

# **Workforce Challenges with Remote Work during a Pandemic and Beyond**

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# During Times of Crisis: Increase Communication!

New Title of CRO: Chief Reminding Officer

# COVID Response Team

- Included Executive Management, Safety and Infection Control
- Met M/W/F initially, then weekly
- Regular assessment of PPE inventory
- Ongoing development of COVID office protocols
- Ongoing development of telemedicine services
- Written Plan for Each Department, and Phase, posted for all access

# entralized Resources and Training

## Telemedicine

### *Zoom Info*

[How To - Setup Your Zoom Account](#)

[How To - Setup a Zoom Meeting](#)

[Zoom Tutorials](#)

### *Guides*

[Call Forwarding Instructions](#)

[Doxy Room Numbers](#)

[Doxy Tips Troubleshooting Guide](#)

[Scanning from Phone Instructions \(COMPANY PHONES ONLY\)](#)

[Support Staff Telemed Reference Tool](#)

[Support Staff Telemed Reference Tool](#)

[Telemedicine Assessment Guidelines: Client at Home and Provider in Clinic](#)

[Telemedicine Services Guidelines: Connecting from Home](#)

[Telemedicine Success Tips](#)

### *Videos*

[Clinicians - Telemed Updates \(SECTIONS: Overview - MD/APN staff - BSW/MSW staff\)](#)

[Support Staff - Telemed Updates](#)

[Telemedicine Tutorial Video](#)

### *Forms*

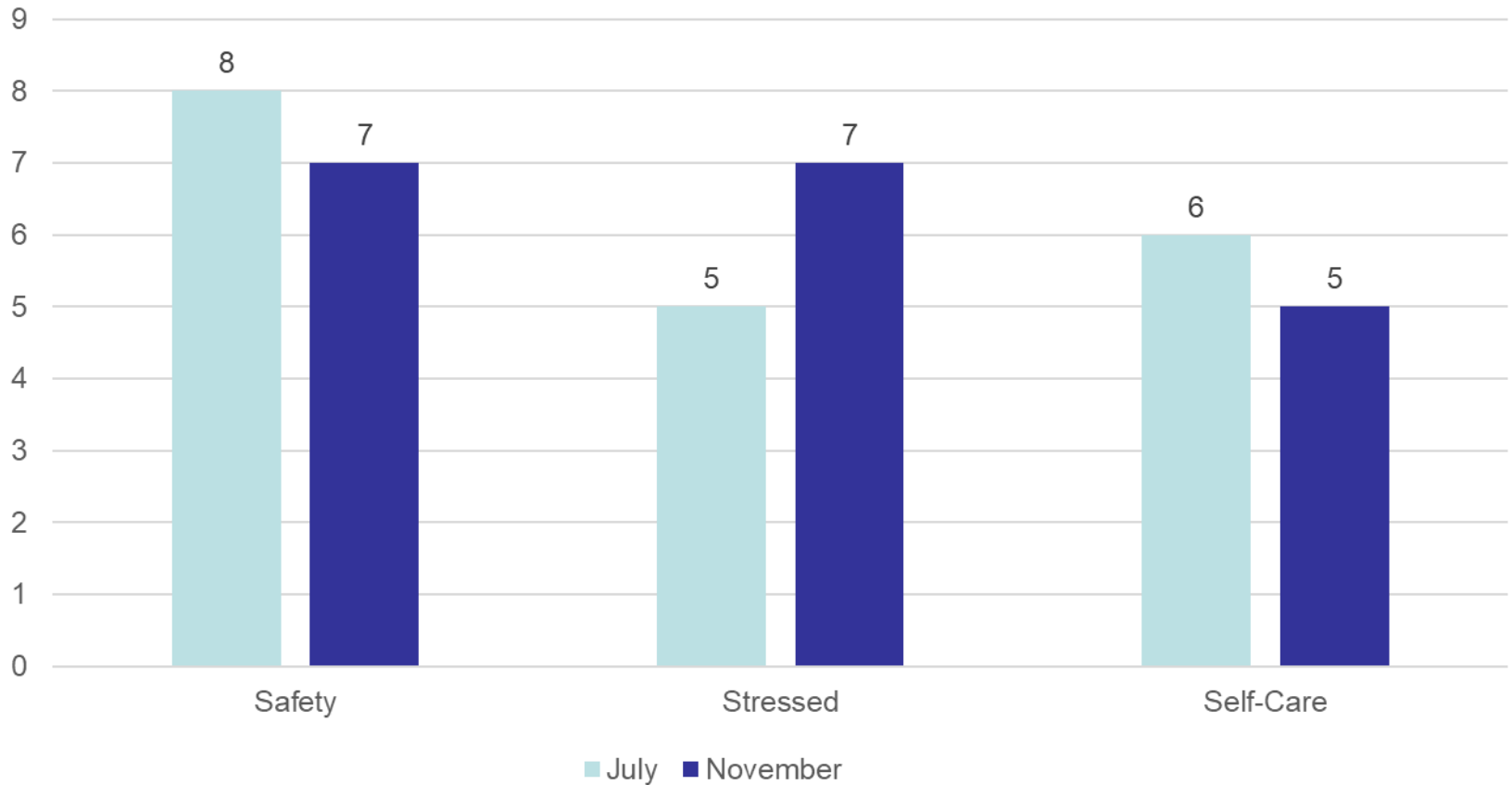
- [Client Financial Agreement](#)
- [Consent and Authorization for Cell Phone Reminders](#)
- [Consent for Telemedicine Services](#)

