

Mayo Clinic BIDER Team XIII Mental Health Support Protocol

1. Convene a meeting of Team XIII within 1-2 hours of activation of BIDER protocol to perform a needs assessment.
2. Team XIII leaders will develop a roster of previously identified mental health volunteers and contact the volunteers about future assignments.
3. The leaders of the three teams will contact the following groups:
 - a. Olmstead County and other disaster related groups
 - To begin planning for supportive services at family center/public health center, to assist in staffing crisis hotline.
 - Contact Red Cross
 - Contact local rescue groups (Police, Fire, EMTs)
 - b. Hospital administration
 - To provide supportive services to employees and employee families
 - Monitor for stress-related reactions
 - Support
 - c. Physician leadership
 - To provide supportive services and education on acute stress response and PTSD to physicians
 - Develop triage mechanisms for case finding.
4. Team leaders will provide educational information to Mayo communications and local media on acute stress/PTSD.
5. Meet within 24 hours after initiation of protocol to redistribute volunteers and personnel, review documentation, update BIDER Committee on XIII findings, and convey the latest BIDER Committee information to the Mental Health Support team (XIII).
6. Meet within 72 hours:
 - To review needs assessment and to begin more extensive community outreach-schools, churches, synagogues, mosques, and service organizations.
 - Provide common phone number for referral of patients with emergent symptoms
 - Develop intervention counseling program
 - Apply for service grants from FEMA/American Psychiatric Association to develop counseling programs.
 - Meet with Team XIII for debriefing session to discuss emotional response to disaster and monitor for appropriate length of shifts and appropriate back-up for high stress volunteer positions.
 - Update Team XIII on latest information from BIDER Committee.
7. Provide more intensive counseling and treatment to identified high-risk populations.
 - a. Bereaved
 - b. Emergency responders
 - c. Public officials
 - d. Media
 - e. Affected victims

Team XIII Psychiatric and Spiritual Support Team

- Education and training for recognition of common psychiatric sequelae of terrorism/disaster
- Annual review of preparedness and re-education
- Psychiatrist and allied mental health worker assignments during a bioterrorist event to support affected patients and existing patient population in hospital
- Development of support plan for employees utilizing critical incident stress management strategies
- Creation of family support area with chaplain/social work
- Consultation with ER/medical teams regarding case finding of patients/personnel with acute stress reactions
- Consultation with administration regarding stress management/grief issues for Mayo personnel
- Maintenance of usual practice
- Education of primary care providers/media regarding emotional sequelae of disaster/terrorism
- Liaison with county/Red Cross/FEMA

Employee Support Team

Team Leader: Mark Hyde, EAP

Other possible team members-EAP staff, other trained debriefers (Jaxon Hodgson, Don Williams, PhD), Chaplain support – Floyd O'Brien

Needs: Meeting space to meet with employees (Joseph Main Auditorium)

Family Support Team

Team Leader: Alan Brankline SW

Other possible team members- Social workers, nurses trained in Red Cross Mental Health Certification, Sister Mary Elliot Crowley and Dean Marek

Communications support – Adam Brase

Needs: Meeting space(St. Mary's Auditorium Alfred building? Chapel?Assisi Heights?)to meet with families, address needs of children brought to family support area, communication with medical team about status of patients/staff

Administrative support to help with logistics (phone lines, computer support etc.)

Patient/Community/Physician Support Team

Team Leader- Sheila Jowsey, MD, Gabrielle Melin, MD

Other possible team members- consultation/liaison trained psychiatrists (John Black MD, Shirlene Sampson MD, Kemuel Philbrick MD, Yonas Geda, MD, Gabrielle Melin MD), Mary Jane McHardy RN, Chaplain Support

Needs: Meeting space, audiovisual needs to disseminate information to community providers, central communications support person/administrative support.

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Information for Mental Health Workers at Mayo Clinic:

This information has been compiled by the Mayo Clinic Emergency Incident Command (MEICS) Psychological Support Team to assist you in responding to a terrorism event.

Mission Statement for the Response:

We are committed to the safety of our patients, our communities (which includes our family members) and our staff.

We will take whatever steps are needed to safeguard the Healthcare Team's safety.

The Healthcare Team will continue to do what we do best with dignity and compassion to ensure that the needs of the patients are met.

What are the priorities for helping disaster survivors?

Helping disaster survivors, family members, and emergency rescue or disaster relief personnel requires preparation, sensitivity, assertiveness, flexibility, and common sense.

