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HRSA
Health Resources & Services Administration

Health and Public Safety Workforce Resiliency Program

2022 HRSA Healthy Grants Workshop
June 29, 2022

Chinomso Ememe, Project Officer, Behavioral and Public Health Branch (BPHB)
Division of Nursing and Public Health (DNPH)
Bureau of Health Workforce (BHW)
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Vision: Healthy Communities, Healthy People



AGENDA

- HRSA's Health and Public Safety Workforce Resiliency Training Program (HPSWRTP) Overview
- Emory University-ARROW (Atlanta's Resiliency Resource for Frontline Workers) Program Interventions.
- HRSA Health and Public Safety Workforce Resiliency Technical Assistance Center



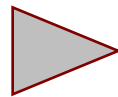
Bureau of Health Workforce

MISSION Improves the health of underserved populations by

- ▶ strengthening the health workforce
- ▶ connecting skilled professionals to communities in need



EDUCATION



TRAINING



SERVICE

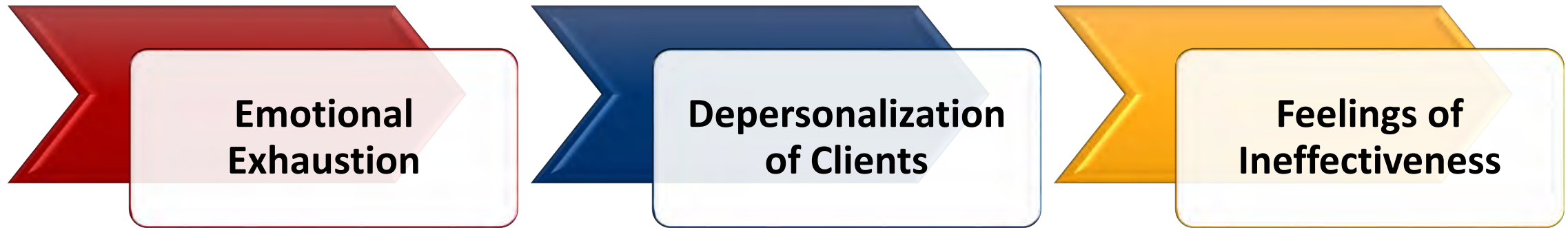
Burnout and the Health Workforce

- Burnout commonly affects individuals involved in the direct care of others
- Anyone exposed to chronically stressful situations can experience burnout
- Health care providers, first responders, and other essential workers are at even higher risk for experiencing burnout and secondary trauma



Burnout and the Health Workforce

Burnout consists of three components:



Burnout and the Health Workforce

- The Coronavirus Disease 2019 (COVID-19) emergency has contributed to increased rates of provider burnout, increased suicide rates among providers, and other negative behavioral health outcomes
- The “Coping with COVID” study found that health care workers from minority groups, including social workers, nursing assistants, medical assistants, and housekeeping, had somewhat higher levels of stress and burnout
- Burnout is detrimental to patient care and may exacerbate the impending physician shortage

