Lee, PhD

*Attending Psychologist & Training Director of the
Psychology Internship Program
Boston Children's Hospital
Assistant Professor of Psychology
Department of Psychiatry, Harvard Medical School*

Learning Objectives

1. Recognize **early warning signs** of mental health challenges in learners.
2. Apply a practical, evidence-based **framework to support learners** experiencing mental health challenges.
3. Utilize skills in **non-judgmental support**, such as active listening, maintaining empathy, and giving reassurance.
4. Provide **local and national resources** to reduce stigma and promote help-seeking behaviors in the learning environment.



Retreat Agenda

- Meet Maria
- Mental Health Statistics Overview
- Intro to Mental Health First Aid model of ALGEE Framework
- Assess, Approach, Assist Model
- Listening without Judgment
- Giving Reassurance and Facts
- Resources
- Q&A



Meet Maria...

For the past month, you have been the supervisor for a novice learner, Maria, a 25-year-old female. She has two small children, ages 4 and 2. She has been working at BCH for 6 months. Typically, Maria is very friendly, pleasant, and outgoing. She has a strong work ethic and asks thoughtful questions about her patients. She is well-liked by colleagues and staff, and patients have started to ask for her.



Let's hear from you...

Answer in the chat:

What changes have you noticed in learners' mental health concerns since 2019 (pre-COVID)?

Zoom Poll: How comfortable do you feel responding to a mental health challenge in a work setting?

Zoom Poll: Are you familiar with the Mental Health First Aid program?

Mental Health Statistics



2023 Global Statistics:

- 1 in 2 people will experience mental health issues in their lifetime
- Three most common mental health disorders:
 - Among women: PTSD, depression, specific phobia
 - Among men: alcohol abuse, depression, specific phobia

[Half of World's Population Will Experience a Mental Health Disorder | Harvard Medical School](#)

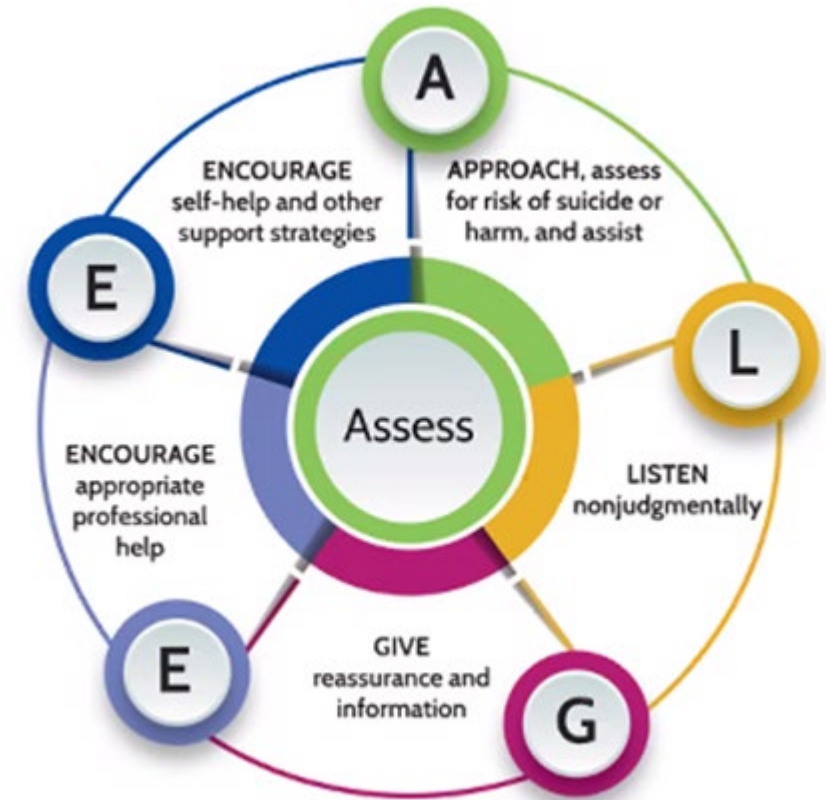
2023 National Statistics:

- 22.8% (or 58.7 million people) over 18 yo had any mental illness (AMI) in the past year
- 5.0% (or 12.8 million people) over 18 yo had serious thoughts of suicide, 1.4% (or 3.7 million people) made a suicide plan, and 0.6% (or 1.5 million people) attempted suicide in the past year
- 4.5 million youth (ages 12 to 17) had a major depressive episode in the past year, of which nearly 1 in 5 also had a substance use disorder

[SAMHSA Releases Annual National Survey on Drug Use and Health | HHS.gov](#)

Mental Health First Aid (MHFA): An Introduction to the Model

- What is MHFA?
- The role of non-professionals in early intervention: NOT to diagnose!
 - Reducing stigma around mental health
 - Providing a bridge to professional help
 - Improving outcomes through early support
- ALGEE non-linear model
- Get trained and certified in the complete model



Assess, Approach, Assist



- **Assess:** Recognizing the signs and symptoms
- **Approach:** Initiating a conversation
- **Assist:** Providing immediate support and referring to professionals

Assess



- Signs to look out for (e.g., behavior changes, withdrawal, emotional distress)
- Risk factors (e.g., trauma, stress, substance abuse)

Meet Maria...