- The first priority is to be a team player by respecting and working through the site chain of command. Being a team player also means pitching in to provide basic care and comfort to survivors and workers.
- A close second priority is to make personal contact in a genuine way with survivors and rescue workers. Listen; don't give advice. Ask the survivors how they and their children are doing and find out what you can do to help. If they need it, provide them with food, beverages, practical supplies (e.g., clothes, blankets, sunscreen, magazines, writing implements, telephone), and a comfortable place to sit.
- A third priority is to help them "defuse" by encouraging them to tell their story. Ask: "Have you ever been through anything like this before?" "How's it going finding a place to stay and getting the assistance you need?" "Is there anyone I can help you get in touch with?" "What do you find yourself remembering most since this all happened?" "Where were you when this started?" "What are your top three main concerns for the next few hours or days?"
- A fourth priority is to carefully assess the risk factors and symptomatic problems for PTSD or other health problems. Identify and set up referrals for the persons or families most likely to be in need of further care.

From www.ncptsd.org

Mnemonic for Physicians and Supervisors In The Event of the Activation of the Biologic and Infectious Disease Emergency Response Plan

In the event of disaster, we will remember our VISION:

V: Visible and Active!

Leaders and supervisors should meet early and often with their staff and emphasize Mayo's preparedness for a disaster event. Reviewing with staff that Mayo has created the Mayo

Emergency Incident Command Structure (see Mayo Clinic's safety web page for details at <http://mayoweb.mayo.edu/man-infcon/bioterror.html>) will reassure staff that plans have already been underway to address any disaster scenario.

I: Information:

Staff and leadership should meet regularly with their staff to update them on accurate information and to help dispel rumors and misinformation. Also, information needs to be gathered from the staff regarding making modifications to usual care for patient and compiling a list of cell, home, work phone numbers, and email addresses in order to contact staff. Information regarding patient care including discharge of patients and suspension of some activities will also need to be made.

S: Support:

- 1) Psychological support of staff including defusing sessions.
- 2) Physical supportive staff including making sure they have time for breaks, nutrition, and rest.
- 3) Supporting other employees in other parts of the Clinic and reminding them of the need for their own psychological and physical support.
- 4) Reinforcing the importance of deriving support from other sources including spiritual support
- 5, thinking of strategies for helping the staff support their own families while they are at work.

I: Infection (if a biologic event):

Reinforce accurate information regarding safety precautions. Reinforce the commitment by the Mayo Clinic to safety. Address vaccination plans. Reinforce the need to protect oneself.

O. Ongoing Process:

Emphasize the need to plan for events and be flexible depending on new information. The importance of continued patient care and the ongoing evolution of the disaster response. The need to continue to support the community on an ongoing basis; and because of the ongoing nature of the events to make sure that staff develop a staffing plan to avoid burnout. Emphasize that modification of routines will be needed.

N. Network:

This includes "Networking" with other colleagues and within the community and the importance of being part of a network. Employees will need to support the community in the community-wide response to the event. It will be important to have outreach to churches, schools and other places where community members will gather.

Mnemonic for Employees:

V. Values:

The employees will be encouraged to remember that the values we endorse are that of dignity and compassion for others in the crisis which is in keeping with the Mayo tradition of patient care.

I. Information:

The employees will gather accurate information from the leadership and avoid dispelling rumors. The employees will learn the steps to take to protect themselves and their participation and modification of care for patients and in supporting the community.

F. Support:

The employees will take time to take breaks from their work, eat, exercise, and be in contact with their family.

I. Infection (if a biologic event occurs):

The employees will attend information sessions to update them about infectious process and how to protect themselves from infectious agents.

O. Ongoing process:

The employees will be reminded that an event of this nature does not occur in a short period of time and that accommodations will need to be made over some period of time and routines will need to be modified based on information that's available at the time of the event.