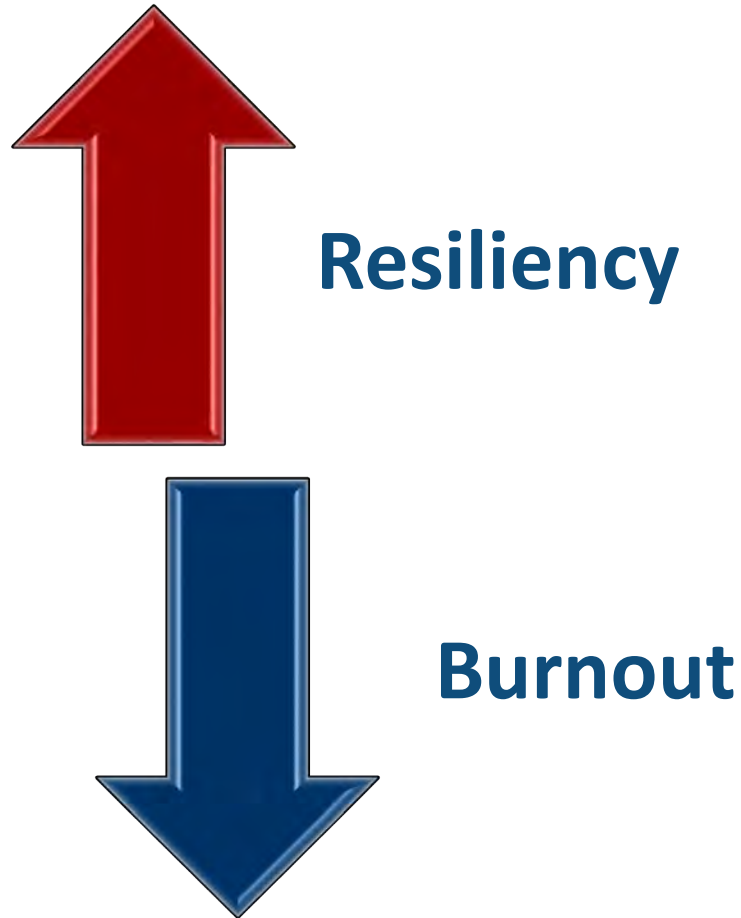


Burnout's Impact on BHW Trainee Programs

- HRSA's Graduate Psychology Education (GPE) Program grantees reported increased signs of stress, anxiety, devaluation, and secondary trauma among trainees, site supervisors, and other primary care staff due to COVID-19
- HRSA provided an Administrative Supplement to 49 GPE grantees to provide training on clinician burnout and provider resiliency
- Funding has been used to supplement and/or support activities that assess burnout and encourage self-care strategies to prevent negative mental health outcomes



Promoting Resiliency and Reducing Burnout



- Resilience is the ability to positively adapt to traumatic or adverse experiences
- Interventions aimed at building resilience in health care workers can help decrease burnout and ultimately improve patient safety

American Rescue Plan: Workforce Resilience

Three new programs will support the implementation of evidence based strategies to help organizations and providers respond to stressful situations and hardships, and avoid burnout.

- Promoting Resilience and Mental Health Among the Health Professional Workforce
- Health and Public Safety Workforce Resiliency Training
- Health and Public Safety Workforce Resiliency Technical Assistance Center



Health and Public Safety Workforce Resiliency Training Program (HPSWRTP)



- Reduce and address burnout, suicide, mental health conditions, and substance use
- Promote resiliency among health care students, residents, professionals, paraprofessionals, trainees, public safety officers, and employers of such individuals, particularly in rural and medically underserved communities
- Create and advance protocols and system-wide approaches, and develop innovative, sustainable practices models (i.e., curriculum development) to promote provider resiliency and reduce clinician burnout

HPSWRTP Award and Funding

Type of Award

- 34 Cooperative Agreement were awarded

Funding

- \$68,240,673 over a three-year period
- Year one - \$30,260,729
- Year two - \$21,789,351
- Year three - \$16,190,593

Period of Performance

- January 1, 2022, through December 31, 2024 (3 years)



Health and Public Safety Workforce Resiliency Technical Assistance Center (HPSWRTAC)

The Health and Public Safety Workforce Resiliency Technical Assistance Center (HPSWRTAC) will provide tailored training and technical assistance (TA) to the recipients of the two programs:

- Promoting Resilience and Mental Health among Health Professional Workforce (HRSA-22-110)
- Health and Public Safety Workforce Resiliency Training Program (HRSA-22-109)



HPSWRTAC Award and Funding

Type of Award

- One (1) cooperative agreement

Funding

- \$5,940,549 over a three-year period
- Year one - \$1,980,666
- Year two - \$1,975,363
- Year three - \$1,984,520

Period of Performance

- January 1, 2022 through December 31, 2024 (3 years)



GRANTEE SPOTLIGHTS

Presentation #1:

- **Program Name:** Emory University-ARROW Program (Atlanta's Resiliency Resource for Frontline Workers)
- **Project Director:** Nicholas Giordano, PhD, RN, Assistant Professor, Emory University

Presentation #2:

- **Project Director:** Candice Chen, MD, MPH
- Fitzhugh Mullan Institute for Health Workforce Equity George Washington University-Technical Assistance Center





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Atlanta's Resiliency Resource for Frontline Workers (ARROW)

June 29, 2022

Nicholas A. Giordano, PhD, RN
Assistant Professor, Emory University
Email: ngiorda@emory.edu

Vision: Healthy Communities, Healthy People



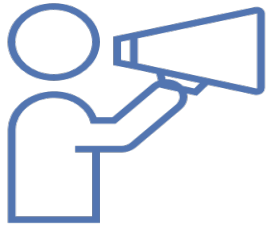
Disclaimer

This program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$2,280,665 with 0% financed with non-governmental sources (Award #U3NHP45397). The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).



