

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)



<https://bewelloc.org/>

Identified Needs

1. Staff education and training
2. Protocol and procedure development
3. 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

1. Increase staff's **advanced clinical practice skills** for treatment of patients with severe mental illness.
2. Create a **comprehensive education and training manual** for on boarding staff.
3. 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:

1. Tips and Tricks for De-Escalation
2. Mental Health Diagnosis: Signs and Symptoms
3. Holistic Approach to Suicide: Awareness and Prevention
4. Emotional Intelligence and Interprofessional Collaboration
5. Trauma Informed Care
6. Promoting Health and Wellness in the LGBTQIA+ Community
7. Consumer-Led Interventions
8. Transition Preparation
9. Socratic Questioning
10. Psychodynamic Approach- Learning to Intervene
11. Psychodynamic Approach- Supporting Interventions
12. Psychodynamic Approach- Uncovering Interventions

References Available Upon Request

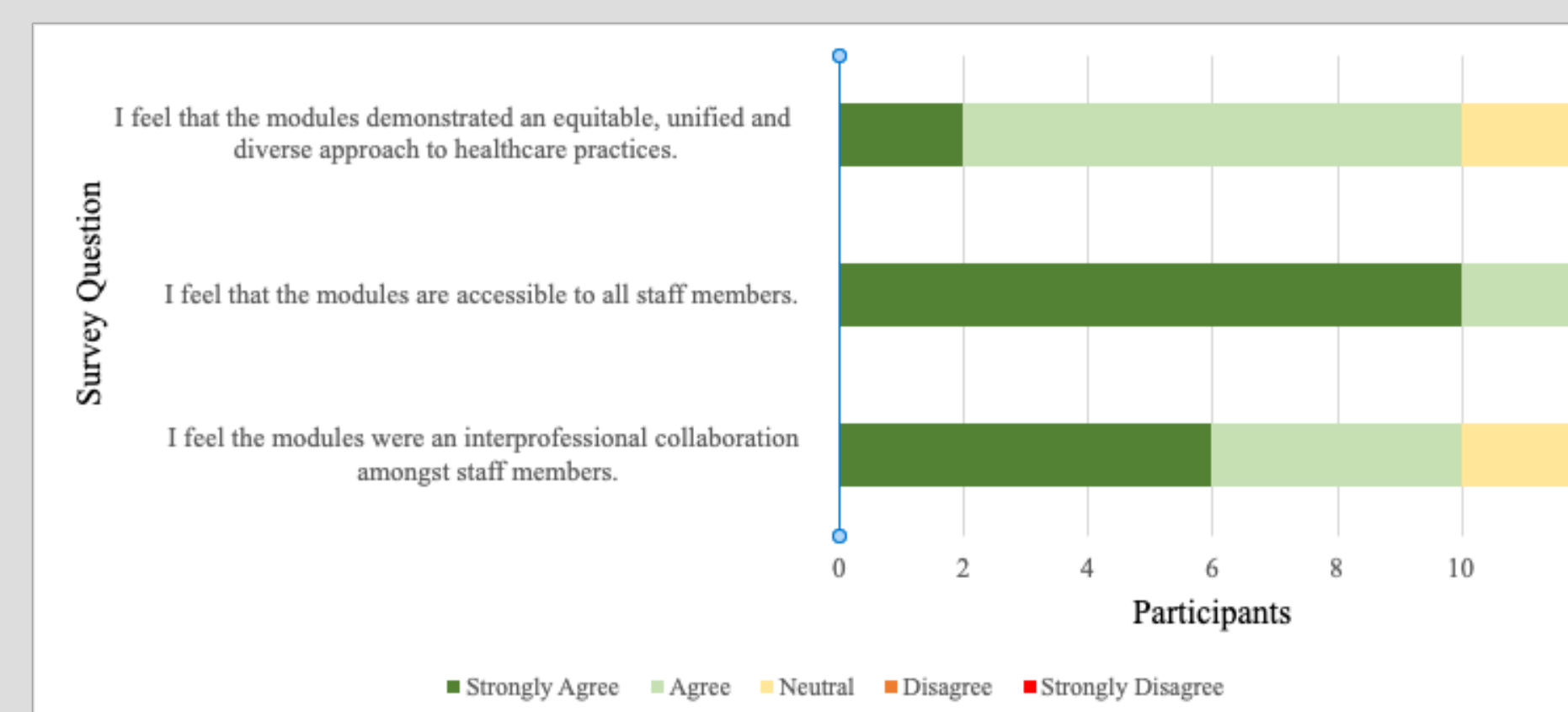
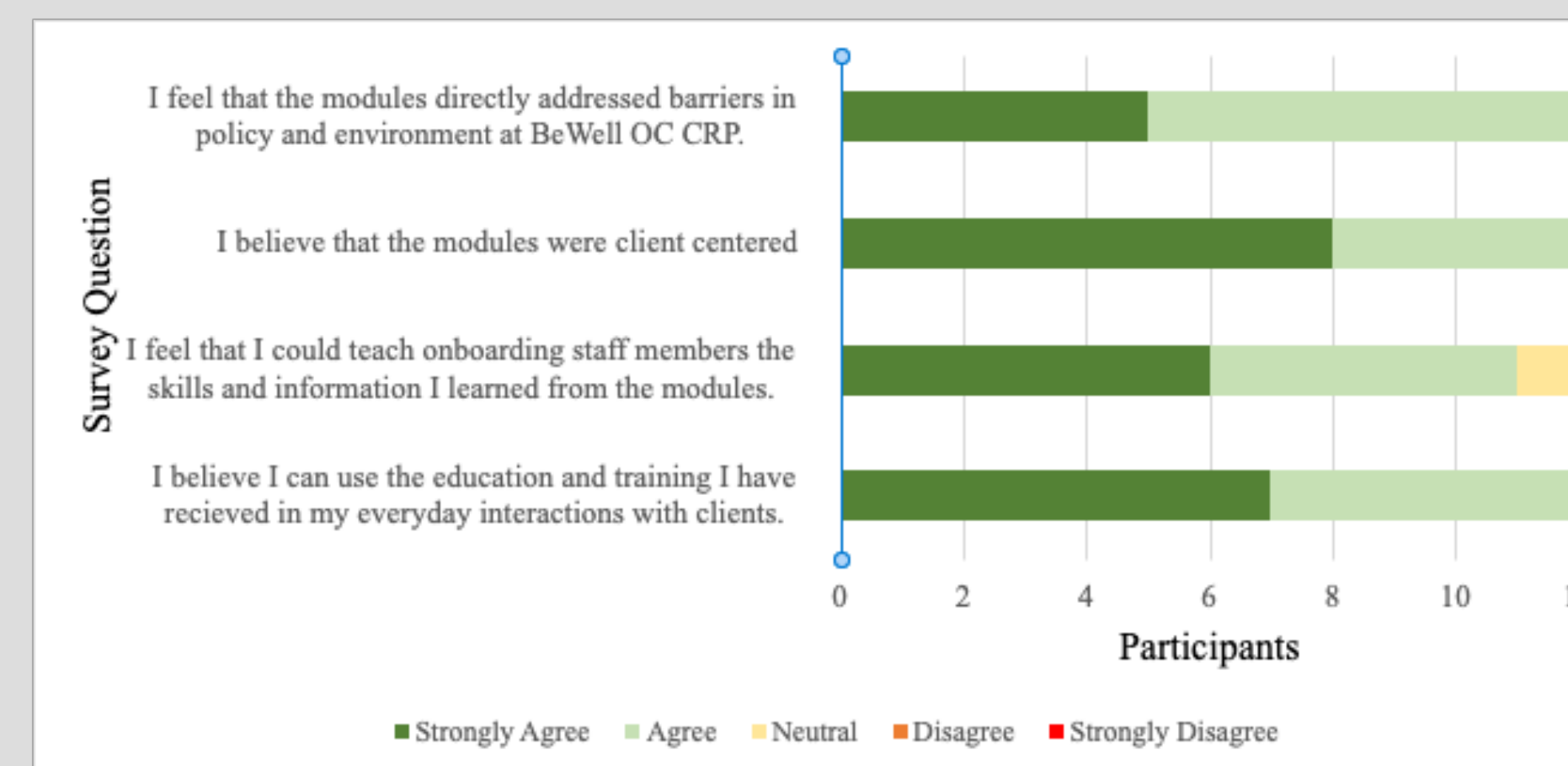
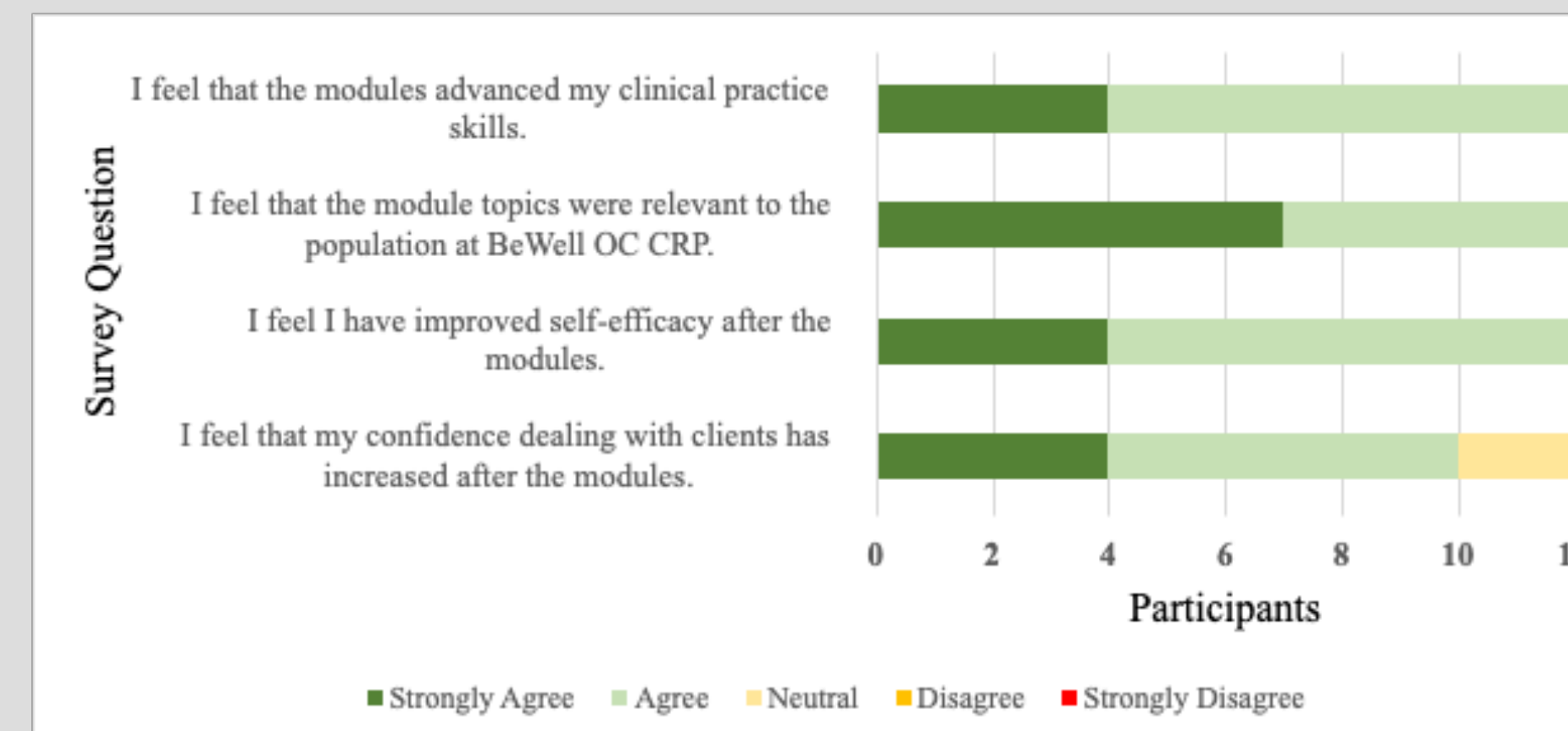
Project Outcomes

Staff Survey

Qualitative Themes:

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

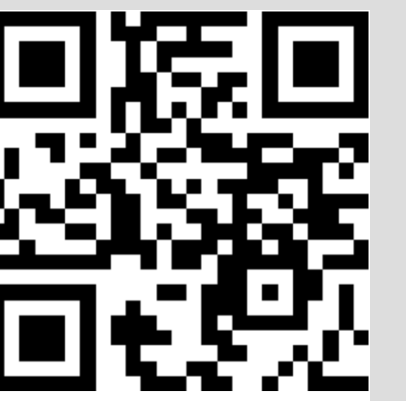
Quantitative Program Results:



Scholarly Deliverables

- Education and Training Modules
- 12 Handouts made on Canva

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



DCE Deliverables

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

Acknowledgements

- Deepest gratitude to Dr. Attenni, Dr. Leu and Enid for your unwavering support and guidance
- Special thanks to the staff at BeWell OC CRP and the clients, without you this project would not have been possible