

Behavioral Health Institute (BHI) Training, Workforce and Policy Innovation Center TeleBehavioral Health 101 Training Series

Behavioral Health Telehealth Resource

Visit our website

Email: melmckee@uw.edu

Behavioral Health Institute (BHI) Training, Workforce and Policy Innovation Center

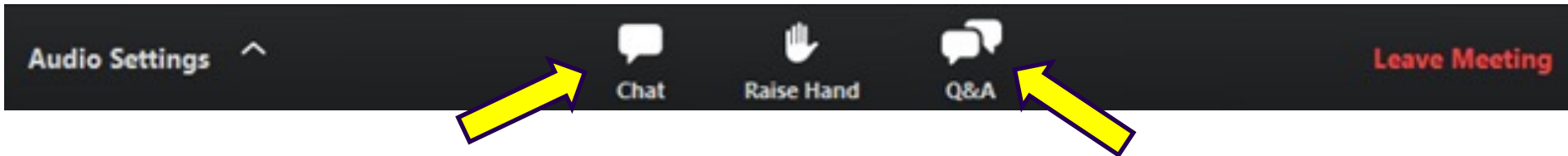
The Behavioral Health Institute (BHI) Is a Center of Excellence where innovation, research and clinical practice come together to improve mental health and addiction treatment. The BHI established initial priority programs which include:

- Improving care for youth and young adults with early psychosis
- Behavioral Health Urgent Care Walk in Clinic
- Expanded Digital and Telehealth Services
- Behavioral Health Training, Workforce and Policy Innovation Center

WEBINAR LOGISTICS

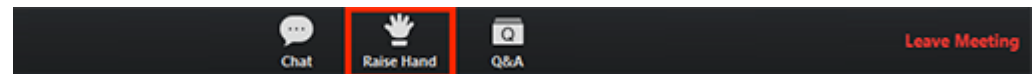
CHAT

Q & A

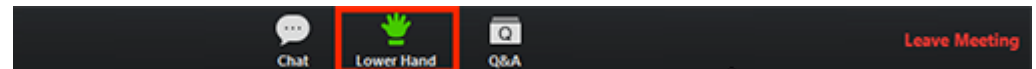


- Type into chat box
- Logistics or technical issues
- NOT for content-related questions

- Type into Q&A box
- Content questions
- Raise hand



- Can lower hand



DISCLAIMER

- Speakers have no relevant conflicts of interest to disclose.
- Any information provided in today's talk is not to be regarded as legal advice. Today's talk is purely for informational purposes.
- Federal and state policies change frequently.
- Always consult with legal counsel.

DISCLOSURE

Planner Disclosures:

The following series planner have no relevant conflicts of interest to disclose:

- Melody McKee SUDP MS
- Cara Towle MSN RN MA
- Kimbo Smith MA Med
- Bradford Felker MD

Speaker Disclosures:

- No speakers in this series have any reported conflicts to disclose.

We gratefully acknowledge the support from




and



BEHAVIORAL HEALTH INSTITUTE

HARBORVIEW
MEDICAL CENTER

UW Medicine  King County

TODAY'S SPEAKER: Anne Browning PhD

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WELL-BEING & SUPPORT

UW SCHOOL OF MEDICINE

Provider Self-Care and Wellness in the
Era of Telehealth and Covid:

Well-Being and Resilience Coping

February 19, 2021

Dr. Anne Browning, Assistant Dean for
Well-Being, School of Medicine;
Founding Director of the UW Resilience
Lab; Senior Atlantic Fellow for Equity in
Brain Health at the Global Brain Health
Institute, UCSF



Weather report

If you had to describe your current emotional state in terms of the weather, what are you experiencing right now?

Storms? Sun? Fog? Wind? Snow?

