Background

Current state: Education was not being provided to staff (Mission Partners) targeting how to address the behavioral health needs our patients are experiencing. Nor were they given the tools and knowledge necessary for use in behavioral health crises.

 Desired state: Mission Partners will incorporate knowledge learned from interactive methods that focus on behavioral health disease states and will treat their patients therapeutically and empathically using communication best practices while keeping themselves and their patients safe.

Patients seeking care at health care facilities not only need their medical health care essentials addressed, but “the majority of patients receiving services through their health care provider also suffer from psychological and psychosocial problems” (Wodarski, 2014, p. 302).

Methods

PHASE 1: OSF learning module: ‘Behavioral Health 101’ assigned to ALL Mission Partners – focuses on common BH diagnoses and patient presentations

PHASE 2: Interactive Tablet App: “Supporting Individuals in Behavioral Health Crisis” assigned to patient facing Mission Partners - includes pre survey, post survey and post test

Interactive app will engage patient facing clinicians and give them the communication tools they need to successfully connect, intervene, and de-escalate the person suffering from a behavioral health crisis.

Results

The learner will control their own avatar and interact with patient avatars to select communication options and physical locations in the room that either promote or inhibit escalation of the patient avatar’s behavior. The learner’s avatar will ideally encourage therapeutic rapport and de-escalate the patient’s behavior.

Learners will employ specific techniques to converse with the avatars who will respond with diverse emotions and reactions in multiple different behavioral health scenarios, for example: suicidal ideation and intent, panic attack, delusions, etc.

Conclusions

App to roll out in July 2017!

Learners will feel more
• confident in their communication skills
• knowledgeable of symptoms and treatment of common behavioral health disorders
• aware of community resources that exist for patient referral and support.

Future plans include offering the use of the app to other patient facing disciplines outside of health system i.e.: first responders

References


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