



The Imperat or Preventi



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2019 Mental Health and Wellness Summit
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Topics

National context of student mental health

UTHSC Information

Call to action

Formal assessment of prevention and intervention services

The CARE Team

Resources for students

#TakeCare and Prevention

The way forward

A last word

The National Context

Demand for campus mental health and wellness services continues to grow

Nationally Counseling Center usage has grown at a rate 5 times greater than enrollment growth between 2009 and 2015

On a positive note:

- Reduced stigma and increased awareness of services and the need for services have increased demand
- Suicide prevention programming more pervasive

Challenges:

- Service expectations have increased
- Social Media creates isolation
- Concerns: student debt, rigor of programs, and employment
- Concerns: political climate, the environment and economic future

The National Context

Most important:
It is the right
thing to do

Campuses face risks if they do not meet students' mental health needs

Reputational Risk

- FERPA and HIPAA issues
- Written notification procedure for involuntary leave
- Individually assess whether a student is a significant risk to self or others
- Insure parity between physical and mental health reentry requirements
- Stanford's Involuntary Leave of Absence Policy

Financial Risk

Campus Safety

- Failure to implement fair and appropriate policies and practices can negatively impact campus culture around mental health issues

Who We Are

UTHSC
is a
Separately-Accredited Academic Health Center

Six Colleges: Dentistry – Graduate Health Sciences – Health Professions – Medicine – Nursing - Pharmacy

Total Enrollment	
Undergraduate	297
Graduate/Professional	2955

Faculty Numbers	
Regular	1511
Temporary	213

Student Mental Health Services
Student Academic Support Services and Inclusion
University Health Services



A Call to Acti

Our Behavioral Intervention Team Was Broken



- ✓ Roles were not clearly defined
- ✓ Relied on phone tree communication rather than F2F
- ✓ Leadership was not clearly defined
- ✓ Lack of common agreement regarding information sharing to protect students
- ✓ Services were not integrated

First Steps



Campus Training

General Training for the BIT and
Academic/Student Affairs Administrators

Threat Assessment Training for BOT

Campus Assessment

SASSI Counseling Services
University Health Mental Health Services



JED Campus Assessment

Campus Visit

JED Campus Assessment Team
met with campus stakeholders

How has your campus integrated mental health services?

What barriers impact integration of services?

What has worked in eliminating barriers to accessing mental health services?

Service Integration

NaBITA NCHERM Audit Findings

- Scheduling and availability of services
- Communication
- Scheduling and wait times
- Information on websites
- Training of front-line staff, counselors, nursing staff
- Consistent protocols across service providers
- Crisis care
- Services for LGBTQ students, students seeking Christian care, and URM
- A need for online scheduling

Shoring up Mental Health Services

Responding to the experts

NaBITA recommended

- Hiring of 2 mental health counselors and a case manager
- Locating new staff in SASSI with:
 - Administrative supervision by Assistant Vice Chancellor of SASSI
 - Clinical supervision by the UHS Counseling Psychologist

An additional counselor was added for residents with funding from GME

JED Foundation Recommendations

- Establish broad ownership and a shared commitment
- Develop easier access to Counseling Services website
- Gatekeeper training across campuses
- Coordinate of data analysis among offices
- Create regular, ongoing communication channels on shared cases to facilitate continuity of care
- Establish and maintain a comprehensive list of community mental health resources



The Evolution to CARE TEA

Improving Our Approach

- ✓ Rebranded the Behavioral Intervention Team as the *CARE Team*
- ✓ Added the *CARE Navigator* to the *CARE Team*
- ✓ Based team membership on recommendations from NaBITA
- ✓ Scheduled weekly meetings of the *CARE Team*
- ✓ Developed resource website including a Student of Concern Portal
- ✓ Implemented training on the purpose of the *CARE Team* offered to the campus community
- ✓ Sought NaBITA certification for members of the *CARE Team*

Resource Website and Care Portal

#TakeCare

Landing Page for
Campus & Online Resources



SHARE A CONCERN

Student of Concern Portal

Join the **#takecare** movement

Sept. 12, 11:30 am – 1:30 pm

STUDENT-ALUMNI CENTER

FREE FOOD AND PRIZES!

FREE WELLNESS SERVICES!

FREE T-SHIRTS TO FIRST 100 STUDENTS!

Zen Studio | Delta Groove Yoga | Alive Rescue Memphis

Joanna Landrum Center for Energy Medicine | 901 PT

Harbor Town Day Spa | Memphis College of Arts

BROUGHT TO YOU BY **SASSI AND STUDENT LIFE**

Targeting Wellness and Resilience: The #TakeCare Campaign

#Take Care Events

Warrior Within Faculty and Student Panels

Suicide Prevention Training

Student 1-on-1 Wellness Check-Ins

Thriving Not Just Surviving Week

Suicide Prevention



How to Save a Life Suicide Prevention Events

***The Ripple Effect* Screening**

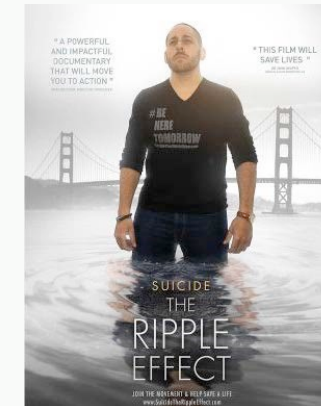
Friday, September 14th (SAC Auditorium, 11:30AM)
Free popcorn provided by Student Rec

