

September 8, 2020  
11:00 am-1:00 pm PT

Virtual Event

# Learning Collaborative Summary

Caring for Caregivers

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# About the Learning Collaborative

One Mind at Work, Mental Health America, and the American Psychiatric Association Foundation are convening small groups of select employers and experts to discuss challenges unique to specific industries and sectors related to workplace mental health. These discussions offer diverse public and private-sector organizations opportunities to engage in peer-to-peer learning and exchange. The collaboratives are formed as affiliated sessions with established events to address the unique needs of organizations with consideration given industry, organizational size, areas of interest and more. The second annual Learning Collaboratives were hosted virtually prior to the 2020 One Mind at Work Global Forum.

## Session Summary

This session examined the issue of “Caring for Caregivers” with a specific focus on professionals in the caregiving space, including nurses, healthcare providers and emergency responders. The topic is particularly relevant in 2020 given the high levels of stress and anxiety that healthcare workers are dealing with during the COVID-19 pandemic.

## Key Themes

### **I. Ask caregivers what they need – and then deliver**

In order to best care for caregivers, employers need to gather input on their needs to design support and resources that target the variety of challenges that caregivers face. Similarly, caregivers need to be encouraged to speak openly with their employer about how they are handling the stress, anxiety and fatigue inherent in their profession.

### **II. Proactively prevent burnout**

Caregiving is highly purpose-driven work – many individuals pursue professions in healthcare because they want to have an impact. As a result, they feel a moral and ethical responsibility to give their patients 100% even when overworked and understaffed, making them highly likely to suffer from stress and burnout. Employers, therefore, need to take a proactive approach.



### III. Stigma is a barrier to transparency

Employers should not rely on providers to overcome the challenges they face but Even before COVID-19, healthcare workers, and specifically caregivers, were vulnerable to depression and suicide. Sadly, stigma is a high barrier to seeking help for many caregivers. Universal mental health screenings and digital self-monitoring tools are an effective way of caring for employees without singling out symptoms or underperformance.

### IV. Look to leadership

Motivating from the top of the organization down can prove to be successful when implementing and building a workplace culture.

## Opportunities for Action

**Seek data-driven insights:** Healthcare workers are not a monolith, and they might have different needs depending on the type of work they specialize in. The best way for employers to understand these nuances is to collect information directly from employees. For example, nephrology nurses face a specific set of challenges given the nature of dialysis and the impact it can have on patients and families. The American Nephrology Nurses Association (ANNA) and Otsuka recently partnered on a survey to understand the challenges and opportunities of caring for caregivers, specifically within the contexts of nephrology nursing. The organizations wanted to understand how to support employees whose jobs are inherently stressful or traumatic – especially nursing, which requires a high degree of emotional investment. The survey was distributed to over 400 nephrology nurses, and the results will help construct custom, effective mental health solutions.

**Elevate employee voices:** Caregivers dedicate countless hours to the individuals they are caring for but often neglect to care for themselves. Previous surveys conducted by the ANNA indicate that nurses desire a more prominent voice in their work environment. Having structures or platforms in place that encourage caregivers to speak with their employer and their colleagues about their needs will foster a more supportive environment that normalizes help-seeking.

**Provide proven and effective resources:** Employers have the responsibility to combat caregiver burnout by providing effective and evidence-based resources. Beyond Employee Assistance Programs, staffing appropriately, supporting Employee Resource Groups, and



offering digital support, employers should seek collaboration across professions and industries to more quickly understand which tools and methods work and which do not.

**Leverage self-monitoring apps:** Digital health apps are an excellent way to anonymously identify when and where more support for workers is needed. For example, Heroes Health is an app-based initiative being developed by the University of North Carolina (UNC) School of Medicine, in collaboration with One Mind, to provide healthcare workers with an easy way to track their mental health and access crisis support and resources when they need help. These assessments help workers self-monitor their mental well-being in the same way that they might monitor their blood pressure or other vital signs.

**Foster a strong and connected organizational culture:** Surveys show that the primary stress of a caregiver's day to day can be attributed to their local environment – because of this, employers have the obligation to create an open and supportive workplace environment by building connectivity and trust. Establishing a top down leadership approach, in which leaders share stories of vulnerability, can have great impact on overall employee morale and sentiment. Sharing personal stories can help reduce stigma, build effective culture and ultimately positively impacts the mental health of all.



