Mental Health Retreat

July 24-25, 2024
Nashville, TN

THE UNIVERSITY OF
TENNESSEE
SYSTEM

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Presentation Title:

"What about the Helper? Navigating Burnout, Compassion Fatigue and Secondary Trauma"

THE UNIVERSITY OF TENNESSEE SYSTEM

Purpose

During this workshop, you will:

1. Organize a concept map highlighting your campus' mental health ecosystem.
2. Discuss how this ecosystem is communicated and made available to students.
3. Identify areas of weakness within your campus' ecosystem; discuss improvements.

a visual tool used to organize and represent relationships between pieces of information
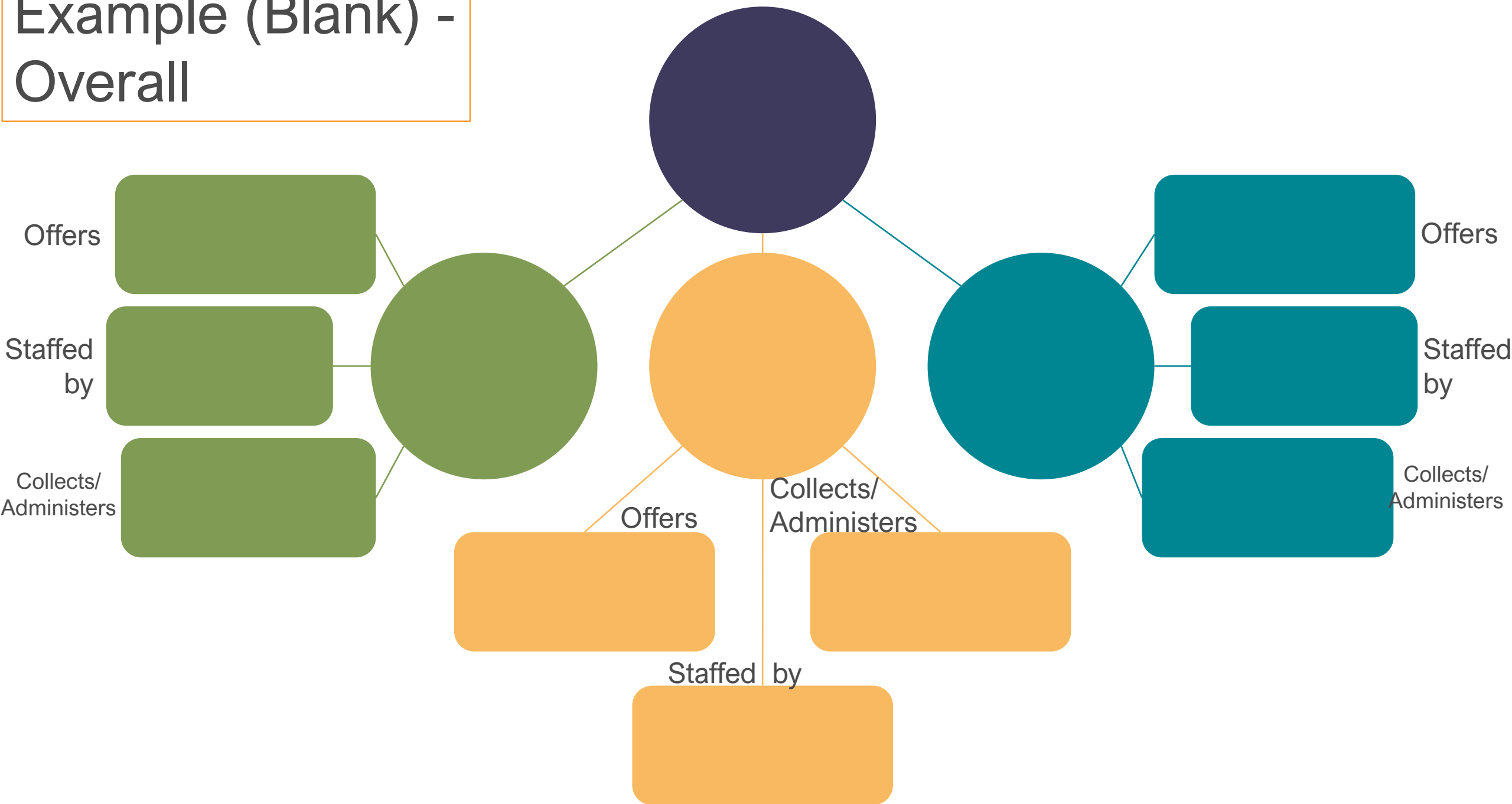
- *nodes represent concepts*