# Chief Reminding Officer

- Daily, then weekly Update Emails to include system wide updates, but also encouragement
- Self-Care updates
- Reminders about our mission, our grit, our focus

# Staff Temperature

Staff Responses (1 – 10)



# Resources for Self Care

## Staff Self-Care

### *Articles*

[Caution Fatigue/Quarantine Fatigue](#)

[Counseling in a Time of Covid-19: Counselor Self-Care](#)

[COVID-19: 5 Tips to Face Your Anxiety](#)

[COVID-19: When to Isolate](#)

[COVID-19: When to Quarantine](#)

[How to Protect Yourself and Others \(CDC\)](#)

[How to Handle Working From Home, Psychologically Speaking](#)

[Self-care for psychologists during the COVID-19 outbreak](#)

[Self-care advice for health-care providers during COVID-19](#)

[Taking Care of Your Emotional Health](#)

[Tips for Staying Well while Working from Home](#)



# Training and Mentoring

# Virtual Group Supervision



SOUTHWESTERN BEHAVIORAL HEALTHCARE IS STARTING A NEW SERIES OF SUPPORT AND COLLABORATION MEETINGS THAT WILL BE OCCURRING ON TUESDAYS AT NOON VIA ZOOM. THEY WILL BE WORKING LUNCHES FOR STAFF.

1 <sup>ST</sup> TUESDAY	DBT PCM/SUPERVISION WITH WENDY JAMES
2 <sup>ND</sup> TUESDAY	PROLONGED EXPOSURE SUPERVISION WITH ELIZABETH ARNOLD
3 <sup>RD</sup> TUESDAY	ADDICTION PCM/SUPERVISION WITH KEVIN GROVES
4 <sup>TH</sup> TUESDAY	CHILD AND FAMILY - COMING SOON

# Access to EBP

## Treatment Materials

[Addictions Treatment Homework](#)

[Anger Management For for Substance Abuse and Mental Health Clients](#)

[Assessment Scales](#)

[CRAFT](#)

[Cognitive Behavioral Therapy for PTSD: A Program for Addiction Professionals \(Hazelden\)](#)

[Living in Balance: A Hazelden Series](#)

[Matrix Model Handouts \(Hazelden\)](#)

[Matrix Model Criminal Justice Handouts \(Hazelden\)](#)

[Matrix Model Counselor Treatment Manual with Handouts \(Samhsa\)](#)

[Matrix Model Family Education Counselor's Manual \(Samsha\)](#)

[Mindfulness-Based Relapse Prevention](#)

[Seeking Safety](#)

# Quick Start Training

In anticipation of staff shortage, gathering a back up list of system wide staff willing to work in residential setting

Provide a Quick Start manual and training on how to be a tech in a residential setting

Offered relief during times of quarantine, rather than relying on managers to fill in gaps

# Team Meetings

Virtual Team meetings allow for more frequent, brief check ins

Increase in auditing with rapid turn to telemedicine services

Monitoring quality and competency of staff working virtually from office or home

# Deploy the Fun Squad!

- Funny dress days
- Friendly competitions
- Games
- Zoom social hours
- Fun facts emails to get to know staff better

# Staff is Our Most Valued Resource

- Centralized Inventory and Ordering of PPE and stocked up for the winter whammy of Flu/COVID
- Solicited community to make fabric masks for staff and clients....100's arrived
- Hazard pay
- Encouraged EAP, Mental Health Days
- Weekly CRO email of this marathon and benefit of small frequent self care

# Flexible Work Policy

- Created policy to allow for fair application of working from home, and varying schedules
- Allowed Site Managers to manage open offices while still providing virtual care
- Staff appreciation of ability to set a “new normal” for the long haul, rather than taking this week to week



# Resililencing (v)

- Anticipate Problems
- Improvise Quickly
- Learn over time
- Repeat

We are still meeting  
and still learning...

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