N. Network:

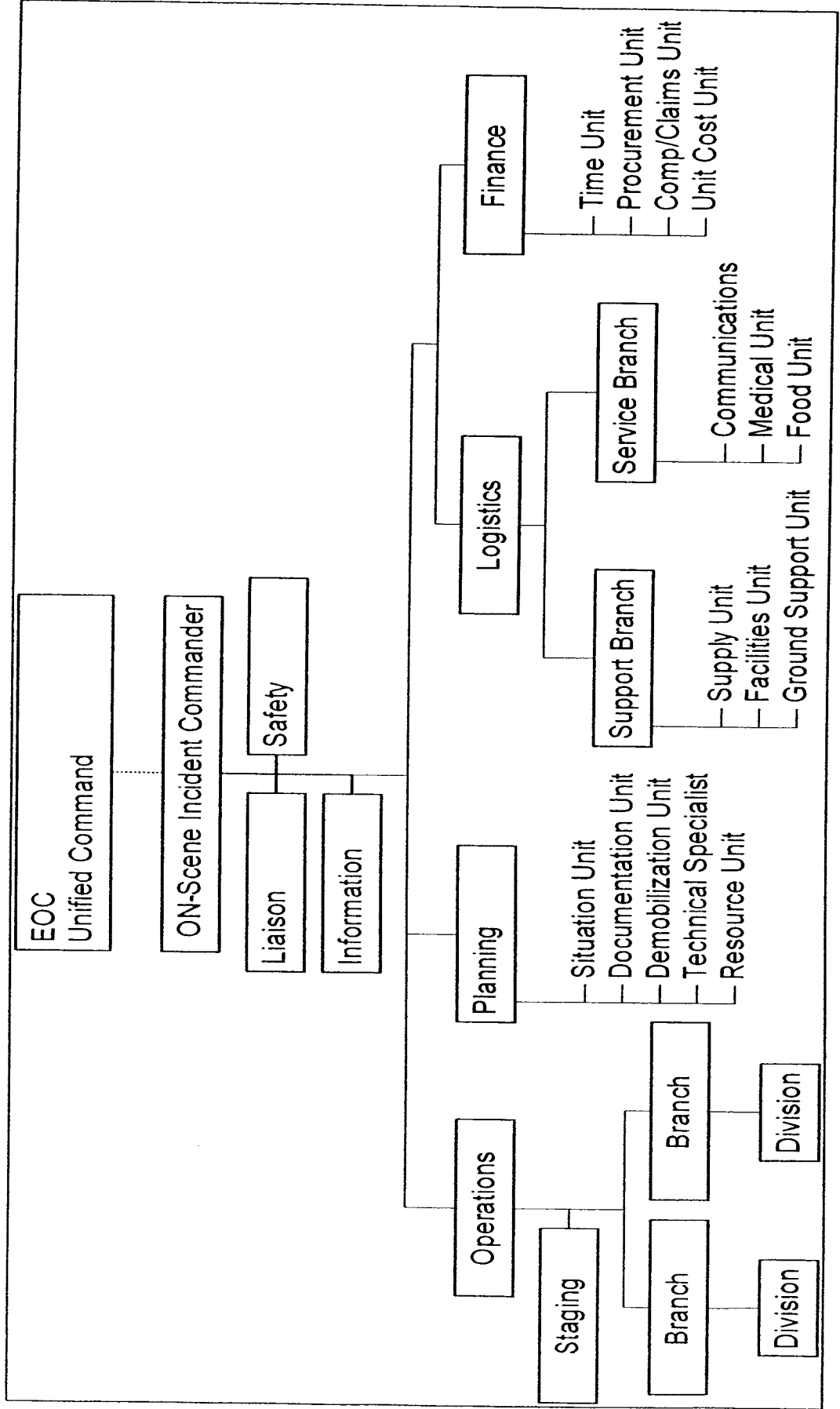
The employees will be reminded that we belong to a network of healthcare providers, and we are an important part of our community's safety net. We need to reach out to others to help, including supporting our colleagues and coworkers and community outreach efforts to help respond to the infectious event.

Summary of Important Steps for Mental Health Workers:

