



Addressing Barriers to Employer Based Mental Health Support: A QI Approach

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PRACTICE IMPLICATIONS

1 Confidentiality concerns and lack of trust were the most frequent barriers to use of employer based mental health resources in surveyed nurses

2 Identified barriers are consistent with the literature and align with urgency to redesign system structure and processes to better support help seeking

3 A QI approach resulted in a standard operating procedure that was tailored to the local setting and uncovered multiple change ideas for improvement

PURPOSE

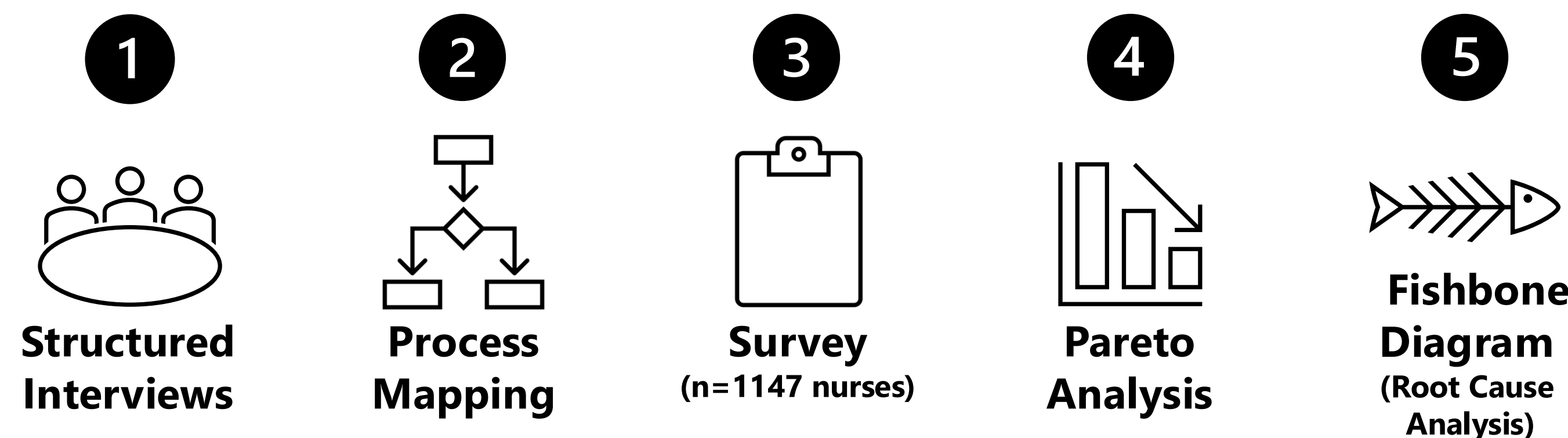
- To identify barriers to use of employer based mental health resources by nurses.
- To identify evidence-based pathways for improvement that are best fit for the local setting.
- To develop a local standard operating procedure (SOP) for the nursing service line.

BACKGROUND

- VHA has emphasized use of local Employee Assistance Programs (EAPs) through the Reduce Employee Burnout and Optimize Organizational Thriving (REBOOT) task force toolkit to reduce burnout and support mental wellbeing, but external evidence reveals that EAPs are underutilized voluntarily by nurses (~5%).

METHODS

- Using a mixed methods approach, a problem analysis was conducted using the EPIS (Exploration-Preparation- Implementation- Sustainment) framework to identify 'best fit' based on the needs of AVAHCs nurses and local context.
- The following Quality Improvement (QI) tools were used:



Acknowledgements:

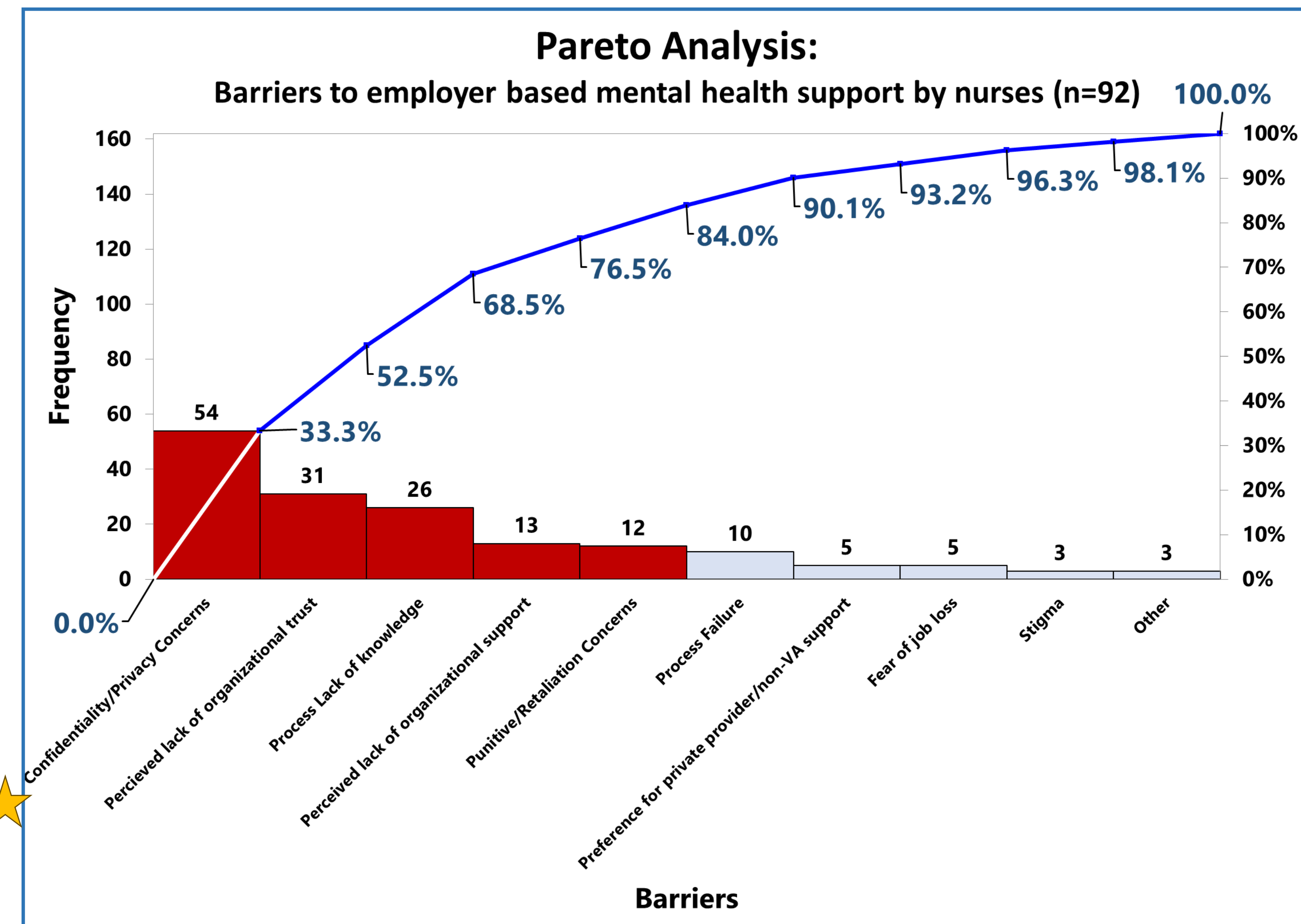
- Dr. Connie Hampton, Associate Director, Patient/Nursing Care Services