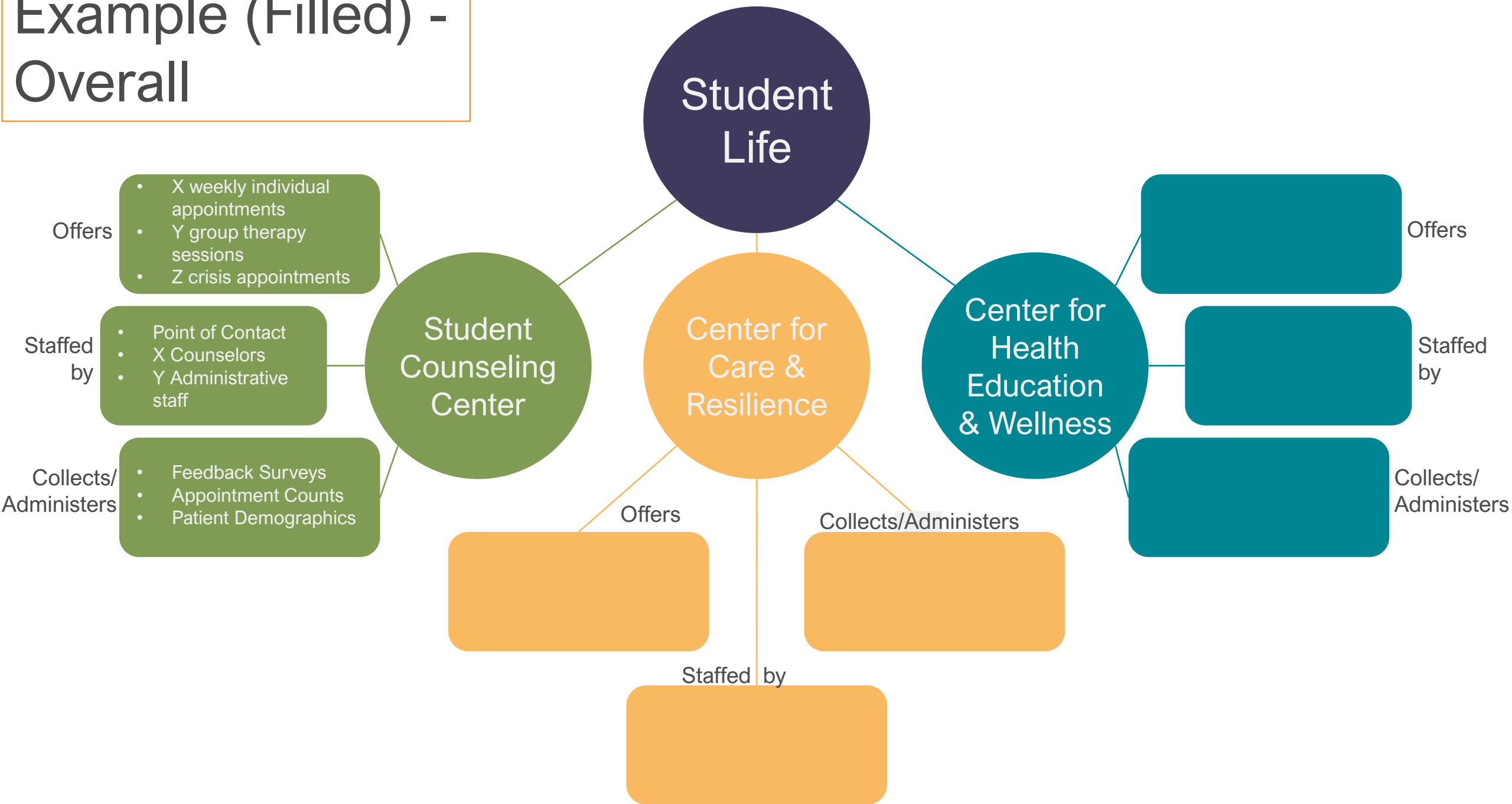- *links represent the relationships*

Why "mapping"?