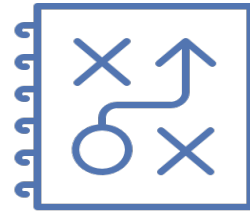
ARROW Goals

Context



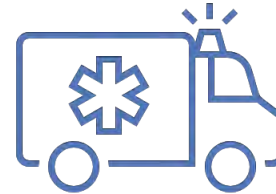
Federal Government's (e.g., HRSA) call to support the COVID-19 era health workforce with high-quality training on resiliency (funding opportunity HRSA-22-109)

Program



Leverage academic-practice partnerships and engage stakeholders in a sustainable community of comprehensive resources for resiliency enrichment, training, and professional development

Audience



Practicing and student nurses, physicians, and staff in healthcare settings and public safety personnel

Aim



Increase # frontline workers trained and certified in evidenced-based mindfulness interventions in the Atlanta metro area to **reduce, address, and prevent** burnout and behavioral health symptoms

A Partnership for Success



- Top ranked Schools of Nursing, Medicine, & Public Health
- Nurse-led team of physicians, chaplains, advanced practice providers, scientists, DEI officers, and experienced evaluators

- 5th largest public hospital in the nation
- >70% of patients seeking care identify as belonging to an ethnic or racial minority group

- 52 police & >100 public safety officers
- Responsible for patrolling 6 academic campuses and hospitals across Atlanta



ARROW Impact

Support



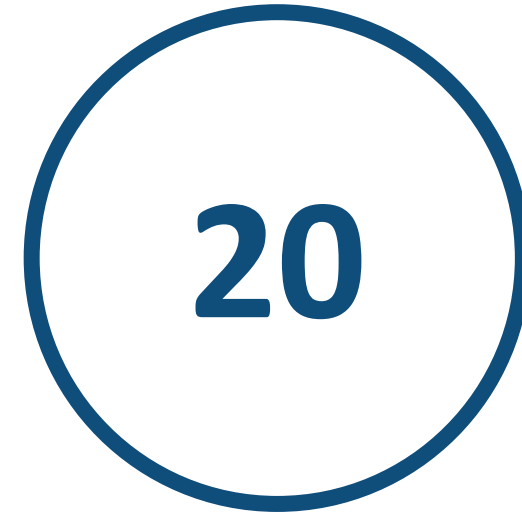
Front Line Workers

Train



**Wellness
Advocates**

Engage



**Faculty & Staff in
Implementation**



ARROW's Specific & Measurable Objectives



Objective 1

- Approach: Implement Community Resiliency Model (CRM) training in workplaces to expose and empower >130 front-line workers to use resiliency interventions for alleviating drivers of burnout
- Audience: Clinicians and staff at Grady, Emory Police and Public Safety



Objective 2

- Approach: Train wellness champions to implement CRM interventions that mitigate impact of trauma and chronic stress on the nervous system while restoring resiliency
- Audience: >36 wellness champions from both community & clinical settings across the Southeastern US



Objective 3

- Approach: Host Cognitively-Based Compassion Training (CBCT) in workplaces and identify trainers to sustain the CBCT trainings. In addition, leverage Compassion-Centered Spiritual Health (CCSH), with chaplains to increase resilience
- Audience: Wellness champions and chaplains

ARROW's Specific & Measurable Objectives



Objective 4

- Approach: Free self-paced asynchronous CE modules focused on understanding the drivers of burnout and interventions to mitigate symptoms
- Audience: 180 interdisciplinary clinicians serving MUCs in the Southeastern U.S.