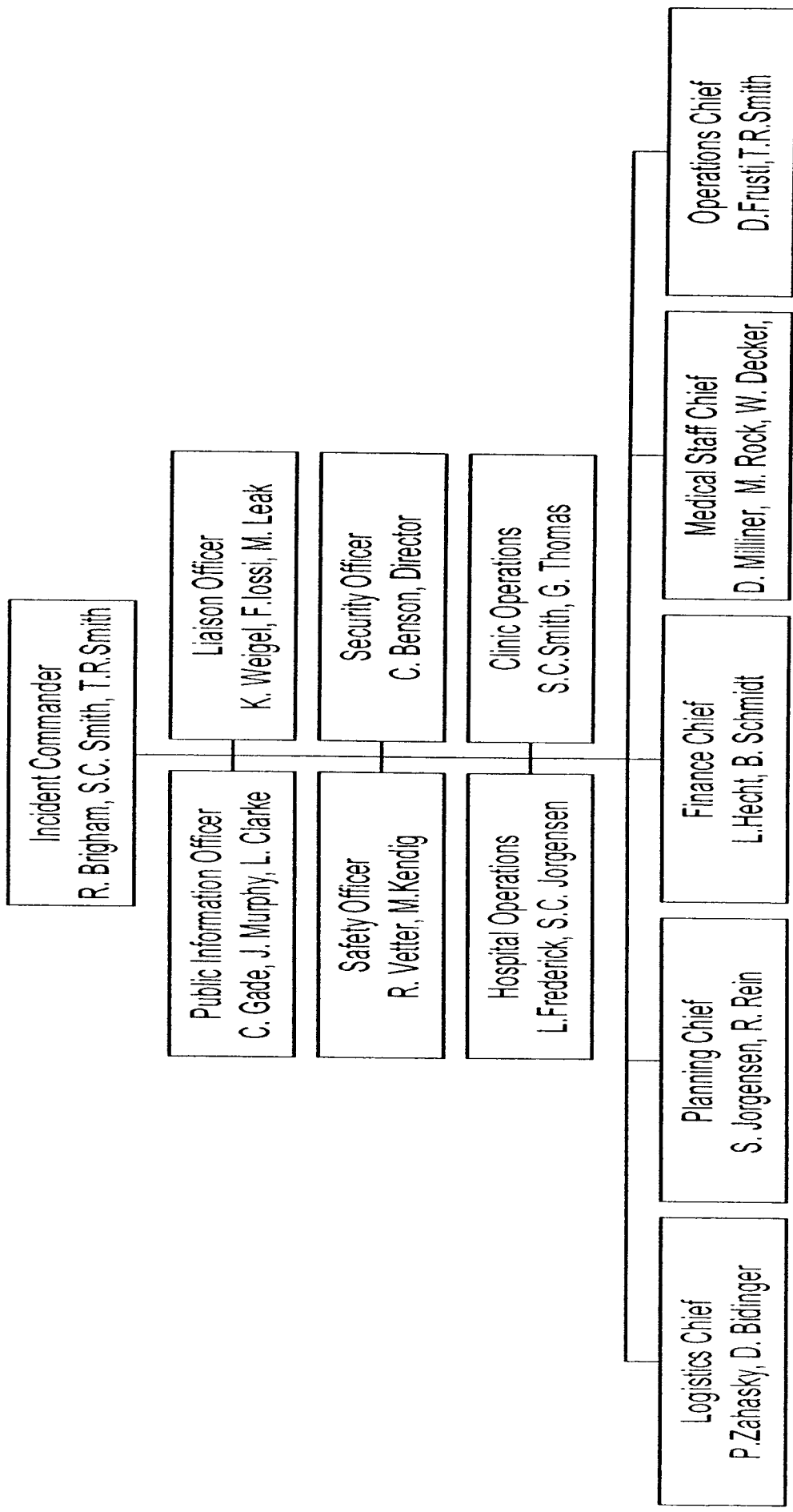
PROTECT: Help preserve survivors' and workers' safety, privacy, health, and self-esteem.
DIRECT: Get people where they belong; help them to organize, prioritize, and plan.
CONNECT: Help people communicate supportively with family, peers, and service providers.
DETECT: Screen, triage, and provide crisis care to those at-risk for severe problems.
SELECT: Refer people to health, spiritual, mental-health, social, and financial services.
VALIDATE: Use formal and informal educational opportunities to affirm the normalcy and value of each person's reactions, concerns, ways of coping, and goals for the future