- Understand relationships and connections
- Clarify complex systems
- Visualize resources and gaps
- Identify opportunities for integration and collaboration
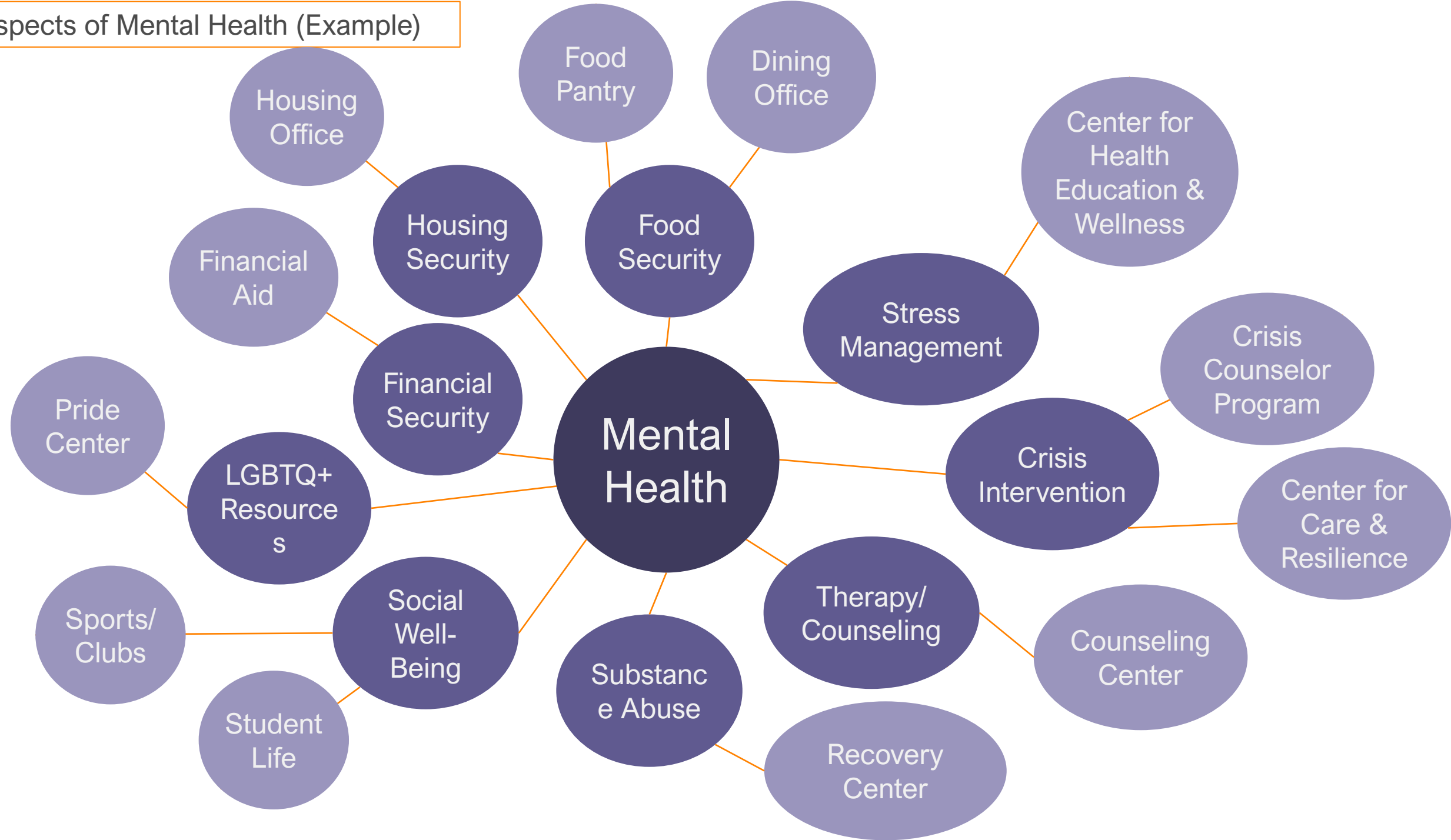- Enhance creativity

Example (Blank) - Overall

Example (Filled) - Overall

Student Life

Student Counseling Center

Offers
- X weekly individual appointments
- Y group therapy sessions
- Z crisis appointments

Staffed by
- Point of Contact
- X Counselors
- Y Administrative staff

Collects/ Administers
- Feedback Surveys
- Appointment Counts
- Patient Demographics

Center for Care & Resilience

Offers

Collects/Administers

Staffed by

Center for Health Education & Wellness

Offers

Staffed by

Collects/ Administers

Aspects of Mental Health (Example)

- Mental Health
  - Housing Security
    - Housing Office
  - Food Security
    - Food Pantry
    - Dining Office
  - Financial Security
    - Financial Aid
  - Stress Management
    - Center for Health Education & Wellness
  - Crisis Intervention
    - Crisis Counselor Program
    - Center for Care & Resilience
  - LGBTQ+ Resources
    - Pride Center
  - Social Well-Being
    - Sports/Clubs
    - Student Life
  - Substance Abuse
    - Recovery Center
  - Therapy/Counseling
    - Counseling Center

