

Site Description

- A community-based cross-sector strategy, utilizing resources from public, private, academic and faith disciplines to create a healthcare ecosystem to support optimal mental health in clients.
- Crisis Residential Program (CRP)



Identified Needs

- Staff education and training
- Protocol and procedure development
- Addressing treatment gaps in practice

Literature Review

Common Themes

- Additional staff training
- Severe mental illness
- Interprofessional collaboration
- Consumer-Led interventions

Gaps

- Therapeutic use of self
- Staff buy-in
- Longevity
- Sustainability

Learning Objectives

- Increase staff's **advanced clinical practice skills** for treatment of patients with severe mental illness.
- Create a **comprehensive education and training manual** for on boarding staff.
- Increase and model **leadership** skills through **interprofessional collaboration**.

Project Description

Purpose: To assist and collaborate with BeWell OC CRP staff to increase confidence, knowledge and skills to promote patient satisfaction and care.

Program Description

- 12 staff members
- 15-20 min. modules, 1x/week for 12 weeks
- Client group interventions corresponding to module topic
- Topics:
 - Tips and Tricks for De-Escalation
 - Mental Health Diagnosis: Signs and Symptoms
 - Holistic Approach to Suicide: Awareness and Prevention
 - Emotional Intelligence and Interprofessional Collaboration
 - Trauma Informed Care
 - Promoting Health and Wellness in the LGBTQIA+ Community
 - Consumer-Led Interventions
 - Transition Preparation
 - Socratic Questioning
 - Psychodynamic Approach- Learning to Intervene
 - Psychodynamic Approach- Supporting Interventions
 - Psychodynamic Approach- Uncovering Interventions

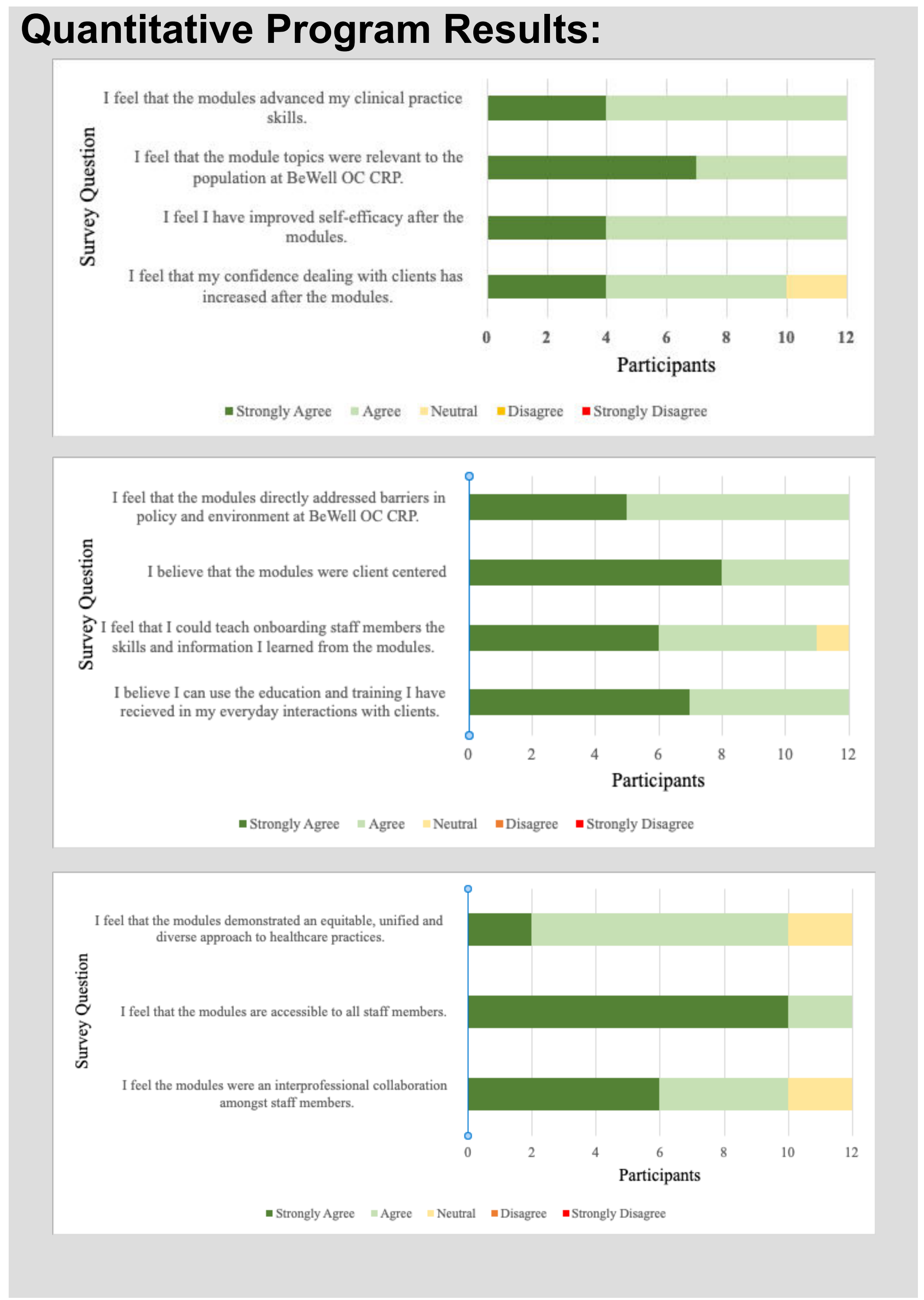
References Available Upon Request

Project Outcomes

Staff Survey

Qualitative Themes:


- Positive overall feedback of program implementation
- Benefits of training during shift



Scholarly Deliverables

- Education and Training Modules
 - 12 Handouts made on Canva

<https://drive.google.com/file/d/1yNzBGfQF3BqtcFVtTBPpv5bDiGKOgFY/view?usp=sharing>



Discussion/Implications

- Modules provided straightforward information and was beneficial for improves advanced clinical practice skills.
- Interprofessional collaboration is successful because of the **willingness** of staff members.
- Team responsibility and ownership of education and training is multifaceted, staff buy-in and internal motivation play a key role.

Project Outcomes

Per client participant report:

- 85%** are extremely likely to recommend BeWell OC CRP to a loved one
- 80%** reported to be very satisfied with the CRP.
- 70%** said yes when asked if the CRP helped prepare them to maintain stable mental health and/or sobriety when they are discharged.
- 90%** reported that they believed staff members at the CRP provided a safe and therapeutic environment.
- 70%** Reported they learned something new at the CRP regarding mental health or substance abuse.

Future Directions

- Instructional Course with Certification
- Compensated Monthly Group Training

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