From www.ncptsd.org

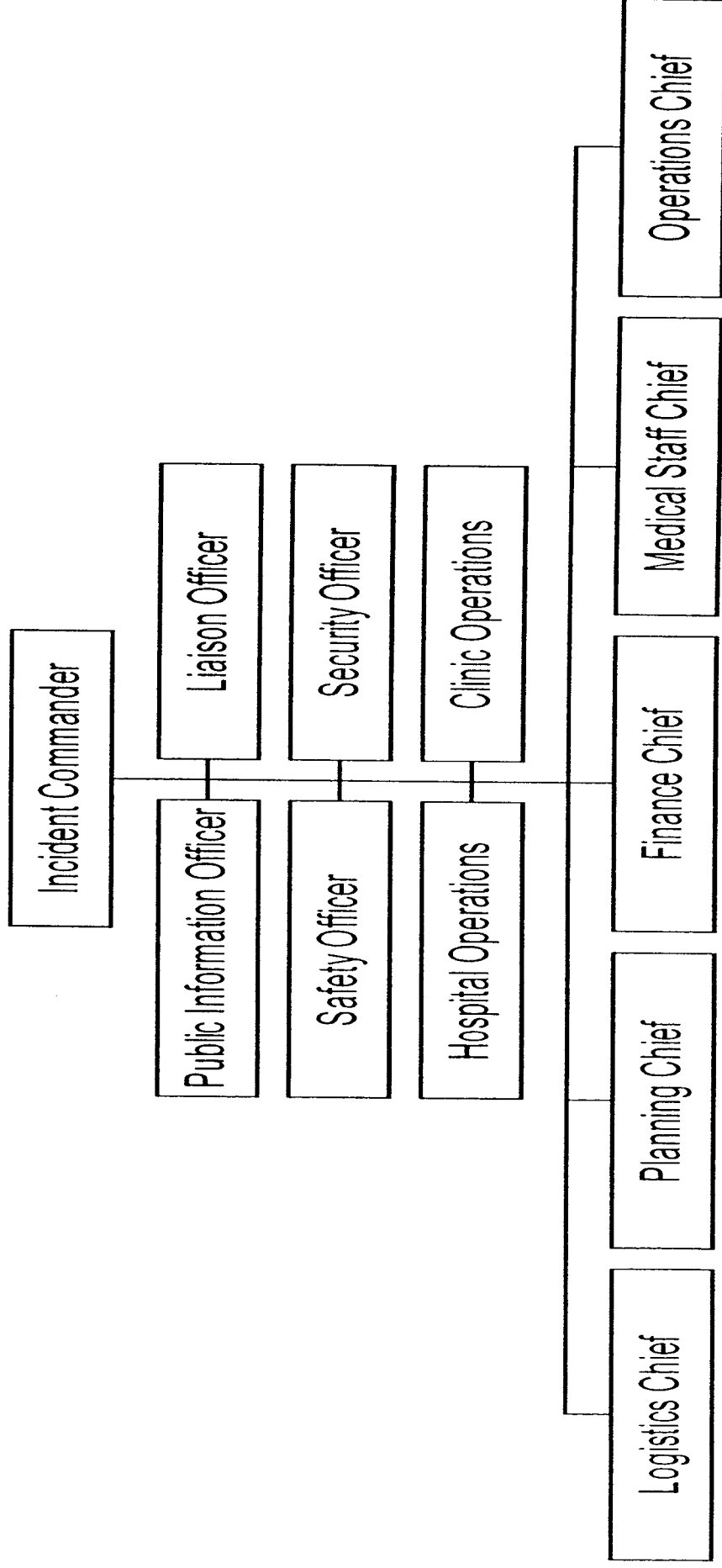
Minnesota Incident Management System Model (MIMS)