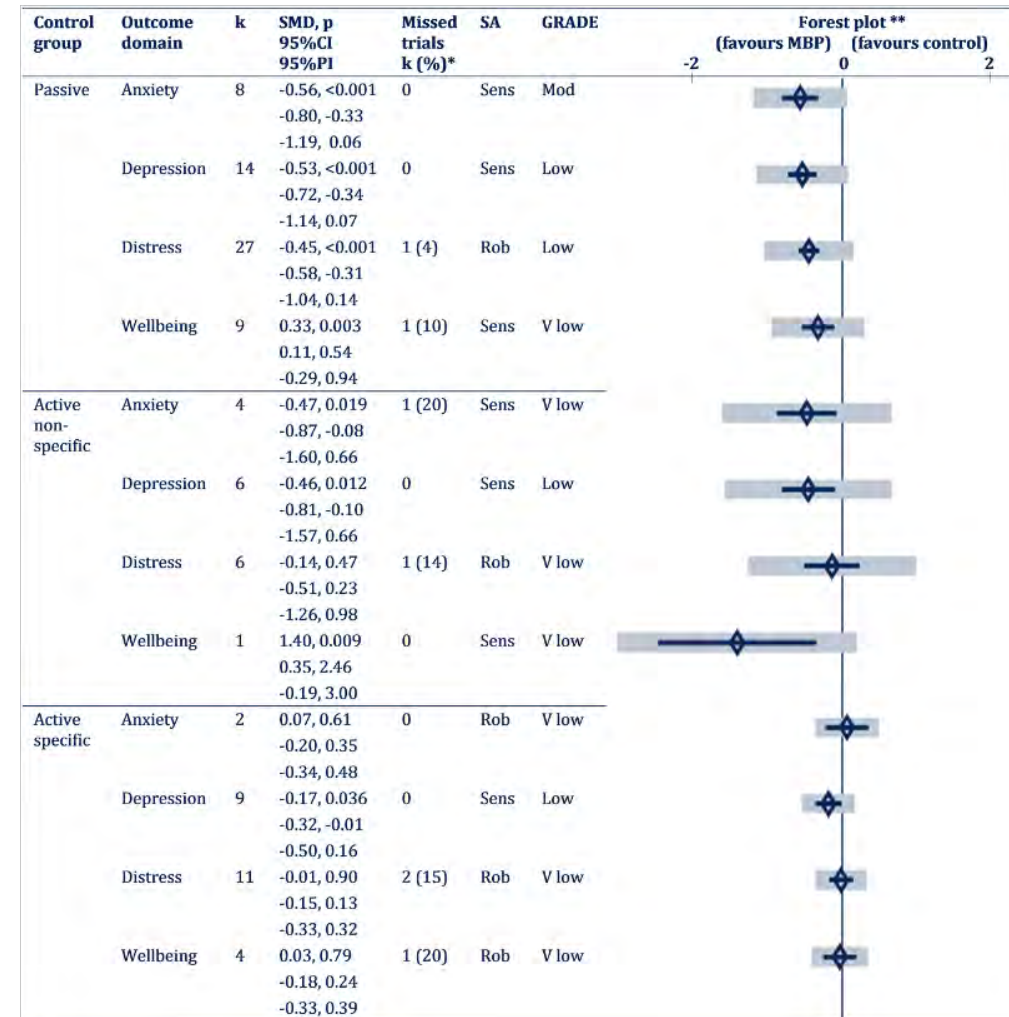


Objective 5

- Approach: Train wellness champions to implement CRM interventions that mitigate impact of trauma and chronic stress on the nervous system while restoring resiliency
- Audience: >36 wellness champions from both community & clinical settings across the Southeastern US

Effects of Mindfulness on Health

- Worldwide, 136 randomized controlled trials (RCTs) on mindfulness training for mental health promotion in community settings.
- Compared with doing nothing, mindfulness interventions increase well-being & reduce:
 - Anxiety
 - Depression
 - Stress



Galante, J., et al. (2021). *PLoS medicine*, 18(1), e1003481.

Evidence-Based Approaches

Evidence-Based Mindfulness Approaches Being Implemented

Community
Resiliency Model
(CRM®)

Cognitively-Based
Compassion
Training (CBCT®)

Compassion-
Centered Spiritual
Health (CCSH™)

Community Resiliency Model (CRM)

- Training approach uses **body sensation perception** to treat **trauma-related symptoms**
- Associated with **improved well-being** and **resilience** and **reduced traumatic stress** and somatic symptoms
- Linked to **declines in distress indicators** and **increases in wellbeing** in individuals in high-need and low-resourced communities



Cognitively-Based Compassion Training (CBCT)