Example (Blank) – Drill-down

Collects/Administers

Staffed by

Offers
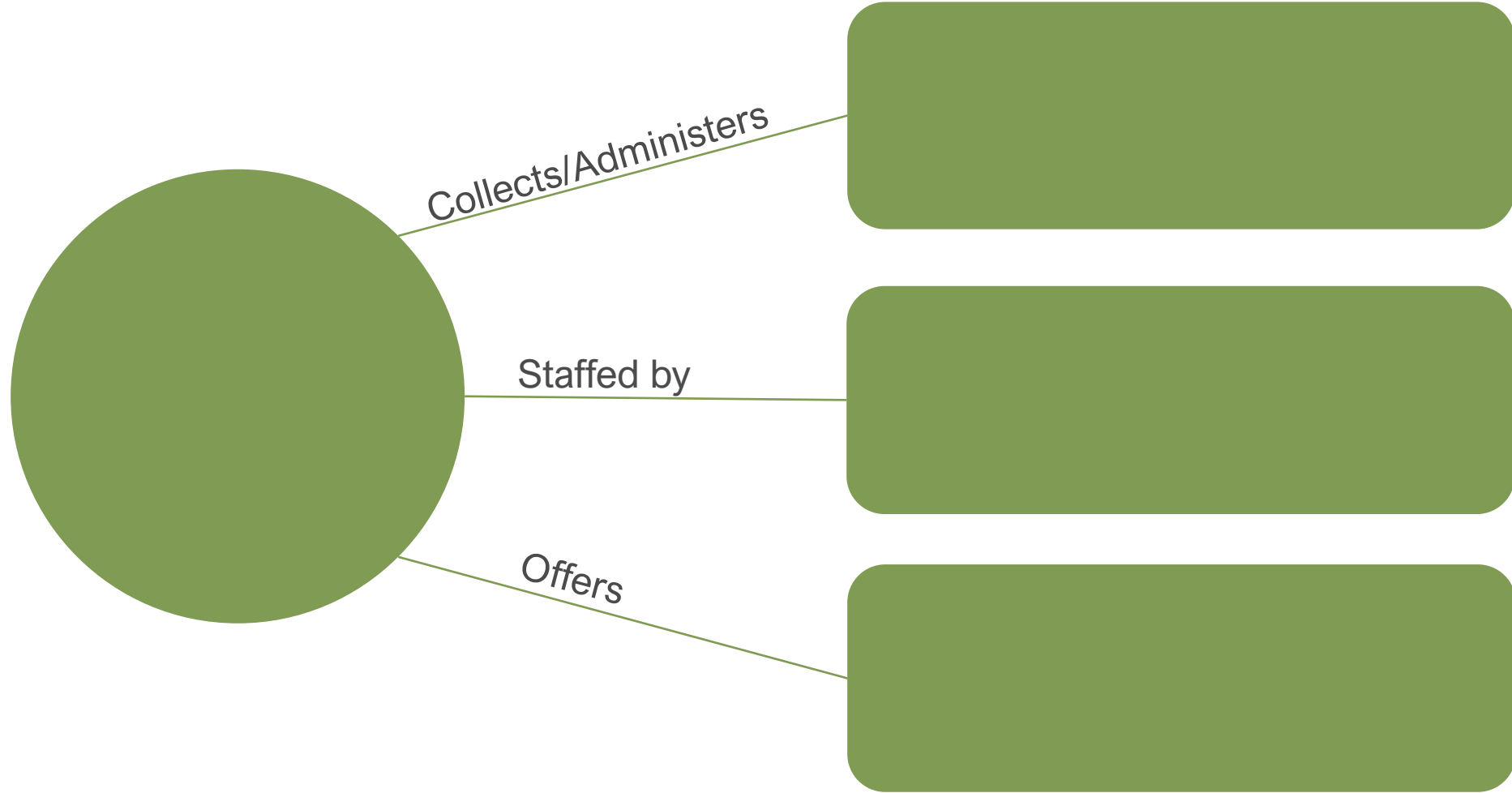
Example (Filled) – Drill-down

Student Counseling Center

Collects/Administers
- Feedback Surveys
- Appointment Counts
- Patient Demographics

Staffed by
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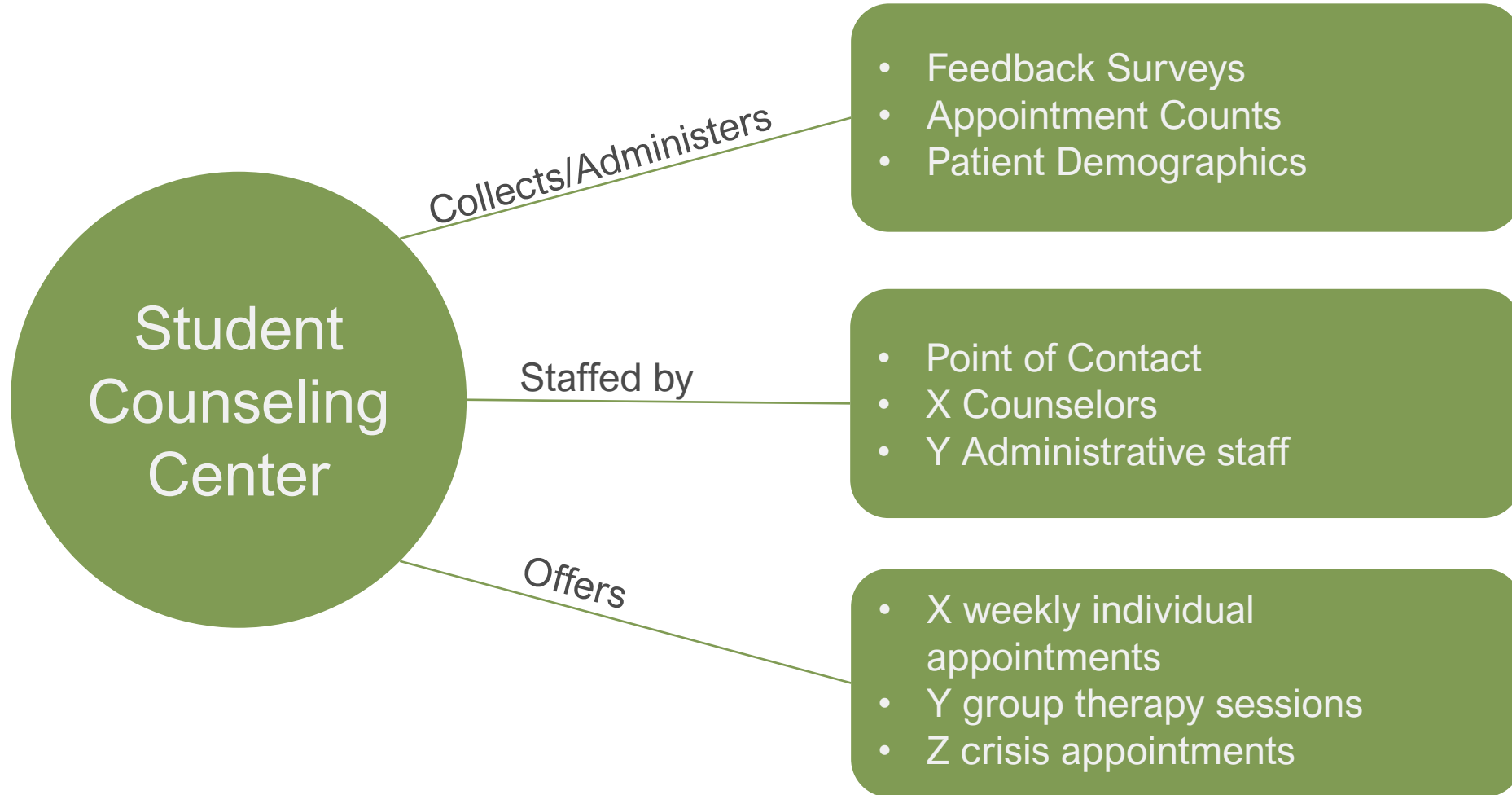
Resource - Detailed View (Example)