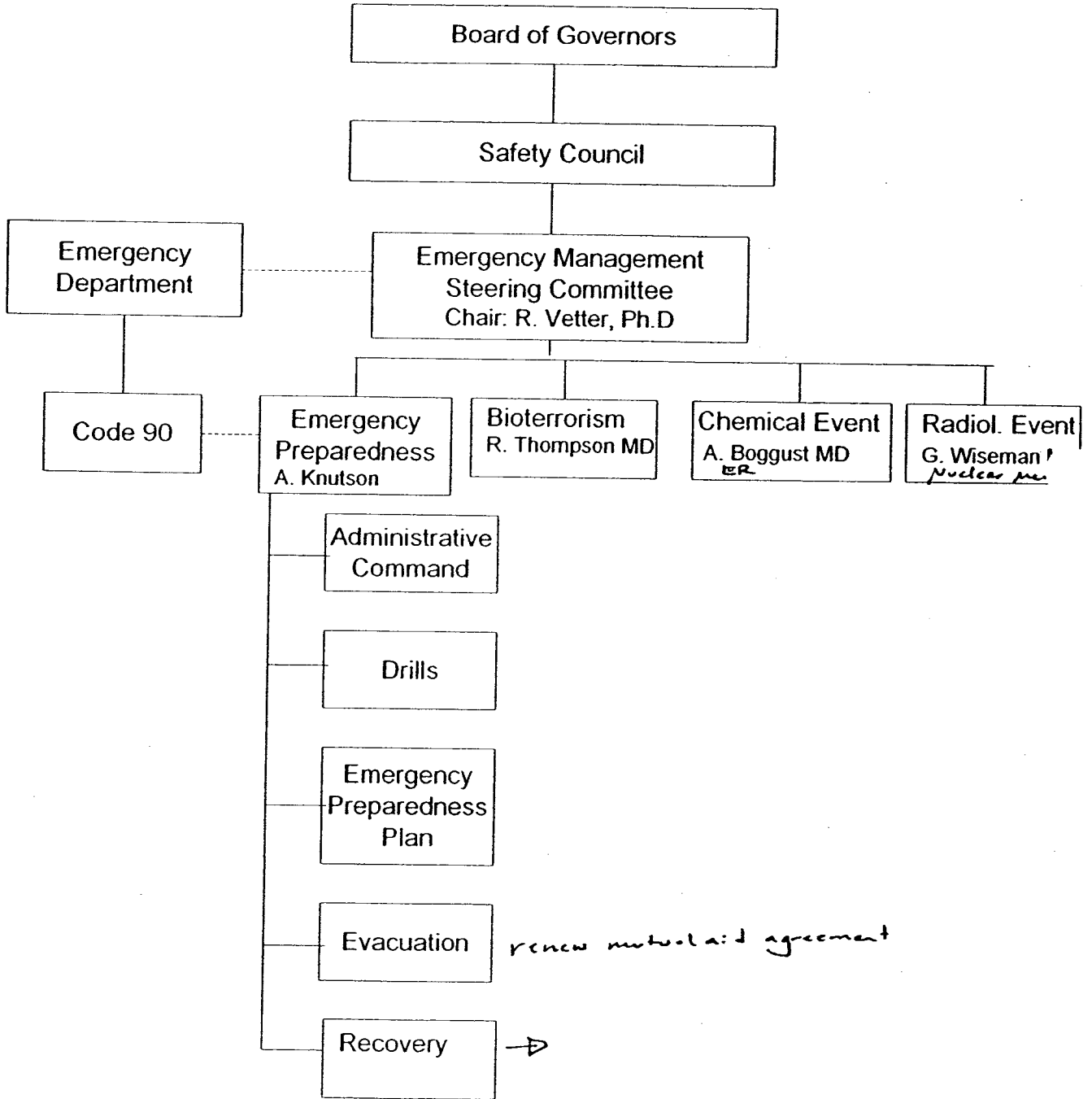
Mayo Emergency Incident Command System



Mayo Emergency Incident Command Structure = MEICS



Emergency Management Plan



BIOTERRORISM and INFECTIOUS DISEASE EMERGENCY
RESPONSE COMMITTEE (BIDER).

CHARGE: To develop a plan that assures immediate and coordinated management of bioterrorism related illnesses or environmental contamination events, as well as naturally occurring disease outbreaks.

To define training and resources necessary to implement the plan.

BIDER COMMITTEE

Work Groups for Biologic Agents

Environment and Security Team
Hospital Capacity and Placement Team
Emergency Staffing Team

Education Team
Pharmacy Team
Supply and Equipment Team

Communication Team
Emergency and Acute Care Team
Infection Control and Public Health Team

Pathology and Mortuary Team
Clinical Microbiology Team
Department of Medicine Team

Emotional Support and Stress Management

} Existing group for other disasters.

BIDER COMMITTEE

Work Team Concept

Review Mayo Plan and other Sources for concepts
Determine Team issues, coordinate with other teams
Develop details of a plan for preparedness
 More than one alternative may be offered
Develop details of a response to an event
 More than one alternative may be offered
Infection Control will write the Plan
Participate in drills and actual practices
Help activate Plan during an event and modify response

Olmsted County Public Health
Emergency Response Plan

Continuous Surveillance

Continuous Surveillance
Medical, Environmental,
Animal

Results

1. Decide that unusual event has occurred.

Activate

Active Investigation

Expanded Surveillance
Medical, Environmental,
Animal

Medical Diagnosis

Epidemiological
Investigation

Criminal
Investigation

Results

2. Decide that major health event is occurring
3. Decide on potential cause and population at risk
4. Decide on medical prophylaxis and treatment measures
5. Decide on appropriate activation of modular emergency medical system and other response functions