- **8-session** series of contemplative exercises (e.g., meditation) designed to **strengthen and sustain compassion** through attentional stability and increased emotional awareness
- CBCT **reduced depression and loneliness** and **enhanced compassion** by reducing the inflammatory response to psychosocial stress

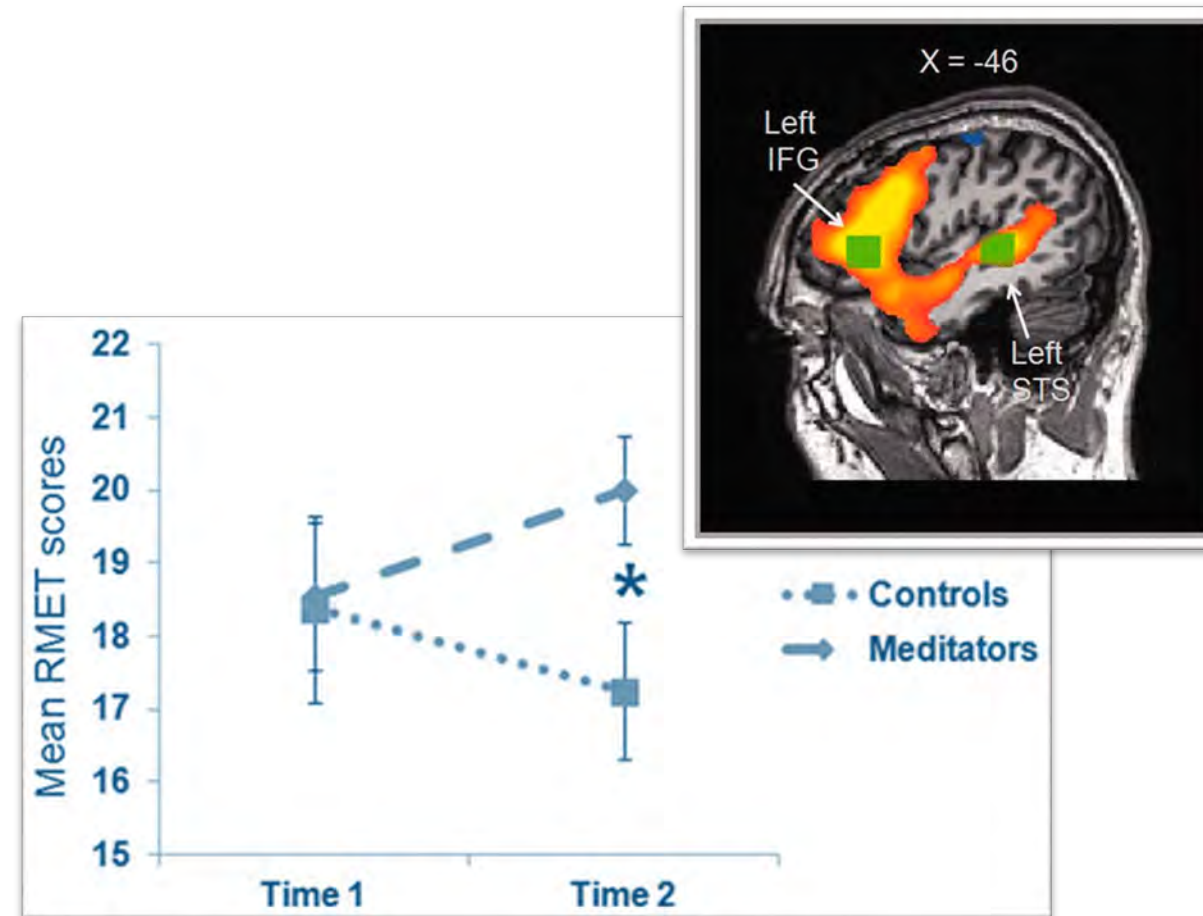


Figure highlighting fMRI results of activation in regions known to regulate emotions following CBCT training (e.g., inferior frontal gyrus (IFG) and superior temporal sulcus (STS)) and improved Reading the Mind in the Eyes Test (RMET) scores.