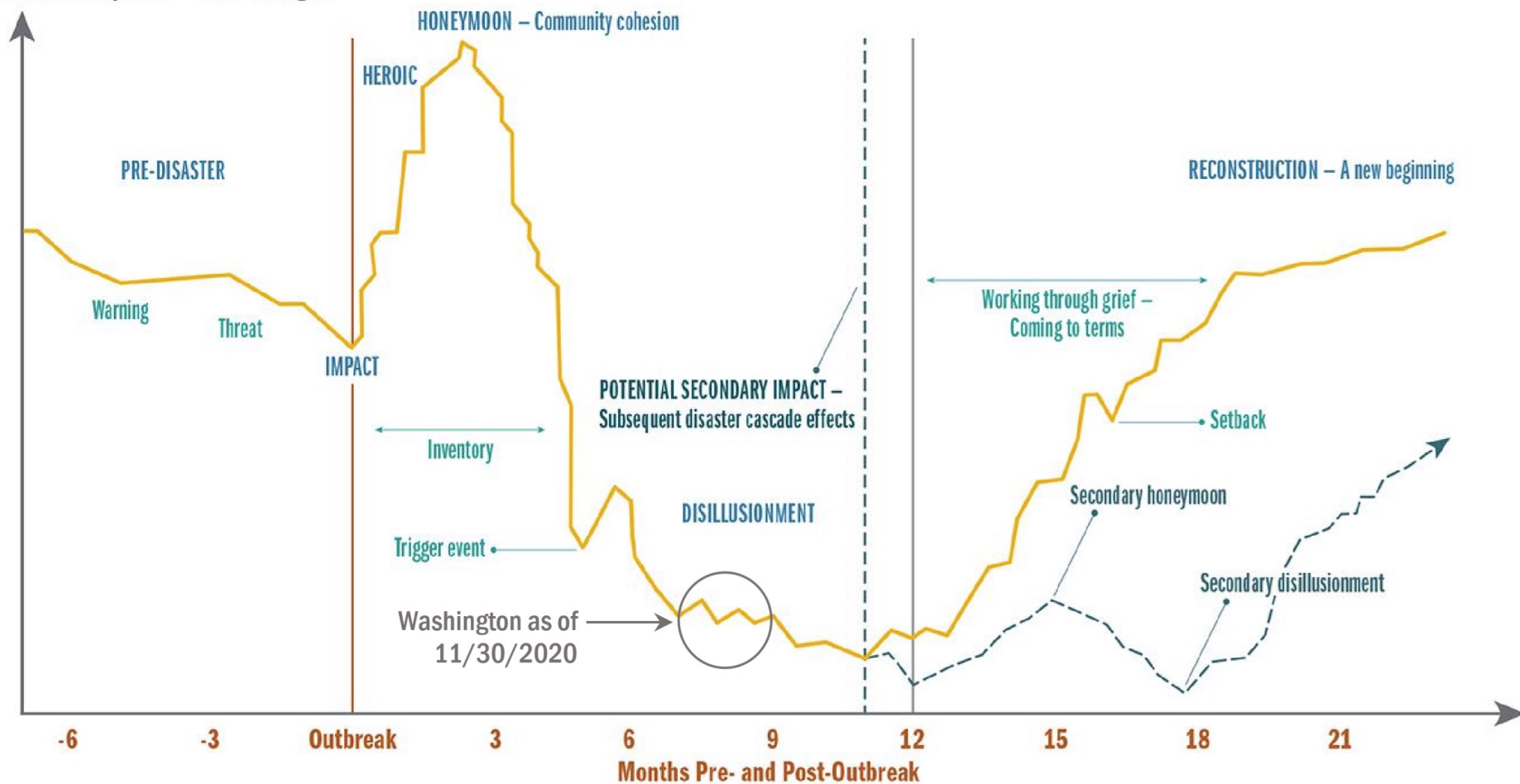
Type your internal weather report into the chat...

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Reactions and Behavioral Symptoms in a Disaster

Reactions and Behavioral Health Symptoms in Disasters

Emotional Response – Lows to Highs



Stress and Anxiety

How do we take control?

Dr. Lisa Damour, Psychologist



- Anxiety is healthy and normal, helps protect us
- When anxiety becomes overwhelm
- Make routines – decisions are taxing
- Focus on micro stressors
- Ask for help and support those around you

It's important to note...