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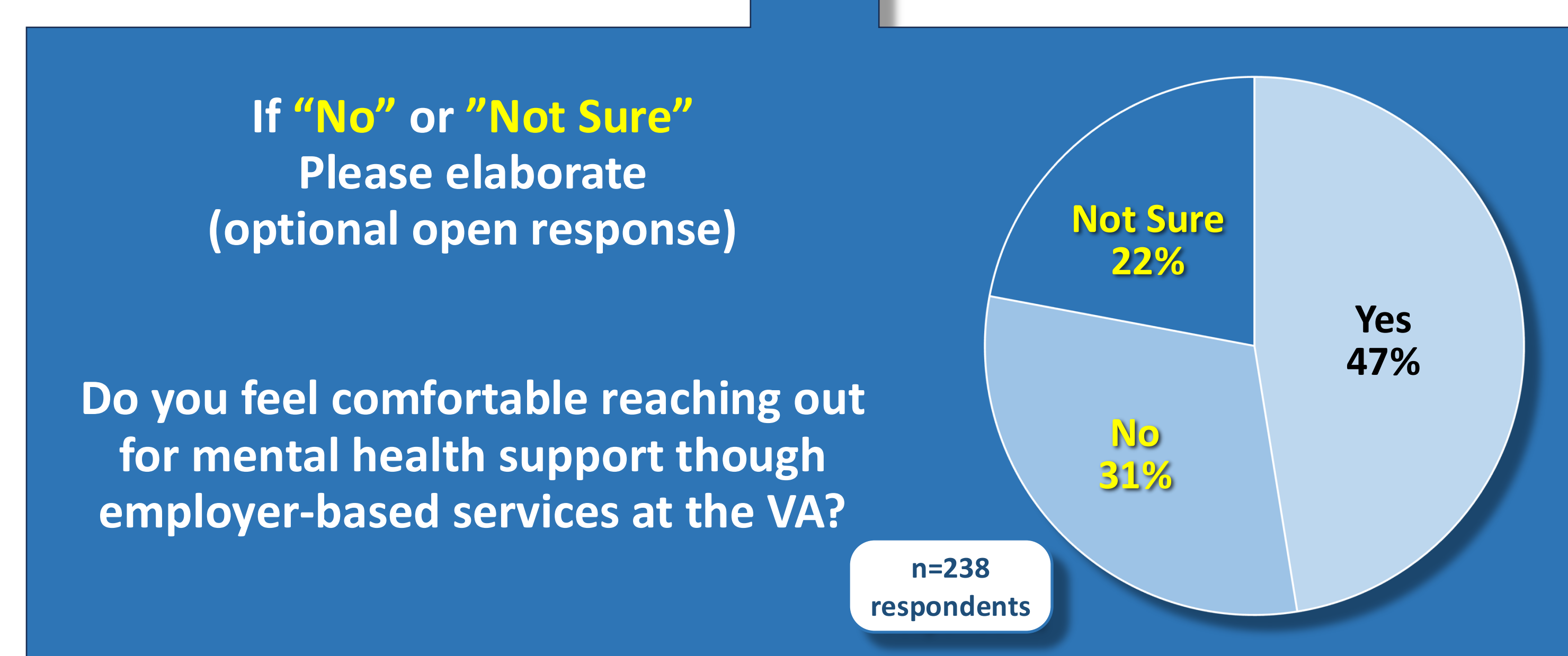
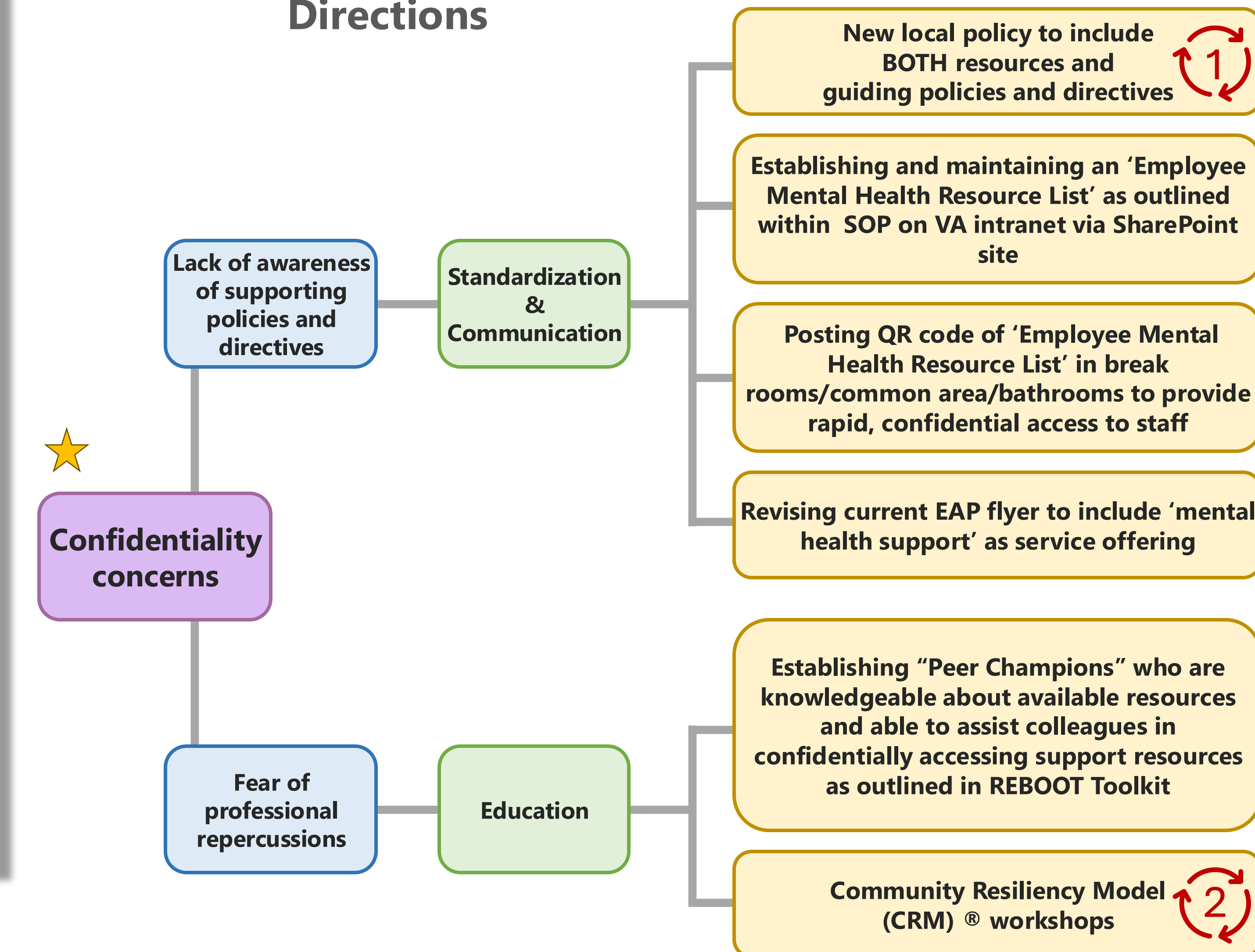
References