Compassion-Centered Spiritual Health (CCSH)

- A longitudinal certification program designed to bolster **wellbeing, resilience, and compassion**
- Chaplains proficient in group facilitation meet with individuals or teams to:
 - Attune to relationships
 - Acknowledge difficult emotions
 - Foster compassion
 - Teach coping strategies
- Linked to **improved resiliency and decreased burnout** among health care-based staff



Asynchronous Learning

- Free self-paced asynchronous continuing education modules on **understanding the drivers of burnout and interventions to mitigate symptoms**
- Leveraging Emory's renowned subject matter experts and the Emory interface
- Completing all modules results in Wellness Advocate Digital Badge and Certificate

The screenshot shows a course listing for "EMORY NURSING | Emory Nursing Experience". The course title is "Cultivating Our Best Selves in Response to COVID-19", marked as "FREE". The description states: "The Cultivating Our Best Selves in Response to COVID-19 talk is based on the Community Resiliency Model which trains community members help themselves and others. The primary...". The course is labeled as "Self-paced" and "FREE | 1 credit". The background image shows three healthcare professionals in blue scrubs. The Emory Nursing Experience logo is visible in the top left of the screenshot.



Preparing the Future Health Care Workforce

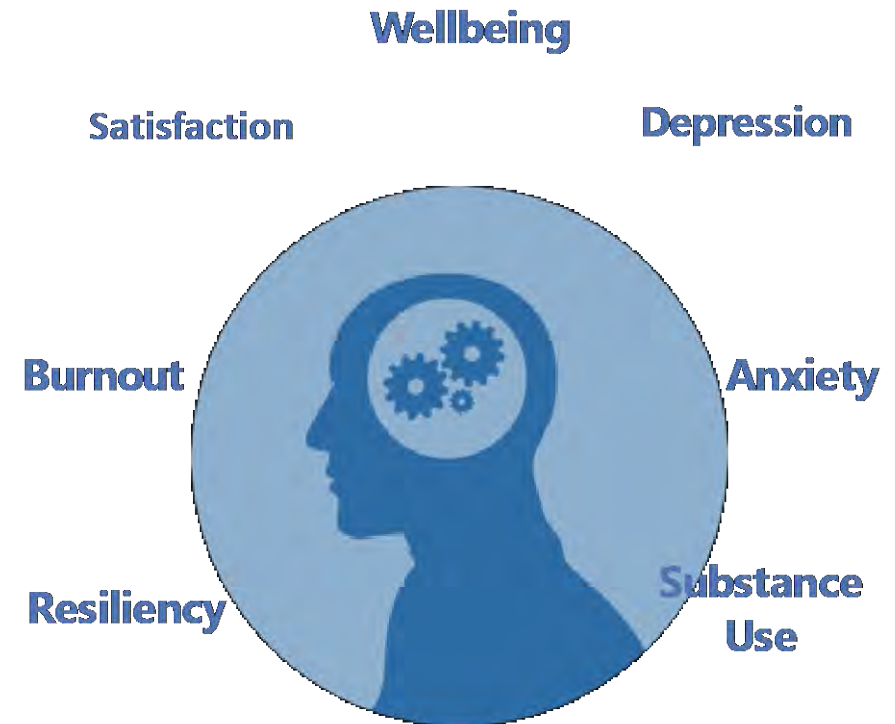
- Embedded curricula enhancing **professional fulfillment** and **meaning in work** by promoting pandemic-driven resilience and growth
- Over 4 semesters, interprofessional students at Emory develop skills in **resilience, self-care, and well-being**
- Monthly hybrid modules and bi-annual retreats to learn and apply building blocks of coping (e.g., awareness, connection, agility, and growth) in group-based learning exercises
- Peer to peer mentorship and faculty support



Measurable Key Outcomes

Captured longitudinally over 6 months:

- Connor-Davidson Resilience Scale
- Mini-Z
- Patient Health Questionnaire 4 Item
- Modified Alcohol, Smoking and Substance Involvement Screening Test
- Net Promoter Score (comprehensive satisfaction measure)



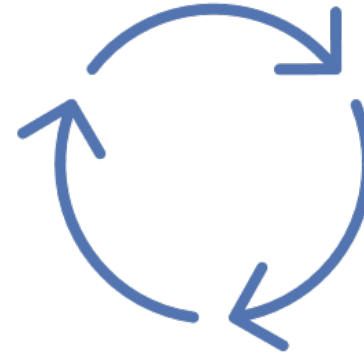
ARROW Strengths and Innovations



Unique
Interventions



Diverse Audiences



Integrated
Sustainability



Emphasis on DEI

ARROW in the News



EMORY UNIVERSITY
Emory News Center

Latest News - Campus News - For Media -

Grant to help reduce, address, and prevent burnout and mitigate behavioral health symptoms among health care workers

Emory's School of Nursing awarded \$2.28 million HRSA grant

Feb. 11, 2022



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New Emory ARROW program helps frontline workers battle burnout in the workplace

Emory received a \$2.28 million grant from the Health Resources and Service Administration to improve mental health by combating burnout.



