

Our Movement. Our Moment.

#NAMICON19



**2019 NAMI
National
Convention**
JUNE 19–22 • SEATTLE

NAMI Connects:

How to Implement and Secure Funding for The Next Level of Care in a Hospital Setting



Meet The Team



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Meet The Team



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OVERVIEW

NAMI Connects is a program in the Emergency Department at Hoag Memorial Hospital Presbyterian, Newport Beach that intends to provide an extra level of care to mental health patients and their family members. This additional level of care combines empathetic listening, sharing of personal stories regarding mental illness, and the distribution of pertinent resources to patients and their family members. The purpose of this program is to aid the patients and their family members to engage in their own healing process, to restore hope, and to improve the overall quality of patient care at Hoag Hospital.



NAMI CONNECTS VS NAMI IN THE LOBBY

NAMI CONNECTS

- Inside the **Hospital**
- Works directly with **patients** and **families**
- Works alongside **clinical hospital staff**
- **Hired** employees
- Trained by both **NAMI** and **Hospital staff**

NAMI IN THE LOBBY

- In the **lobby** of the Hospital
- Works only with **families**
- Does not collaborate with **clinical staff**
- **Volunteer** based
- Trained by **NAMI**



Key Components of the NAMI CONNECTS Program

PATIENT AND FAMILY MEMBER INTERACTIONS

- **Empathetic** listening
- Promote **positive feelings** towards engaging in mental health services
- **Validate** and **normalize** feelings of fear and confusion through **shared experience**
- Incite **hope** and encourage **recovery**
- Connect with appropriate **resources**

CHARTING PROCESS

- Thoroughly **document** all interactions
- Include **metrics** such as length of interaction, quality of interaction, and amount of resources distributed
- Share weekly-and-monthly **outcome reports** with key hospital staff

Key Components of the NAMI CONNECTS Program

FINDING APPROPRIATE RESOURCES

- Ask patients and/or family members what *they* need
- Listen for context clues for what the patient and/or family member might *want* or *benefit from*
- Search from a database of vetted and local community resources

DATA COLLECTION FOR FOLLOW-UPS

- Collect patient contact information for Follow-Up interactions
- Collect patient satisfaction data during initial interactions and Follow-Up interactions



BENEFITS OF NAMI CONNECTS

PATIENTS/FAMILY MEMBERS

- Feels **understood** and heard
- Feels less alone and more **supported**
- Has a **plan** post-discharge
- Better **health outcomes**
- Less **intimidated** by clinical staff
- Can share their story without **time** limitations

CLINICAL STAFF

- Does not have to spend **excess time** comforting patient or family member
- Able to **focus** on other patients
- Better **cooperation** from patients
- **Less taxing** emotionally when put in crisis situation
- Improved **patient outcomes**
- Improved **customer satisfaction**

WHO ARE FAMILY MENTORS?



- Qualifications for employment
 - Hospital and NAMI Requirements (e.g. Drug and TB testing)
 - Non-licensed staff recommended
- Empathetic, trained individuals with a passion for mental health
- People who have lived experience with mental illness and/or loved ones with mental illness
- Stigma-Free and professional mentors who provide family members and patients with an extra level of care
- Caring individuals who want the best for the patient, family, clinical staff, and hospital

BENEFITS OF HIRED STAFF

Reliability

Hired staff is more likely to be prompt

- Hired staff is able to commit to a set schedule
- Hired staff is more likely to have steady and consistent quality of work
- Less turnover when compared to volunteers
- Hired employees become familiar with hospital settings and staff, increasing the confidence in hospital staff to promote their services.
- Less absenteeism when compared to volunteers

Training

- NAMI can provide more in-depth training without the fear of volunteer turnover
- Employee qualifications and education
- Maintains mode fidelity

Passionate about Mental Health

- NAMI can hire staff that are already passionate about Mental Health
- NAMI can be more selective with the hiring process
- NAMI can hire employees that have familiarity with NAMI programs and services

DAILY FUNCTIONS OF A FAMILY MENTOR



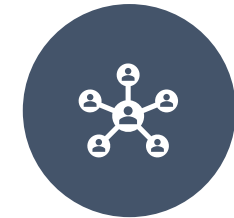
LISTEN TO THE STORIES OF
PATIENTS AND FAMILY
MEMBERS



EMPATHIZE AND VALIDATE
THE PATIENTS AND FAMILY
MEMBERS



SHARE PERSONAL
EXPERIENCES REGARDING
MENTAL ILLNESS



CONNECT FAMILY MEMBERS
AND PATIENTS WITH
CUSTOMIZED RESOURCES
PERTAINING TO THEIR
SITUATIONS



THOROUGHLY CHART
INTERACTIONS WITH FAMILY
MEMBERS AND PATIENTS



TRACK PATIENT AND FAMILY
MEMBERS' PROGRESS AND
ENGAGEMENT WITH
RESOURCES POST-
DISCHARGE "FOLLOW UP"