Answer in the chat:

What signs and symptoms do you recognize in Maria?



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Lately, you notice that she is coming in late. A colleague mentioned to you that Maria seemed a bit “off her game” lately, and someone else stated that the last few times they saw Maria she seemed “disheveled” and “not as put together as usual”...Yesterday, Maria told you at the last minute that she needed to leave early...

Approach



- How to initiate a conversation with empathy
- Creating a safe environment for dialogue
- Using non-verbal cues: Body language, tone of voice



Assist



- Providing support without being a therapist
- Encouraging the person to seek professional help
- Discussing boundaries: Knowing your limits

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She tells you that her oldest child was just diagnosed with autism. She doesn't know what to do...her family lives overseas....when her partner found out, he left and told her he doesn't want to deal with a sick kid...and that he always said her family was messed up....

Assess, Approach, Assist **Breakout**



IN BREAKOUT ROOMS, DISCUSS:

1. What might you say to Maria to start a conversation about her mental health?
2. What are some of the considerations you need to keep in mind as you begin this conversation with her?
3. What if she is resistant? What else might you say?

Break



Deep Listening Skills



3 goals

- To really hear and understand what is being said
- To make it easier for the individual to feel they can talk freely about their problems without being judged
- To respect the individual's culture

Key attitudes

- Acceptance
- Genuineness
- Empathy

Deep Listening Skills



- Pausing before responding
- Approaching with curiosity and humility
- Checking understanding
- Focusing on active and reflective listening
- Staying “in the moment”
- Offering validation
- Fostering psychological safety

Deep Listening Skills



- Being sensitive to hierarchy and other power dynamics
- Considering stigma and bias
- Checking in with yourself

Meet Maria...



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She tells you that her oldest child was just diagnosed with autism. She doesn't know what to do...her family lives overseas....when her partner found out, he left and told her he doesn't want to deal with a sick kid...and that he always said her family was messed up....

One day, you catch her crying in the closet. She tells you she really is at her wits' end. She can't take all the stress at home, without her partner....the money struggles....the new challenges with her child. She doesn't know what to do or who to turn to....

Maria didn't come in today. You call her at home. She only answers after the third attempt. She sounds like she has been crying....

Deep Listening Skills **Breakout**



IN BREAKOUT ROOMS, DISCUSS:

1. How might you respond to Maria using deep listening skills? What would you say to her?
2. What factors impact one's ability to listen deeply?
3. When listening, how do you balance caring for others with caring for yourself?

Giving Reassurance and Facts



What to say:

- ✓ “You are not alone.”
- ✓ “It’s okay to feel this way.”
- ✓ “Help is available.”

What not to say:

- “Snap out of it.”
- “It’s all in your head.”
- “Others have it worse.”

ANSWER IN THE CHAT:
What other phrases or
approaches could be helpful?

Reassuring with factual information: Correcting misconceptions about mental health

Supporting Someone in Crisis



- Recognizing a mental health emergency (e.g., risk of self-harm)
- How to stay calm and present
- Immediate actions: When to call for professional help (emergency services)
- Do's and don'ts during a mental health crisis
- Suicide ideation:
 - Have you thought about killing yourself?
 - Do you have a plan?

Resources

- National mental health hotlines
- Recommended websites and reading materials
- Support groups and counseling services



Break



Meet Julianne & Jess



Jess is a new clinician educator helping to teach new learners on a 3-week rotation. One of the learners is Julianne, who recently moved to Boston from rural Ohio. Jess can tell that the transition hasn't been easy for her.

Julianne discloses to Jess that she often feels inadequate at work and is really anxious about making mistakes. With longer hours and a tough commute, Julianne feels she no longer has time to de-stress with yoga and is having trouble sleeping at night.

Now it's been a couple of days and while teaching, Jess notices that Julianne hasn't changed her clothes in awhile, and when someone asks her a question, she speaks in a whisper without making eye contact.

Q&A & Final Takeaways



Boston Children's Resources




OFFICE OF
**Clinician
Support**


A safe place to talk.

Welcome **Lauren Coyne, RN, MS, LICSW**



Bringing it home...