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New program helps burned-out healthcare workers help themselves

Mar 25, 2022, 5:24pm EDT





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Candice Chen, MD MPH

Fitzhugh Mullan Institute for Health Workforce Equity, George Washington University

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HRSA Health and Public Safety Workforce Resiliency Technical Assistance Center



WORKPLACE CHANGE COLLABORATIVE
CREATING BETTER HEALTH AND PUBLIC SAFETY
ENVIRONMENTS



WORKPLACE CHANGE COLLABORATIVE

CREATING BETTER HEALTH AND PUBLIC SAFETY ENVIRONMENTS

Goal 1: Support and enhance the work of the 34 HRSA Health and Public Safety Workforce Resiliency Training Program (HPSWRTP) and 10 Promoting Resilience and Mental Health among the Health Professional Workforce (PRMHW) grantees in addressing burnout.

Goal 2: Develop a National Framework, resources, and tools for addressing burnout to support evidence-informed and evidence-based strategies to address burnout, promote mental health, and prevent suicide.



WORKPLACE CHANGE COLLABORATIVE

CREATING BETTER HEALTH AND PUBLIC SAFETY ENVIRONMENTS

HRSA Grantee Activities

Skills & Abilities

- Wellness & Resilience

Personal Factors

- Physical & Psychological Support
- Meaning & Purpose
- Career Supports
- Work-Life Supports

Health Care Responsibilities

- Workload
- Administrative Burden
- Practice Supports



WORKPLACE CHANGE COLLABORATIVE

CREATING BETTER HEALTH AND PUBLIC SAFETY ENVIRONMENTS

Learning & Practice Environment

- Choice & Autonomy
- Participative Management
- Teamwork
- Manager Training
- Daily Improvement

Organizational Factors

- Real-Time Measurement
- Organizational Infrastructure
- Leadership Training
- Diversity, Equity & Inclusion

Rules & Regulations; Society & Culture

- Rules & Regulations
- Society & Culture



WORKPLACE CHANGE COLLABORATIVE

CREATING BETTER HEALTH AND PUBLIC SAFETY ENVIRONMENTS

Goal 1: Support and enhance the work of the 44 HRSA grantees in addressing burnout.

IHI Learning System: Using IHI's Breakthrough Series Collaboratives, it's more than just a series of webinars. It's an intentional and robust infrastructure to co-create change using improvement methodologies through intentional and intensive learning sessions, monthly meetings, meaningful action periods, and regular coaching.



WORKPLACE CHANGE COLLABORATIVE

CREATING BETTER HEALTH AND PUBLIC SAFETY ENVIRONMENTS

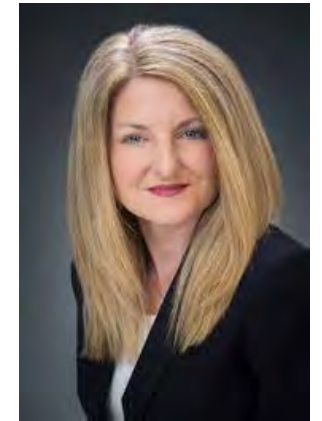
Goal 2: Develop a National Framework, resources, and tools for addressing burnout and improving well-being.

National Framework: Opportunities for the collaborative development of a National Framework & Roadmap, including resources and tools for addressing the multiple factors driving health and public safety worker burnout.



WORKPLACE CHANGE COLLABORATIVE

CREATING BETTER HEALTH AND PUBLIC SAFETY ENVIRONMENTS



Fitzhugh Mullan
Institute for Health
Workforce Equity

THE GEORGE WASHINGTON UNIVERSITY



Moral Injury

It's NOT burnout.





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Q & A Discussion

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