Warrior Within Faculty/Staff Panel

Tuesday, September 18th (GEB A203, 11:30AM-1PM)

Suicide Prevention & Awareness Conference

Thursday, September 20th (Hope Church)



This film is presented in partnership with the Tennessee Suicide Prevention Network

#TAKECARE

Questions? Contact SASSI (901)448-5056
UTHSC # TAKECARE Afterhours Counseling Line (901)690-CARE
<http://uthsc.edu/take-care>
National Suicide Prevention Hotline 1-800-273-TALK

Warrior Within

Faculty and students share their stories of struggle including mental health issues

Goals of these panels are to

- Destigmatize mental health issues
- Normalize self-care

-Brene' Brown

A graphic for a 'Warrior Within Faculty Panel'. It features three dark blue silhouettes of people sitting at a dark blue table. Above each person is a white speech bubble containing the words 'ANXIETY', 'STRESS', and 'URM' respectively. The table has a white sign that reads 'Warrior Within Faculty Panel'. The background is a light teal color.

Warrior Within
Faculty Panel

Join us to hear lived experiences of professionals and leaders in handling the demands of health sciences while pursuing academic success

Preventive Resources and Support

- ✓ Outreach to Off-Campus Inpatient Treatment Partners
- ✓ Mental Health Providers at Distance Locations
- ✓ Online Resources
- ✓ COP Wellness Curriculum
- ✓ Revised Substance Abuse/Leave of Absence Policies
- ✓ Suicide Prevention Events and QPR training
- ✓ Sexual Assault Prevention Awareness Events

What prevention campaigns have been successful on your campus?

What efforts have been most successful on your campus to destigmatize accessing mental health services?

Prevention

Evaluating our Efforts

	Mental Health Providers	Demand
Prior to 2018	<ul style="list-style-type: none">• 0.5 FTE in SASSE• 1.5 FTE in University Health Services• Student Assistance Program (SAP) through ENI – a third party vendor	<ul style="list-style-type: none">• 2 Part-Time counselors in SASSE with a wait time of 2 weeks• The Student Assistance Program via ENI had 528 sessions in 2016
After 2018	<ul style="list-style-type: none">• 3.5 FTE in SASSE• 1.0 FTE Case Manager• 1.5 FTE in University Health• SAP declining usage (248 in 2018; 106 in 2019)	<ul style="list-style-type: none">• Student cases are triaged at intake• Urgent cases are seen immediately;• Other cases referred to educational specialists if academics impacted; Informed of existing support groups while waiting to see a counselor• Wait time for less serious cases is two weeks• Students began scheduling appointments with the counselors without any advertisement of the added services.

Evaluating our Impact

Counseling Issue	# of Students within the last 12 months
Suicidal Ideation (with fleeting considerations)	23
Seriously Considering Suicide	11
Self-Harming Behaviors	9
Previous Suicide Attempt	3

Timeline

2017

NaBITA Training
Jed Campus Plan
Student Experience Survey
NaBITA Counseling Services Audit
Proposal for BIT/CARE Team Reboot

2018

#Take Care Campaign Launch
Student of Concern Portal
COP Wellness Curriculum
Warrior Within Faculty Panel
Warrior Within Student Panel
CARE Team Policies and Procedures
Proposal for BIT/CARE Team Reboot
Prioritized in the UTHSC Strategic Plan
Student 1-on-1 Wellness Check-Ins - Ongoing
Landing Page for Campus & Online Resources
Outreach to Off-Campus Inpatient Treatment Partners

2019

Wellness Council
Suicide Prevention Training
Revised Substance Abuse Policy
Implementation of #TakeCare 2.0
Student Support and Resiliency Groups
Mental Health Providers at Distance Locations

What's Next? 2020

- Implement a revised Scope of Services Document
- Educate students on local resources for more intense services
- Provide connections and refer students who need higher level care
- Increase the number of support groups
- Open a wellness center with yoga, meditation and Pilates
- Provide faculty and staff development around communication, sensitivity, suicide prevention, and awareness
- Hire a CARE Intake Manager



The Way Forward

Campus-Wide Approaches are Necessary

- Training across campus for faculty and staff focusing on front line staff (facilities, front office staff, faculty, student leaders)
- Create a “No Wrong Door” adage to service
- Penn integrated all health and wellness programs into one unit
- Communication Model
 - Self-Awareness
 - Evaluation and Direction
 - Empathy/Listening Skills
 - Multi-generational Approaches

Creating a Sustainable Model

- Growing staff is not a sustainable model
- Focusing on a campus-wide approach
- Connecting with high schools to support and assist students in transitions/adjustment
- Creating a clear scope of practice – triage
- Creating and maintaining community connections
- Planning for needs of future students with creative delivery models

How do we respond to the growing need for counseling on our campuses?

What innovative approaches have you implemented or plan to implement?

How do we address higher level care for students when needed?

Demand and Capacity



A Last Word

Caring for the Caregivers

- “Weekly, paid one-hour supervision” for counselors
- Oversee “the number and type of cases assigned to any one counselor”
- “Open-door policies during sessions so that counselors can reach out for guidance”
- Develop the culture where reaching out for help is viewed as a strength
- “Create a culture of camaraderie and free exchange of ideas”
- “Pay for clinicians’ continuing education
- Establish flexible family, personal, and sick leave

Kafka, 9-18-19, CHE

What strategies have you implemented or plan to implement to ensure counselors and front-line staff are being supported?

Care of Counselors and Front-Line Staff

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uthsc.edu/take-care/

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