- X weekly individual appointments
- Y group therapy sessions
- Z crisis appointments

Services

- Point of Contact
- X Counselors
- Y Admin Staff

Staff

- X Resource
- Y Center
- Z Office

Partnerships

Counseling Center

Collects/ Administers

- Feedback Surveys
- Appointment Counts
- Patient Demographics

Training/ Education

- Seminar A
- Conference B
- Continuing Education C
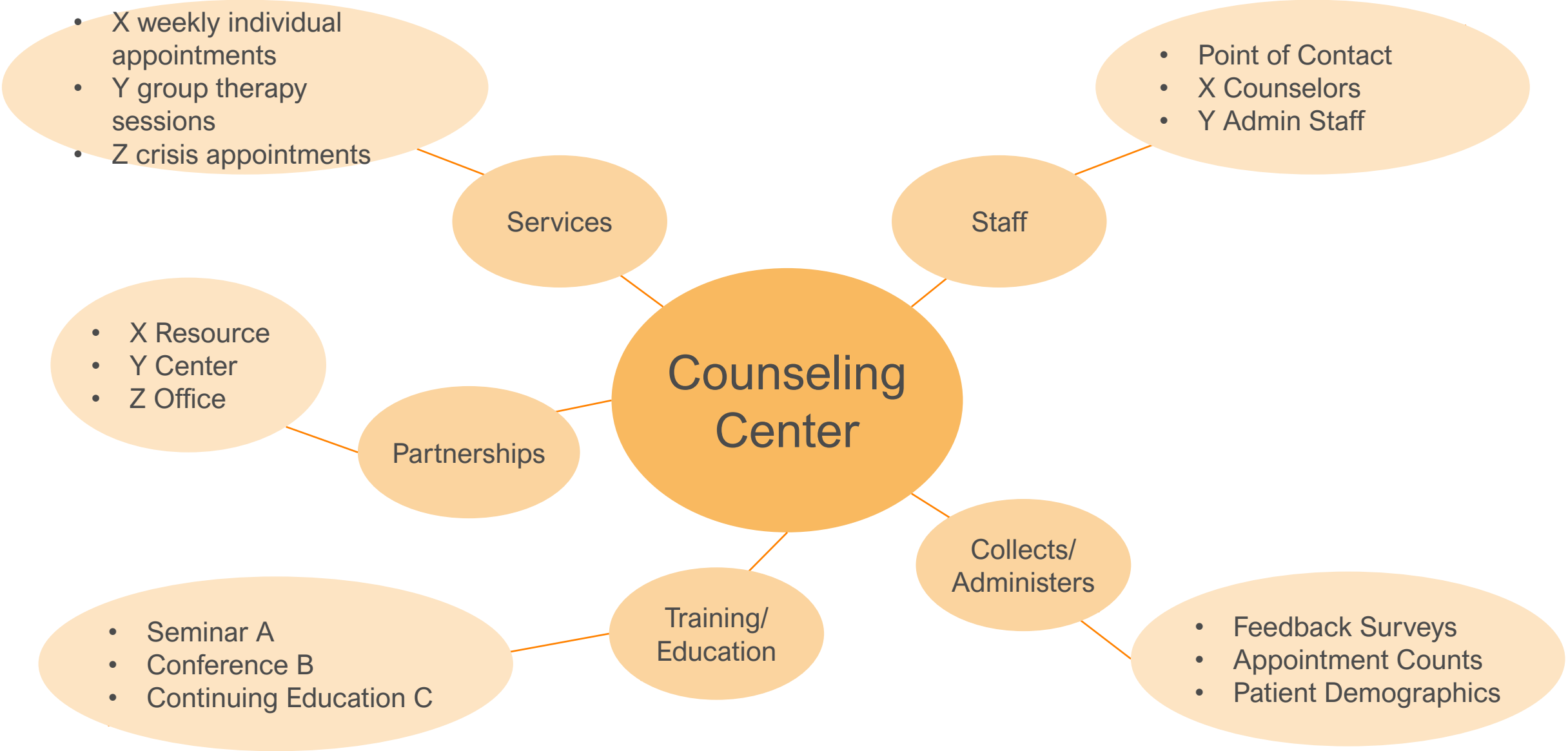
Group Activity