Chronic versus Acute stress

- COVID-19
- Racism
- Election / Inauguration / Social Unrest

Systemic Issues and Individual Response

- Individual coping skills cannot serve as Band-Aids for systemic issues



Malleability and Adaptability

— Resilience coping is learnable!

Neuroplasticity of the Brain



What we think, do, and pay attention to changes the structure and function of our brains!

The Keys to Resilience

- Cultivating Healthy Attachments and Connections
- Cultivating Positive Emotions
- Cultivating a Sense of Purpose



Cultivate a Positive Lens

Practicing Gratitude

- What are you thankful for in your life?
- Write people thank you letters
- Keep a journal and write in it weekly

Why? Breaks a cycle of rumination on negative thoughts and feelings

Behavioral Practices for Resilience

R – Relationships

E – Exercise

F – Fun; Recreation & Enjoyable Activities

R – Relaxation & Stress Management

E – Eat Well – Nutrition & Diet

S – Sufficient Sleep

H – Helping others

E – Earth – Time in Nature

R – Reason – Sense of Purpose (Religiosity & Spirituality)



How are we affected by the noise?

Dr. David Levy, UW Information School



- Think about media consumption during stressful times
- 24-hour news cycles and click bait titles
- Devices are consciously designed to grab us and hold us
- Notifications & Well-being

How do we react to threats?

Our threat defense mechanism still relies on a reptilian brain

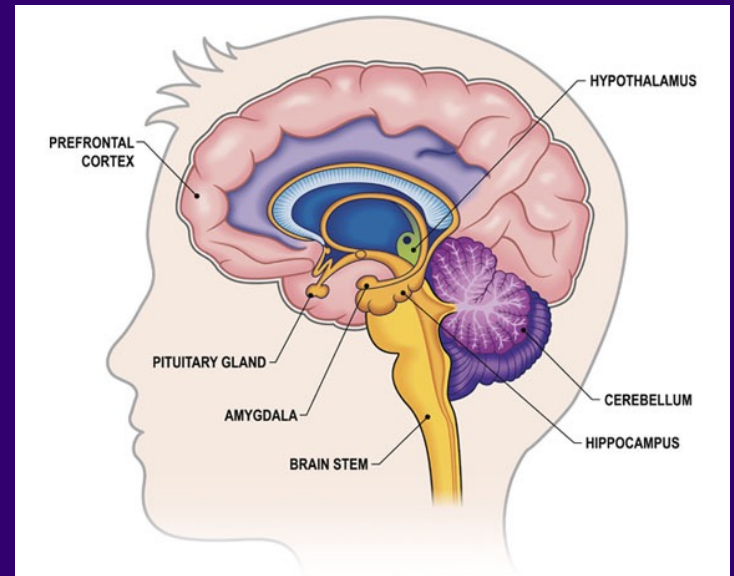
- Cortisol and adrenaline response
- A threat to our self-concept get the same reaction as a lion chase!

Amygdala Hijacking!

Fight: Self-Critique

Flight: Isolate

Freeze: Rumination



Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.