**Boston Children's Hospital**
Where the world comes for answers

**Me**
Guide ada
<https://www.mhfa.org>
Contact: Mike
about the I

Referral Resource Guide

IN AN EMERGENCY OR CRISIS

For assistance in an emergency situation	National Suicide Prevention
Dial 911	Dial 988
Asian Suicide LifeNet Helpline	Samaritans Suicide Prevention
1-877-990-8585 (24 hours). (Cantonese, Mandarin, Japanese, Korean, Fujianese are offered)	877-870-4673
Emergency Services Program	Boston Emergency Services
877-382-1609	24-hour #: 1-800-981-4357

DOMESTIC VIOLENCE, ABUSE, AND SEXUAL ASSAULT RESOURCES

National Child Abuse Hotline 1-800-4-A-CHILD (1-800-422-4453)	National Sexual Assault Hotline 1-800-656-HOPE (4673)
National Domestic Violence Hotline 1-800-799-SAFE (7233) 1-800-787-3224 (hearing impaired line)	RAINN (Rape, Abuse & Incest National Network) 1-800-656-HOPE (4673) www.rainn.org
Massachusetts Statewide Domestic Violence Hotline 1-877-785-2020	MGH Haven Domestic Abuse 617-724-0054
Asian Task Force Against Domestic Violence https://www.ataskforce.org/site/about-us/contact-us.html 617-338-2355	

For other Massachusetts-based available resources: <https://www.mass.gov/service-details/for-survivors>

TREATMENT RESOURCES

Boston Children's Hospital
RESOURCES FOR CLINICIANS

UBER/TAXI VOUCHER PROGRAM*

GME OFFICE*

DOCS PROGRAM

SECURITY

OCCUPATIONAL HEALTH SERVICES (OHS)

MASSACHUSETTS MEDICAL BENEVOLENT SOCIETY



Who To Call

You are too fatigued to safely commute home "GME Uber Program" GME@childrens.harvard.edu "GME Taxi Voucher Program" Located at the valet desk	You want to harm yourself National Suicide Prevention Lifeline (800)273-8255
You are experiencing personal or work-related stress Office of Clinician Support (OCS) (617)355-6705	You have interpersonal conflict Program Director, Chief Resident/Fellow, GME Office, BCH Ombuds Person
You are a physician in need of financial assistance for any reason	You are experiencing discrimination

**Boston Children's**

The Hub: Online

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Culture Works
ELG with Me Celebration - November 2024
Communications Archives
Declaration on Equity, Diversity and Inclusivity
Employee-Led Groups (ERGs & SIGs)
ELG with Me! Celebration - November 2023
Events
Fireside Chats
Medical Staff
Mental Health Support
Ombuds Office
Recommended Readings & Resources
Secret Garden
Showing Gratitude
Share With Us!
Workforce Experience
Well-Being Programs and

Mental Health Support

Your emotional, spiritual and professional well-being are important to us. Whether you are going through a challenging time, need professional guidance or just need to talk to someone, Boston Children's has a variety of resources for you. Provided below are available resources.

Counseling

Employee Assistance Program/SupportLinc: (For Employees of BCH)

SupportLinc offers support for work-life balance and any issue causing you stress. It is available at no cost to all eligible employees and their families 24 hours a day, 7 days a week, 365 days a year, and is completely confidential.

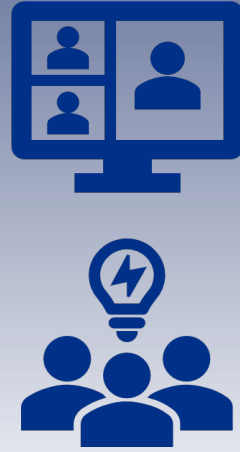
You can contact SupportLinc for:

- » Confidential In-the-moment support - you can reach a licensed clinician 24/7/365.
- » Short-term in-person or virtual (video) counseling sessions.
- » Live chat, text therapy, self-guided digital therapy, and anonymous digital support groups on a variety of topics
- » Coaching to boost your emotional fitness, learn healthy habits, establish new routines, build resilience, and more.
- » Expert consultations for financial and legal issues
- » Work-life specialists also provide referrals that help address everyday needs such as child or elder care, pet care, home improvement, auto repair, travel, education, and housing needs.
- » Discover articles, tip sheets, videos, flash courses, financial calculators, career resources and so much more

Mindfulness and Meditation

- » **10 Percent Happier:** Free access to Meditation app for healthcare workers.
- » **Online Guided Meditation:** Take a workshop or class to quiet your mind.
- » **Headspace: Free Weathering Storm:** Free for everyone to start a free trial. It includes meditation, sleep,

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Contact BCHacademy@childrens.harvard.edu with
any questions, feedback, comments, or ideas for
seminars!

Thank you!