Key Decisions

Activate

Emergency Response

Emergency Management
Operations

Residual Hazard
Assessment, Mitigation,
and Re-entry

Control Affected Area/Population
Physical Control
Emergency Public Information

Care of
Casualties

Logistics and
Resource Support

Continuity of
Infrastructure

Family Support
Services

Recovery

Mass Prophylaxis
and Quarantine

Fatality Management

Judy Voss,

TITLE: Family Support

PURPOSE: To have a local emergency response plan for family support services

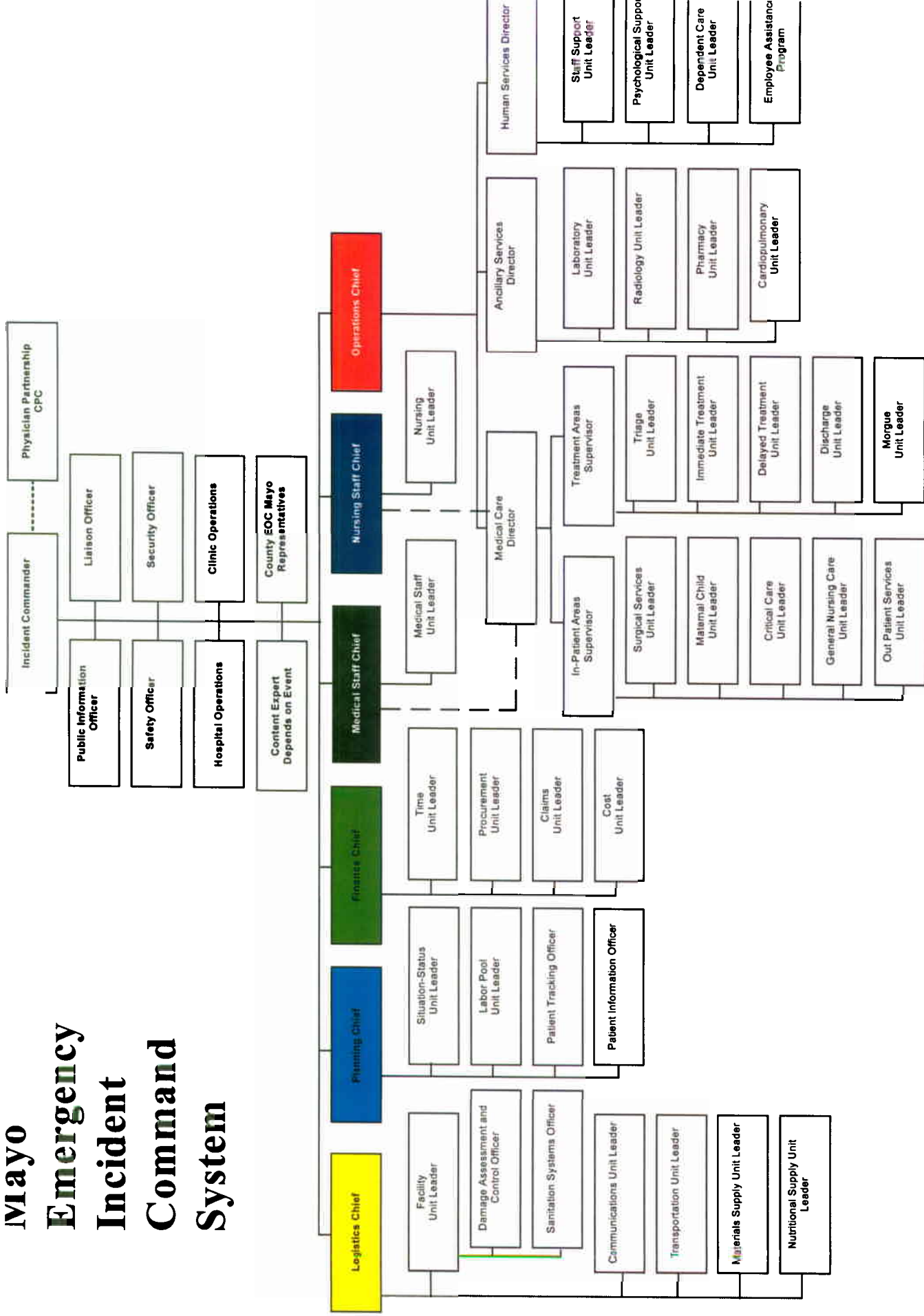
RESPONSE STRATEGY	RESPONSIBILITY
1. Use existing public information systems to provide family support services information to the community	Basic Plan—communication—PIO
2. Implement central coordination of volunteer service organizations	Community Services
3. Provide family non-medical assistance service	Red Cross
4. Conduct next of kin notification - death	Coroner
5. Conduct next of kin notification – injury/illness	Medical personnel
6. Perform crisis counseling	Red Cross—pastoral volunteers Salvation Army
7. Provide logistic support to families	Red Cross—family service center Salvatin Army
8. Provide legal services	Social services—refer to legal assistance of OC Victims Assistance
9. Provide insurance information and assistance	Private insurance companies FEMA Red Cross
10. Provide translation services <i>Including printed material Visual/hearing impaired</i>	Mayo OCPHS IMAA Citizens School District
11. Seek State Department liaisons for foreign victims	Federal government
12. Implement state/federal assistance programs	FEMA