-Viktor Frankl

Emotional Intelligence

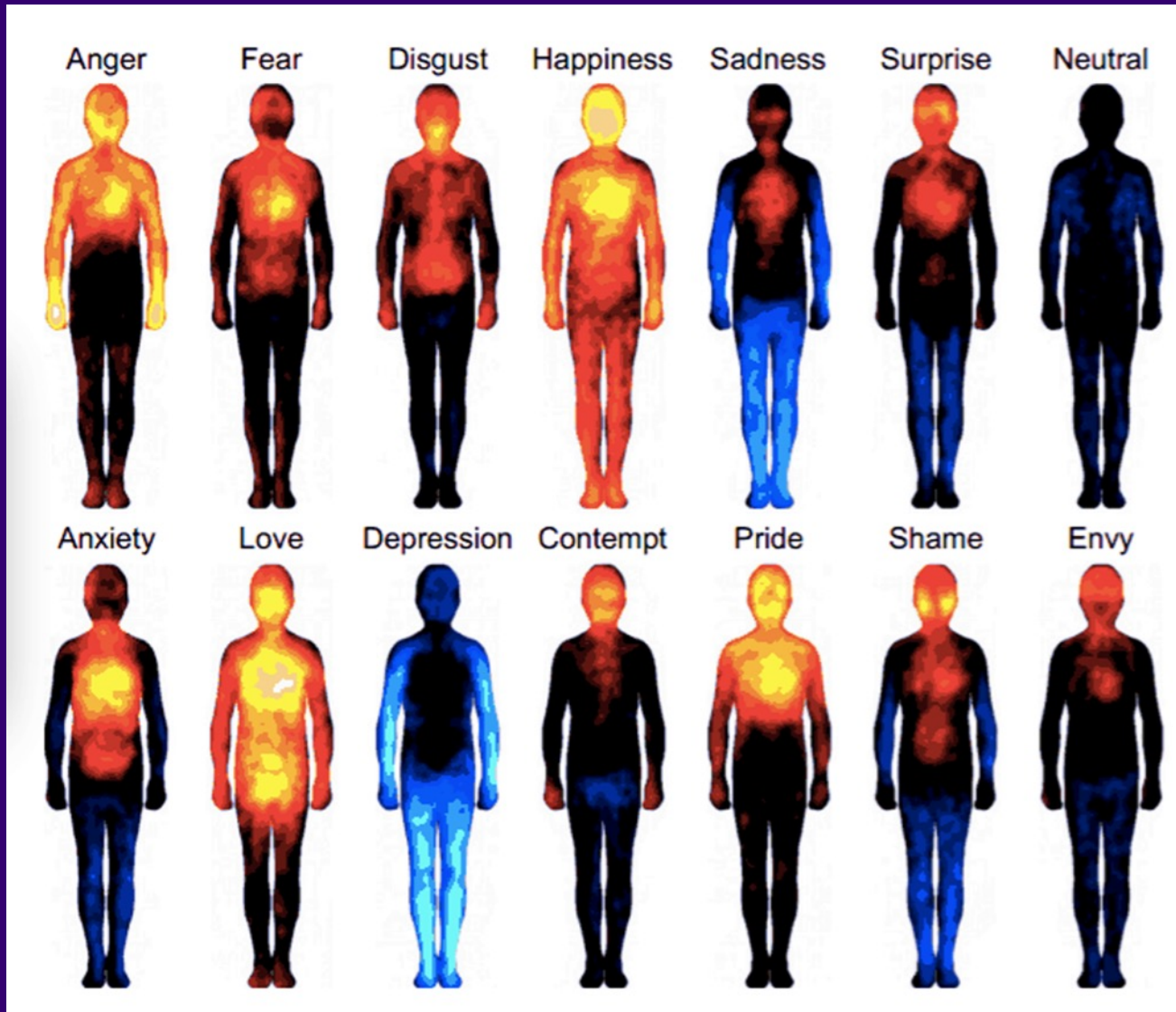
If you don't manage your emotions, they will manage you



Emotions are Information

- Emotions
 - Trigger a physical response, sudden and unexpected
- Feelings
 - Intellectual, private psychological experience
- Mood
 - Prolonged emotional state, defuse, stickiness of recent events
- Dispositional Affect
 - Usual or automatic response, how you move through the world

Emotions & Feelings in the Body



Existential to Experiential

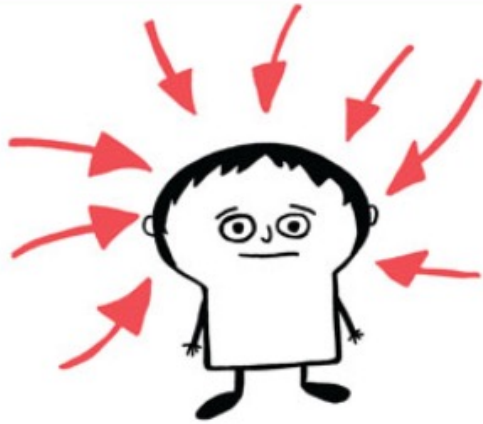
“I am angry”

to

“I am experiencing anger in my
body”