- **Organize groups:** 4-6 people (by campus)

- **Map your campus' mental health ecosystem:** Arrange clustered concepts and draw conclusions or links between areas in your concept map by labeling relationships (e.g., leads to, supports, challenges, etc.).

- **Display:** Complete your visual and post it on the wall.

- **Gallery walk:** Participants will walk around the room and leave feedback, comments, or questions around each campus' concept map.

Group Discussion

- What did you learn about the interconnectedness of each campus' mental health ecosystem?

- How can/should these insights inform our work?

- What challenges or opportunities did you identify through this exercise?

- What gaps and barriers do students experience within our campus ecosystems?

- What might the ecosystem look like/how would it change if we include all of wellness?

- **Reflection For Day 2:** What do you/not know about the mental health ecosystem on your campus? Who might have that information or how would you go about finding it using assessments?

Summary and Preparation for Day 2

- Key takeaways
- Additional resources: MindMeister, Lucidchart, Cmap Tools
- Lead in for Day 2 Presentation (research, evaluation, etc.)

Overview

System Office Goal #1: Build concept maps of ecosystems across 8 Dimensions of Wellness
- For students, faculty, and staff;
- From prevention to intervention; and
- Including programming and assessment data.

WHY?

- The more comprehensive our understanding of mental health and wellness on each campus, the more effectively the System Office can target its resources and support.
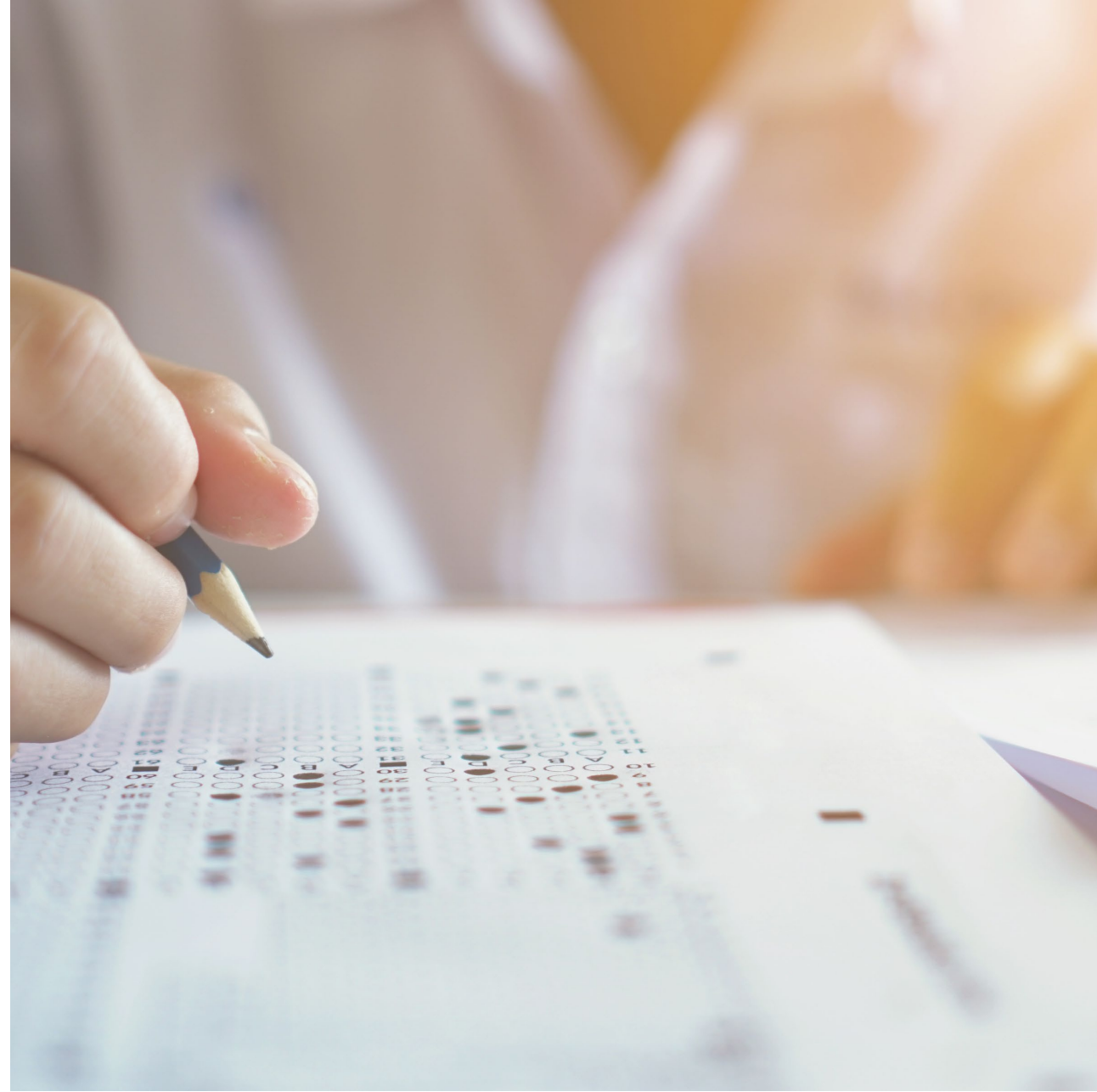
Source: https://wellness.utk.edu/ghw/dimensions-of-wellness/