# Resources

[Pandemic Stress and Apathy: Tips for Dementia Caregivers](#)

Being Patient, August 2020

[Heroes Need Help, Too](#)

US News, August 2020

[Half of Frontline Nurses Emotionally Overwhelmed by COVID-19](#)

American Nurses Foundation, July 2020

[Using the power of peer support to positively impact medicine](#)

American Medical Association, May 2020

[New Mental Health Platform Provide Support for Healthcare Workers](#)

Penn Medicine, May 2020

[How Health Care Workers Can Take Care of Themselves](#)

Harvard Business Review, March 2020

[Why doctors are leery about seeking mental health care for themselves](#)

Washington Post, January 2017

[These jobs have the highest rate of suicide](#)

CBS News, June 2016

[Professional coaching alleviates burnout symptoms in physicians](#)

Science Daily, August 2019

[Physician Burnout](#)

Mental Health Topics of the American Psychiatric Association Foundation

[Workplace Stress](#)

Mental Health Topics of the American Psychiatric Association Foundation

[Mental Health America Mental Health Screening Tools](#)

[FirstRespondersFirst](#)

A platform that provides access to actionable “microsteps,” online workshops, virtual training, and coaching.



# Participants

First Name	Last Name	Title	Organization
Melissa	Beck, Esq.	Executive Director	Sozosei Foundation
Michael	Coyne	Senior Director, Human Resources	Otsuka
Russ	Deyo	Former General Counsel	Johnson & Johnson
Katie	Donnini	Director, Patient Advocacy & Stakeholder Management	Otsuka
Tom	Ferraro	Vice President	MetLife
Tal	Gerzon	Development Director	One Mind
Megan	Henderson	Lead Research Coordinator	UNC; One Mind Heroes Health
Drew	Holzappel	Partner	High Lantern Group; One Mind at Work
Sandra	Jain, MA, PsyD, LPC	Psychotherapist & Wellness Researcher	Adjunct Clinical Affiliate, The University of Texas at Austin, School of Nursing; Private Practice
Sari	Kalin	Manager, Well-Being Programs	Liberty Mutual Insurance
Shira	Kogan	Senior Corporate Development Manager	The Trevor Project
Ann	Macker	Porter County Program Director	Mental Health America of Northwest Indiana
Mary	Michael	Vice President, Patient Advocacy & Stakeholder Management	Otsuka
Vicki	Montoya, PhD, APRN, FNP-BC	Assistant Professor, Nursing Science, University of Central Florida	American Nephrology Nurses Association
Terri	Rhodes	Chief Executive Officer	Disability Management Employer Coalition
Shekhar	Saxena	Professor of the Practice of Global Mental Health	Harvard T.H. Chan School of Public Health
Rachel	Schact	Manager	Business Group on Health
Fred	Seavey	Research Director	National Union of Healthcare Workers
Yanique	Smith	Director, Well-Being and Accessibility	Rogers Communication

# About One Mind at Work

Launched in 2017, One Mind At Work convenes leaders to transform approaches to brain health with the goal of addressing mental health disparities and working towards a society and health care system that acknowledge that there is no health without mental health. With financial support from founding sponsor Janssen Research & Development, LLC, one of the Janssen Pharmaceutical Companies of Johnson & Johnson, One Mind At Work now has more than 70 global employers in diverse sectors including business, medicine, research, education, law enforcement, military, and civil society.

One Mind at Work is a program of One Mind, a 501c3 non-profit focused on accelerating brain health research, scaling implementation and impacting society. If you are not yet a member of One Mind at Work or would like to learn more, please contact **Connor McLaughlin** at [connor.mclaughlin@onemind.org](mailto:connor.mclaughlin@onemind.org) or visit [www.onemindatwork.org](http://www.onemindatwork.org). If you haven't already seen our Workplace Mental Health Assessment, please visit [www.workplacementalhealthassessment.com](http://www.workplacementalhealthassessment.com) for insights into your company's workplace mental health practices.