W

Emotional Intelligence



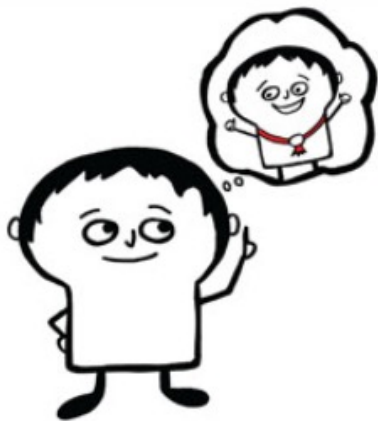
1. Something happens



2. Sense



3. Stop



4. See your best self



5. Strategize

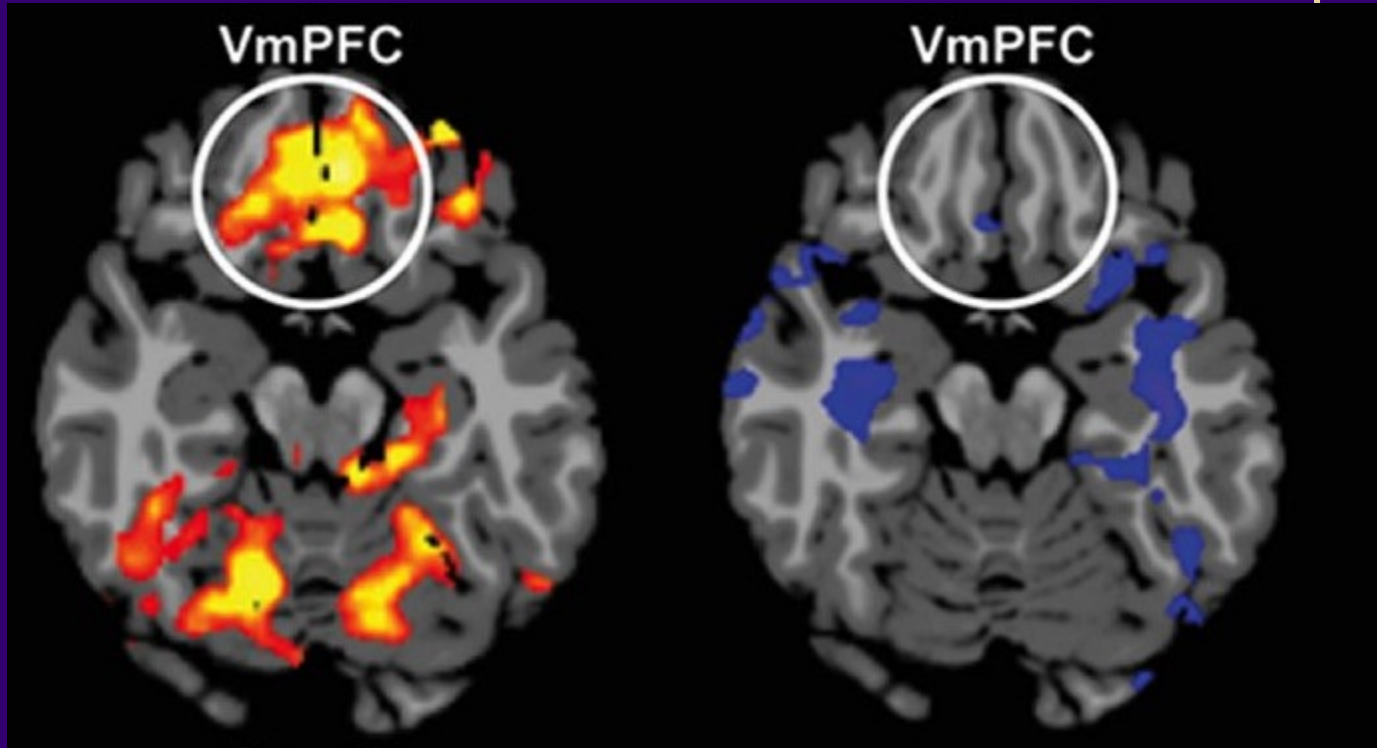


6. Succeed!

Dynamic Brain Changes During Stress

Resilience Coping