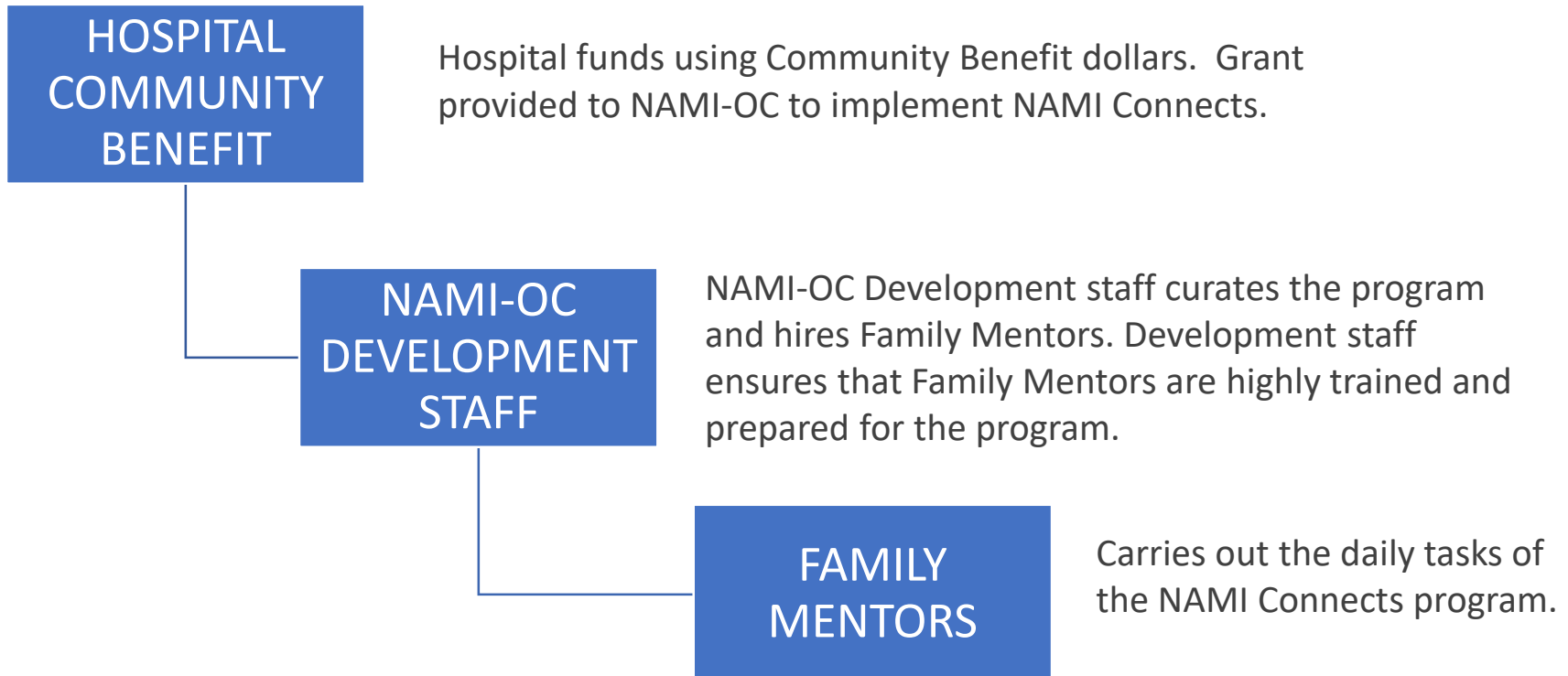


TRACK PATIENTS AND
FAMILY MEMBER
SATISFACTION THROUGH
FORMS AND SURVEYS



SERVES AS A PEER EXPERT
AND PROVIDES INSIGHT TO
HOSPITAL STAFF MEMBERS
ABOUT THE PATIENT
EXPERIENCE AND
PERSPECTIVE

ORGANIZATIONAL CHART





6/19/2019

HOSPITAL BENEFITS FOR FUNDING NAMI CONNECTS

- Mental Health has been identified as a Priority Area in our Community Benefit - Community Health Needs Assessment.
- NAMI Connects allows our hospital to be better equipped to serve our community with mental health needs especially those is acute psychiatric distress
- Short term benefits:
 - Additional support for hospital staff, improved patient outcomes, improved customer satisfaction
- Long term benefits:
 - Decrease in re-admission rates, increase in utilization of more appropriate community resources (including upstream), improved community mental health status



- **151** Post-Discharge Engagements from September 2018-April 2019
 - **85** Follow Up engagements with Family Mentors
 - **66** NAMI program Engagements
 - 32 Peer Connector
 - 24 Family-to-Family
 - 10 Support Groups
 - Warmline and Peer-to-Peer data currently being tracked; Anticipate major increase in engagement

Successes and Outcomes



Learnings

- Ensure proper “Roll-Out” of program
 - **Educate** and **involve** hospital staff before program implementation
 - Prepare hospital staff to maximize **trust** and **acceptance**
 - Identify staff “**champions**” of program
- Appropriate data tracking and measurement procedures are implemented at the start of program

TESTIMONIALS

“In all the years of dealing with this, no one has ever reached out to ME. Thank you.”

-Family Member

“You were my favorite hospital staff member that I saw during my stay”

-Patient

“You helped me feel more safe and understood than anyone else”

-Patient

““We wouldn’t know what to do next if you hadn’t been here”

-Family Member

“I am so happy I brought my father to Hoag. I was unaware that they offered this service”

-Family Member

“Thank you for actually listening to me”

-Patient

Contact



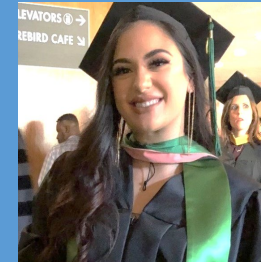
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