Surveys

- ACHA, Healthy Minds... The list goes on! But... should it?

- Survey calendars: What is missing from our list?

- How does data filter up to the System Office?

Overview

System Office Goal #2: Identify connections between students' mental health and wellness and their overall success at our campuses.

WHY?

- The more adept we are at identifying these connections on our campus
  - Better allocate resources
  - Coordinate purposeful initiatives and events
  - Help students reach full potential
  - Increase student satisfaction

"Student mental health is inextricably linked to student success."

Mantra Health

75%

Roughly ¾ of students have considered leaving over the past six months due to **emotional stress**.

56%

Students overall who have experienced **chronic stress** in college.

99%

More than 9 in 10 students who face **academic challenges** say they **affect their mental health**.

33%

One third of all students surveyed said that **anxiety negatively impacted their performance** in the past 12 months.

Sources: The American College Health Association's (ACHA) Spring 2023 national survey of over 55,000 undergraduate students
2023 Student Health and Wellness Survey
2024 Gallup Report: State of Higher Education

Key Intersections

Wellness + Student Success

Academic performance

Class attendance and engagement

Mattering and belonging

Holistic development

Retention and graduation rates

Career readiness

System Strategic Plan

Pillar 1: Enhancing Educational Excellence

Goal 2: Enhance student success

- **Objective 1.2.1:** Increase fall-to-fall first-year retention rate to 87.5%.

- **Objective 1.2.2:** Increase 4-year and 6-year graduation rates.

- **Objective 1.2.3:** Eliminate achievement gaps in first-year retention and graduation rates for historically underserved students.

- **Objective 1.2.5:** UT students through the UT System feel a sense of mattering and belonging.

Student Success Indicators

Wellness + Student Success
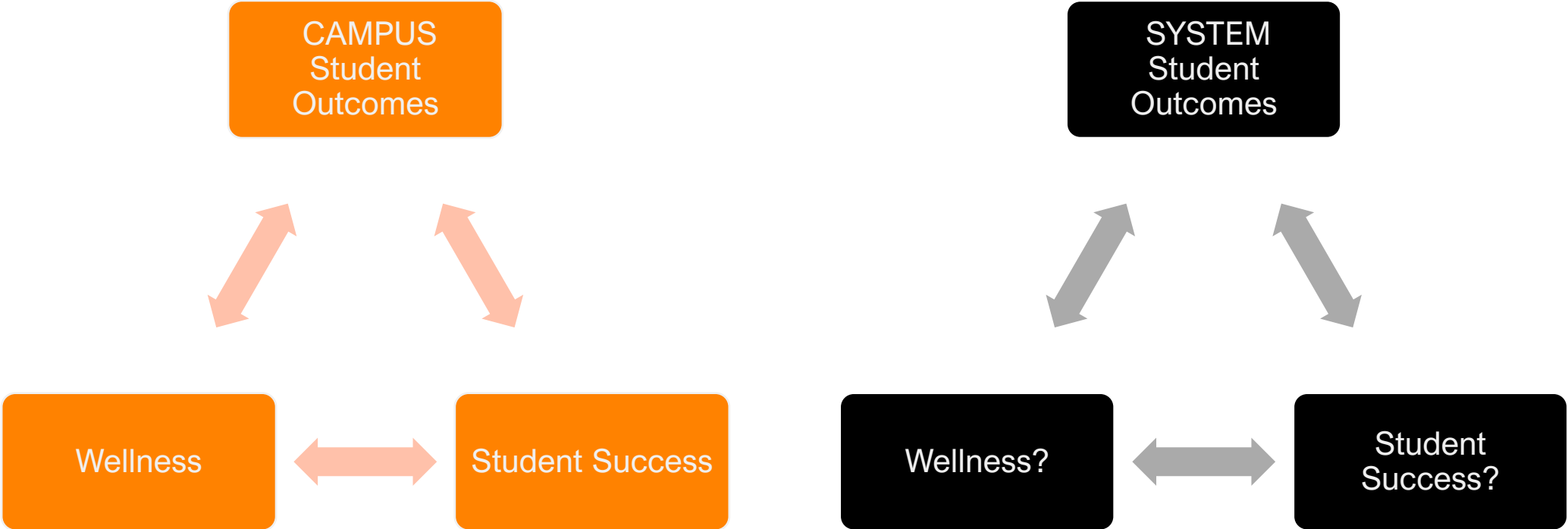
Interventions

Peer-to-peer support

Coaching

Self-guided wellness content

24/7 crisis support

???