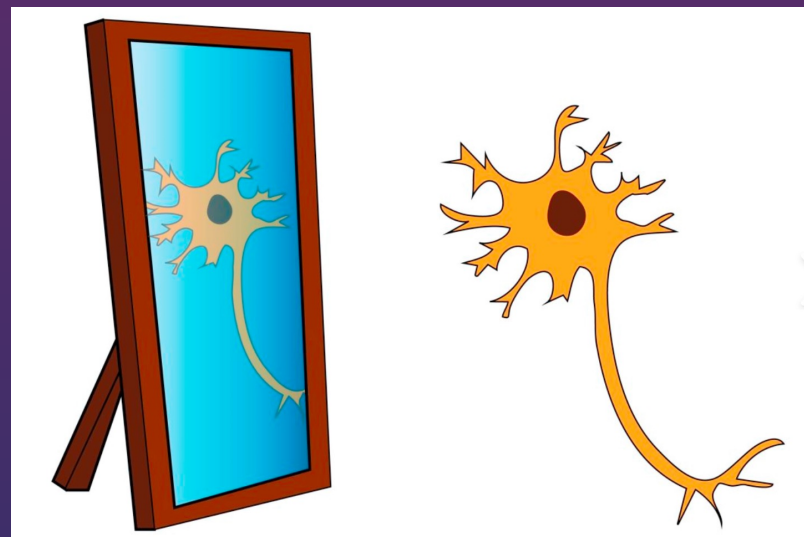
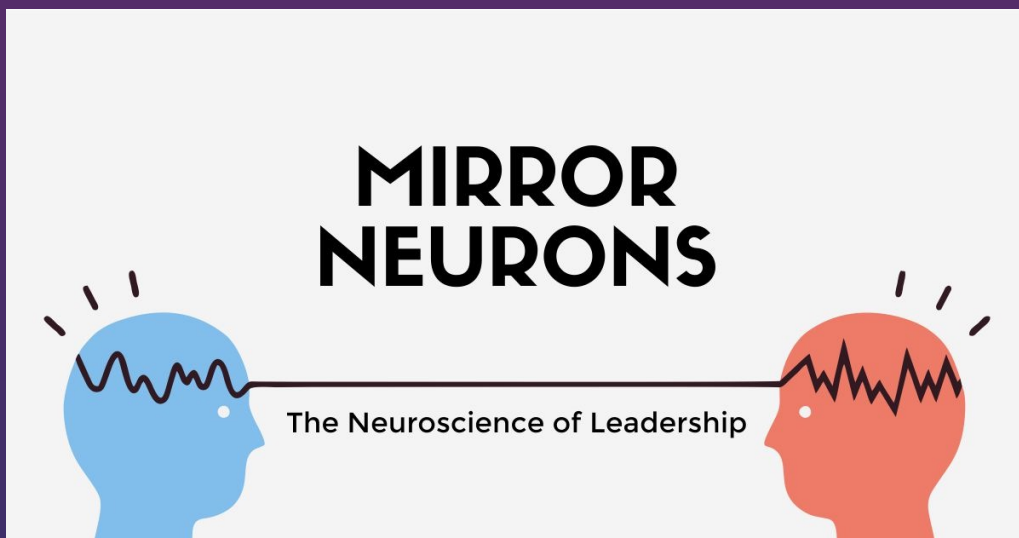
Non-Resilience Coping



Emotional regulation, decision making,
risk & fear processing

Mirror neurons are pretty cool

How is our emotional state read by the folks with whom we are interacting?