FINDINGS



Driver Diagram & Current Directions



Barrier	Root Causes	Change Concepts	Change Ideas
	Confidentiality concerns	Standardization & Communication	<p>1 New local policy to include BOTH resources and guiding policies and directives</p> <p>Establishing and maintaining an 'Employee Mental Health Resource List' as outlined within SOP on VA intranet via SharePoint site</p> <p>Posting QR code of 'Employee Mental Health Resource List' in break rooms/common area/bathrooms to provide rapid, confidential access to staff</p> <p>Revising current EAP flyer to include 'mental health support' as service offering</p>
	Lack of awareness of supporting policies and directives	Education	<p>Establishing "Peer Champions" who are knowledgeable about available resources and able to assist colleagues in confidentially accessing support resources as outlined in REBOOT Toolkit</p> <p>2 Community Resiliency Model (CRM)® workshops</p>
	Fear of professional repercussions		<p>1 Standard Operating Procedure: Prevention and Management of Nurse Burnout and Psychological Distress</p> <ul style="list-style-type: none"> Approved 10/2024 Nursing Grand Rounds 11/2024 Available to all staff via VA intranet
			<p>2 Community Resiliency Model (CRM)® Workshops</p> <ul style="list-style-type: none"> Evidence-based regulation skills derived from somatic psychotherapy 151 nurses trained as "CRM guides"