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<p>13. Activate/operate disaster assistance center</p>	<p>Red Cross Salvation Army</p>
<p>14. Provide temporary housing assistance</p>	<p>Red Cross Salvation Army Social services—refer to local resources National Guard</p>
<p>15. Provide individual and family financial assistance</p>	<p>FEMA Red Cross Salvation Army</p>
<p>16. Conduct community memorial services</p>	<p>Red Cross Pastoral volunteers Salvation Army</p>
<p>17. Provide grief counseling</p>	<p>Red Cross Pastoral volunteers Salvation Army</p>

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Mayo Emergency Incident Command System



PSYCHOLOGICAL SUPPORT UNIT LEADER

Positioned Assigned To: _____
You Report To: _____ (Human Services Director)
Operations Command Center: _____ Telephone: _____

Mission: Assure the provision of psychological, spiritual and emotional support to the hospital staff, patients, dependents and guests. Initiate and organize the Critical Stress Debriefing process.

Immediate

- _____ Receive appointment from Human Services Director.
- _____ Read this entire Job Action Sheet and review the organizational chart on back.
- _____ Put on position identification vest.
- _____ Receive briefing from Human Services Director; assist in development of subsection action plan. Designate time for follow up meeting.
- _____ Establish teams composed of staff, clergy and other mental health professionals to support the psycho-social needs of the staff, patients and guests.

Intermediate

- _____ Designate a secluded debriefing area where individual and group intervention may take place. Coordinate with Staff Support Unit Leader.
- _____ Appoint psychological support staff to visit patient care and non-patient care areas on a routine schedule.
- _____ Meet regularly with all members of the Human Services Subsection.
- _____ Assist the Staff Support Unit Leader in establishment of staff information/status board (situation, disaster update, hospital activities).

Extended

- _____ Advise psychological support staff to document all contacts.
- _____ Observe psychological support staff for signs of stress and fatigue. Arrange for frequent, mandatory rest periods and debriefing sessions.
- _____ Schedule and post the dates and times for critical stress debriefing sessions during and after the immediate disaster period.
- _____ Document all actions, decisions and interventions.

_____ Other con

To: Nurse Managers/ Supervisors/ Section Heads in Psychiatry

From: Sheila Jowsey, MD – CoChair; Biologic and Infectious Disease Emergency Response (BIDER) Taskforce on Emotional and Spiritual Response; and Gabrielle Melin, MD.

Mayo Clinic has a comprehensive response to bioterrorism prepared by the Taskforce on Bioterrorism - the Biologic and Infection Disease Emergency Response (BIDER) Taskforce. In order to help you prepare for the mental health sequelae of a bioterrorism event, we are providing you with information on how to support your staff. Your staff will also be asked to provide services to patients, other employees, and possibly the community. It is important to remember that strong emotional responses are common at the time of a terrorist event and “psychiatric casualties” can easily outnumber medical casualties.

The enclosed information will help you know how to take care of yourself, provide mental health “first aid,” and assist with supportive counseling.

Practical suggestions for your work area include:

- Rotate personnel who are working in high stress areas (example: the ER, at a designated family support meeting place)
- Provide a break area with food and other supplies
- Rotate teams and encourage teams to share with one another
- Phase out workers gradually from high to medium to low stress areas
- Provide defusing sessions for workers as they go off duty

Your ability to master your own response to the terrorist attack and to support the mental health needs of your staff, patients and members of the community will improve greatly with reading and preparing ahead of time. Please read this information. Consider which staff members you would need to call upon in the event of a large-scale disaster.

Helpful web pages:

- www.ncptsd.org
- www.psych.org then go to disaster psychiatry icon
- www.redcross.org
- www.fema.org

Index:

1. Disaster Rescue and Response Workers.
2. Mental Health First Aid
3. Stressors Associated with Disaster Mental Health Work
4. Helping Survivors in the Wake of Disaster
5. Definition of Defusing Intervention
6. Defusing: A 6-Step Guide
7. Teaching Relaxation Techniques