Goleman, D., & Boyatzis, R. (2008). Social intelligence and the biology of leadership. *Harvard Business Review*, 86(9), 74-81
Ringleb, A.H., Rock D., & Ancona, C. (2015). Neuroleadership in 2014. *Neuroleadership Journal*, 5, 1-27

Empathy versus Compassion

Calm is as contagious as fear and anxiety

The power of loving kindness...

- Empathy and Compassion activate different parts of the brain
 - Empathy – pain centers
 - Compassion – pro social centers and pain centers
 - Empathy: I feel you
- Compassion: I hold you

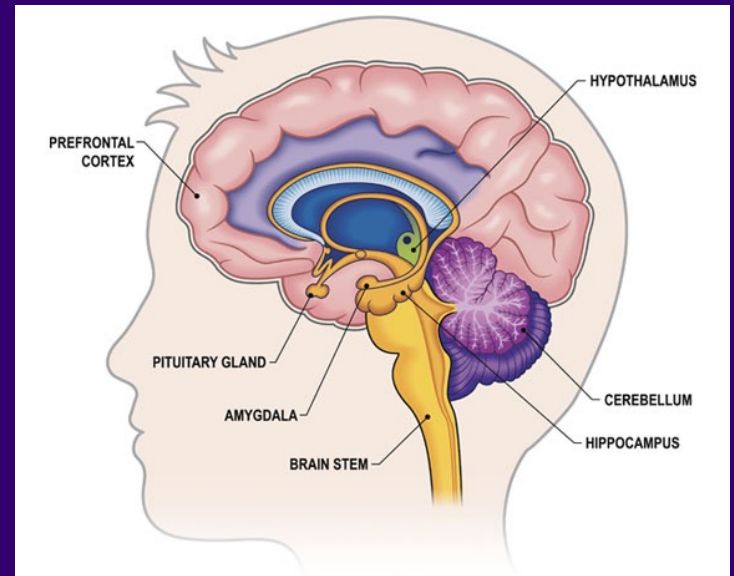


Amygdala Hijacking!

Fight: Self-Critique

Flight: Isolate

Freeze: Rumination



Self-Compassion

Three Main Components (Neff, 2004):

- Self-Kindness
- Common Humanity
- Mindful Awareness
 - Awareness of rather than over identifying with painful thoughts and feelings

Why Self-Compassion?

- Correlates with an increase in accuracy of self-assessment
- Mastery orientation vs. Performance orientation
- Increase in enlistment of Emotion-focused vs. avoidance-orientated coping strategies
- Decreases fear of failure and increases persistence
- Unlike self-esteem, doesn't promote narcissism, judgements, comparisons, need peer approval

Expressing Compassion

When someone you care about shares a failure or set back, how do you talk to your friend?

What are the words your use, the tone, body language?

- Now, how do you talk to yourself when you experience a failure or setback?
- At your tables, turn to folks around you and share what you noticed
- What did you see?
- About 80% of folks are kinder to others than they are to themselves, about 18% are neutral, and only 2% treat themselves with more kindness

Resilience & Compassion

How can you foster resilience and self-compassion in your team culture?

- 5 positives to 1 negative
- Own your failures and setbacks to normalize, defuse, and move forward
- Awareness of how you talk to self & others

Moving Forward

- Anticipatory Joy
- Be intentional about where you focus your thinking
- Approach thinking
 - Excitement over the new versus loss of the old

Looking Forward

- What stands out to you?
- What is your biggest take away?

Micro Practice

Integration of well-being into your life

When you head home / transition from zoom to home today, take a minute to arrive before you walk through the door. Set an intention for how you are showing up.

Thank you

WELL-BEING & SUPPORT

UW SCHOOL OF MEDICINE

Behavioral Health Institute (BHI)
Training, Workforce and Policy Innovation Center

BEHAVIORAL HEALTH TELEHEALTH RESOURCE

For more information including upcoming training
& additional resources:

Visit us online:

<https://bhi-telehealthresource.uwmedicine.org/>

Email us:

melmckee@uw.edu

Slides & resources will be posted after the session

<https://bhi-telehealthresource.uwmedicine.org/>

session:

- Required Registration at [Pre-Registration \(iths.org\)](http://iths.org)
- Post-webinar email:
 - Evaluation - required for each session to obtain a Certificate of Completion.
 - CME information – nominal cost.
 - Certificate of Completion - no cost.
 - May be able to use Certificate of Completion to meet CE requirements.