Group Synthesis and Discussion

- How is mental health related to student success?
- What did you learn about the value of assessment in helping define and understand the campus ecosystem?
- What are the opportunities for alignment systemwide across information gathering?
  - What surveys could we all do at the same time? Or condense?
  - What clinical/outcomes data could we all report? (internal AND external)?
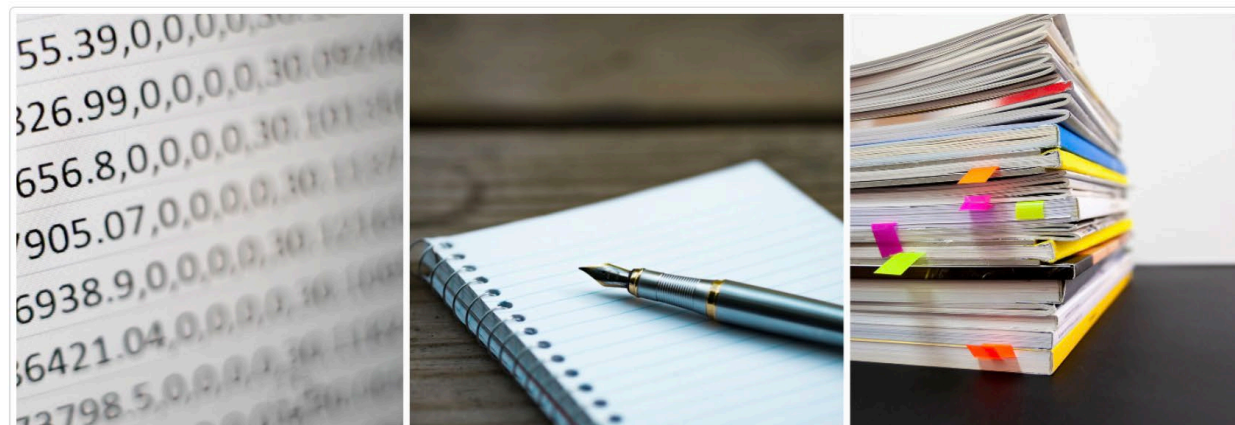
Get the Facts

Services

Our Team

Get the Facts

Behavioral Health Initiative

Resources

GET SUPPORT NOW

- **EMERGENCY:** 911
- **UW MENTAL HEALTH SUPPORT 24/7**: 888-531-2142 or chat
- **NATIONAL SUICIDE PREVENTION LIFELINE:** 988
- **HOPELINE TEXT SERVICE:** Text HOPELINE to 741741
- **VETERANS CRISIS LINE**: 1-800-273-8255 (press 1)
- **LGBTQ CRISIS LINE**: 1-866-488-7386

Universities of Wisconsin Counseling Impact Assessment Project

The Universities of Wisconsin Counseling Impact Assessment Project was established in 2010. The project seeks to track a core set of common data elements across UW university counseling centers, for the purposes of providing benchmarking data for each campus and to allow for system-level analyses of counseling utilization and impact. Incremental progress has been made each year in establishing a systematic and sustainable assessment process that both serves day-to-day clinical needs of counseling center professionals and helps them evaluate and improve upon their work. An annual report is produced which summarizes the results from data collection each academic year.

- 2022-23 PDF
- 2022-23 DOC (accessible version)
- 2021-22 PDF
- 2020-21 PDF
- 2019-20 PDF

https://www.wisconsin.edu/student-behavioral-health/get-the-facts/

Screenshot

Group Synthesis and Discussion

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- What are the opportunities for alignment systemwide across information gathering?
  - What surveys could we all do at the same time? Or condense?
  - What clinical/outcomes data could we all report? (internal AND external)?
  - How should we look at assessing success for the RFP?

- What challenges or opportunities did you identify through this exercise?

Systemwide Collaborative Discussion

- Wellness vs. wellbeing vs. mental health: Definitions and usage in the UT System

- Opportunities for systemwide alignment (e.g., calendar, events, experts)

- Messaging about resources across campuses (e.g., websites, social media, telemental health rollout)

- Wellness education (when, who, what works)

- Staff burnout support: Retention and recruitment

- Programming and support around upcoming election

"Big Ideas" Planning Session

Roundtable Discussion & Group Debrief

- Based on our time together, what are our priorities moving forward?

- What are some loose ends we should address as a system post-retreat?

- What "big ideas" do you have for improving collaboration, processes, initiatives, and/or outcomes systemwide?

- How can the CWO and system office best support you in your work?

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Thank You For Spending Your Time With Us

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