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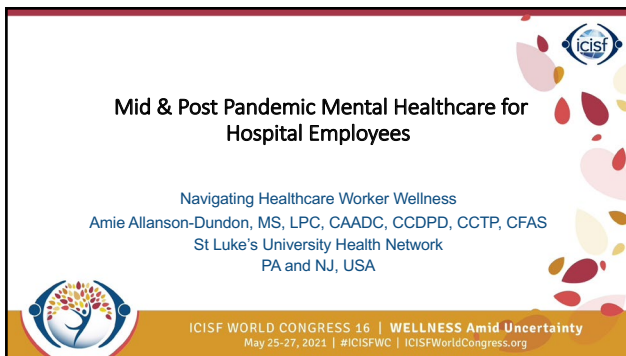
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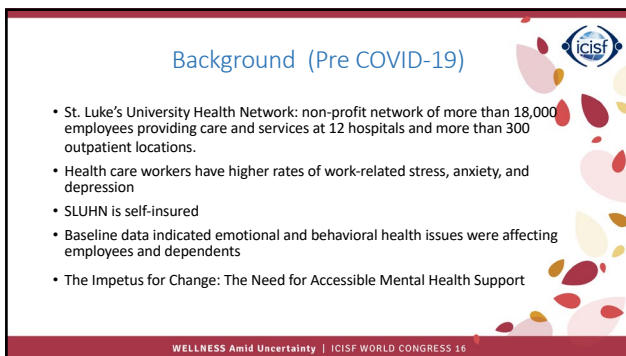
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# 2016-2021

- Silver Cloud
- Employee Wellness
- Behavioral Health
- Supporting St Luke's Strong
  - March 2020 to present

"Alone we can do so little; together we can do so much."

~Helen Keller

Woodsword.org.uk.com

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# Emotional Wellness at SLUHN

- Outpatient
- Partial Hospitalization Program
- Intensive Outpatient Program
- Groups
- Integrated Mental/Physical Health
- YESS! – trauma informed
  - Your Emotional Strength Supported
- Pastoral Care
- Mindfulness
- Crisis Response Team – ICU/Network/EMS
- Employee Assistance Programming
- Employee Wellness Campaign

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# Symptoms of PTSD

- Reexperiencing
- Hyperarousal
- Avoidance and Numbing
- Negative Alterations of Thought and Mood

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## Stressors/Contributors to “Secondary PTSD”

### Vicarious Trauma

- Fear of the Unknown
- Extra childcare burdens
- Financial concerns
- Social Isolation
- Extreme Workloads
- Staffing Shortages
- Will I get sick? Will I infect my family?
- Are my colleagues safe?

### Secondary traumatization

- Medical Equipment shortages
- Is this PPE appropriate?
- The guidance keeps changing. Who do I listen to?
- Tele-WHAT?
- What is the newest policy?
- Witnessing Patient Deaths
- Comforting Grieving Families

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## Assessment for Burnout & Secondary Traumatic Stress



- Professional Quality of Life Scale (ProQOL)
  - Measure of both the – and + effects of working with those who have experienced traumatic stress. Measures compassion satisfaction and fatigue
- Maslach Burnout Inventory
  - More general measure of burnout for professionals working in human services. Three scales: emotional exhaustion, depersonalization, and personal accomplishment
- Secondary Traumatic Stress Scale (STSS)
  - Measures intrusion, avoidance, and arousal symptoms associated with indirect exposure to traumatic events via one's professional relationships with traumatized clients.

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## SilverCloud Selection – implemented prior to COVID 19



- SilverCloud
  - Industry-leading, evidence based solution
  - Online platform offering 24/7 access
  - Clinically proven programs based on Cognitive Behavioral Therapy, Mindfulness and Positive Psychology
  - Self guided and coached interventions are available
  - Plan: SLUHN sponsored coach (MSW) would interact with a large group of employees through their treatment and education
    - Matching the intensity of intervention with individual participant needs
    - Asynchronous communication via the SilverCloud application
    - Provides non-clinical feedback, recommendations and support

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### Clinical Transformation enabled through Information and Technology: Look and

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### SLUHN EAP USE

### Cumulative SilverCloud Accounts

#### Goal 1

Number of Participant Activated Sign-ups in Year 1: 1,000

**Participation**  
The SLUHN and SilverCloud teams joined forces in a variety of marketing efforts. In the first year, 1,161 SilverCloud accounts were created, exceeding the target goal. In year 2, collaborative marketing efforts led to the creation of an additional 1,300 accounts in a three month period.

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### Use of Technology: Clinical Outcomes

#### Goal 2

Clinically Significant Improvement in Each Category of Baseline Severity

**Result Achieved**  
Clinically Significant Improvement  
Participant outcomes were measured using the industry-standard tools, Patient Health Questionnaire (PHQ-9) for depression, and Generalized Anxiety Disorder-7 (GAD-7) for anxiety. Participants in every category of depression and anxiety severity reported clinically significant improvement, meaning a reduction in GAD-7 or PHQ-9 scores of 3 points or more.