April 8

TELEBEHAVIORAL HEALTH 101

- **6-module Online Self-Study***

<https://NRTRC.catalog.instructure.com/programs/telebehavioral-health-101-series>

- **6-session Interactive Webinar**

Register at: https://uw-phi.zoom.us/webinar/register/WN_64sfo7hrT-6TOibLXQUxIQ

- Introduction to TeleBehavioral Health and Policy Overview*
- Getting started: Facts & Myths, and Security & Privacy
- Digital Health Do's & Don't's, Workflows, and Safety planning
- Billing and Reimbursement for TeleBehavioral Health
- Clinical Engagement over Telehealth
- Clinical Supervision in Telehealth (webinar 11am-12pm on 2/26/21)

*Session 1 will meet the requirements for telehealth training as established by Washington SB6061, effective January 2021. A certificate will be issued for each module completed.

TELEBEHAVIORAL HEALTH 101

CME Information

▪ **6-module Online Self-Study***

The University of Washington School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The University of Washington School of Medicine designates this enduring material for a maximum 1 *AMA PRA Category 1 Credit™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Learners have the opportunity to complete up to 6 modules, with each module accredited for 1 *AMA PRA Category 1 Credit™*.

▪ **6-session Interactive Webinar**

The University of Washington School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The University of Washington School of Medicine designates this live activity for a maximum of **6** *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity. (Each session is 1.0 credits)

Learners may obtain CME credits from the online self-study module OR the webinar series, but not both.

TELEBEHAVIORAL HEALTH 201 SERIES

Monthly series: 3rd Friday of each month, 11am-12pm PST:

- **10/23/20 – TELEHEALTH POLICY – THE CHANGING FEDERAL AND STATE LANDSCAPE**
- **11/20/20 – PREPARING PATIENTS & TECHNOLOGY for TELEHEALTH**
- **12/18/20 – DOING GROUPS over TELEHEALTH**
- **01/15/21 – MOBILE HEALTH (mHEALTH) FOR SERIOUS MENTAL ILLNESS**
- **02/19/21 – PROVIDER SELF-CARE & WELLNESS in the ERA of TELEHEALTH and COVID**
- **03/19/21 – BEHAVIORAL HEALTH APPS**
- **04/16/21 – CHILDREN and TELEBEHAVIORAL HEALTH**
- **05/21/21 – APPLYING TELEHEALTH to SUD TREATMENT in COMMUNITY-BASED SETTINGS**
- **06/18/21 – (tentative) CULTURAL COMPETENCE & HUMILITY in TELEBEHAVIORAL HEALTH**
- **07/16/21 – APPLYING TELEHEALTH to MEASUREMENT-BASED CARE**
- **08/20/21 – SUICIDE RISK ASSESSMENT over TELEHEALTH**
- **09/17/21 – COUPLES & FAMILY THERAPY over TELEHEALTH**

A CERTIFICATE OF COMPLETION WILL BE ISSUED FOR EACH SESSION ATTENDED

CME Accreditation

Register at: https://uw-phi.zoom.us/webinar/register/WN_6GBzJWGxRE6yNM9N_fRiJA

The University of Washington School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The University of Washington School of Medicine designates this live activity for a maximum of **12 AMA PRA Category 1 Credits™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity. (Each session is 1.0 credits)

TELEBEHAVIORAL HEALTH 101 and 201 SERIES

Continuing Education for Social Workers

This series has been approved for CEUs by the Washington Chapter, National Association of Social Workers (NASW) for Licensed Social Workers, Licensed Marriage & Family Therapists and Licensed Mental Health Counselors. Our Provider number is #1975-433. (Each session is 1 credit)