#### PHQ-9 – Depression Improvement

#### GAD-7 – Anxiety Improvement

PHQ-9 (Depression) - In the Moderate to Severe category, 71% of SilverCloud users reported clinically significant improvement.

GAD-7 (Anxiety) - In the Severe category, 62% of SilverCloud users reported clinically significant improvement.

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### Use of Technology: Cost Avoidance

**Cost Avoidance**  
 Significant savings were achieved, while still providing clinical effectiveness, by using the online SilverCloud Mental Health platform vs. face-to-face CBT therapy.

**GOAL 3**  
 Provide mental health services to more employees at a lower overall cost.  
**Result: Achieved**

**DURING THE FIRST 21 MONTHS OF SILVERCLOUD IMPLEMENTATION, FOR EVERY DOLLAR SPENT ON SILVERCLOUD, SLUHN SAVED \$17. SLUHN ACHIEVED 17 X DIRECT RETURN ON INVESTMENT (ROI).**

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### Use of Technology: Participant Satisfaction

**GOAL 4**  
 Reduce stigma of mental health services through network member use of the SilverCloud program and determine participant satisfaction with the platform.  
**Result: Achieved**

**PARTICIPANTS REPORTED A 97% SATISFACTION RATE WITH THE PROGRAM.**

**Participant Satisfaction**  
 An overwhelming majority of participants agreed or strongly agreed that the program was interesting, relevant, helpful, and contributed to progress toward their goals. In fact:

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### Improving Adherence to Standards of Care

**Quality Care**  
 Delivering services at the appropriate cost and level  
 SilverCloud allows an entry point and process to assess level of need  
 Efficient – saves health system from unnecessary waste (time, labor, resources)

**Increasing access – scenarios**

- Those in treatment who can benefit from supplemental support
- Those waiting on first appointment
- Users who might not otherwise seek care
- Those who might be distressed enough to seek care, but not be of a severity requiring (traditional) face-to-face treatment

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## Supporting #StLukesStrong

### • Session 1: 4/8-5/17/20

- COVID crisis support during initial surge
- 12 live virtual sessions a week
- Led by a psychotherapist, psychiatrist, or a chaplain trained in critical incident debriefing



- Safe space to share, not for operational critiquing
- 1276 employees benefitted from the sessions

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## Supporting #StLukesStrong

### • Session 2: 12/10/2020-2/25/2021

- COVID crisis support during winter surge
- Once a week live virtual sessions
- Led by a psychotherapist
- 570 benefitted, and average of 48 participants per session




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## Supporting #StLukesStrong

### • Session 3: 3/9/2021- present

- COVID crisis support for managers
- Once a week live virtual sessions focusing on leadership issues



- ~100 average weekly participants

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### Wellness Summary

**2020 Wellness Program Map**

| Department        | HR | IT | Legal | Finance | Operations | Marketing | Sales | Product | Support | Executive |
|-------------------|----|----|-------|---------|------------|-----------|-------|---------|---------|-----------|
| <b>HR</b>         | ✓  | ✓  | ✓     | ✓       | ✓          | ✓         | ✓     | ✓       | ✓       | ✓         |
| <b>IT</b>         | ✓  | ✓  | ✓     | ✓       | ✓          | ✓         | ✓     | ✓       | ✓       | ✓         |
| <b>Legal</b>      | ✓  | ✓  | ✓     | ✓       | ✓          | ✓         | ✓     | ✓       | ✓       | ✓         |
| <b>Finance</b>    | ✓  | ✓  | ✓     | ✓       | ✓          | ✓         | ✓     | ✓       | ✓       | ✓         |
| <b>Operations</b> | ✓  | ✓  | ✓     | ✓       | ✓          | ✓         | ✓     | ✓       | ✓       | ✓         |
| <b>Marketing</b>  | ✓  | ✓  | ✓     | ✓       | ✓          | ✓         | ✓     | ✓       | ✓       | ✓         |
| <b>Sales</b>      | ✓  | ✓  | ✓     | ✓       | ✓          | ✓         | ✓     | ✓       | ✓       | ✓         |
| <b>Product</b>    | ✓  | ✓  | ✓     | ✓       | ✓          | ✓         | ✓     | ✓       | ✓       | ✓         |
| <b>Support</b>    | ✓  | ✓  | ✓     | ✓       | ✓          | ✓         | ✓     | ✓       | ✓       | ✓         |
| <b>Executive</b>  | ✓  | ✓  | ✓     | ✓       | ✓          | ✓         | ✓     | ✓       | ✓       | ✓         |

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### Self Awareness – Helping the Helpers

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### Pandemic Trauma Reality

- 7.5 Billion/lockdown
- Overcommunication
- Vulnerability (lead)

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### Collective Traumatization

- Correlation: ability to remain non-anxious, self-validated & empathetically connected with positive treatment outcomes (*IATP*)
  - Grounding/Anchoring of self
    - Honesty
    - Reflection and Safety
    - Self-Soothing/Self Care



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### Thank you

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- Saint Luke's University Health Network - USA
  - Pennsylvania
  - New Jersey



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