NAMI Connects:
How to Implement and Secure Funding for The Next Level of Care in a Hospital Setting
Meet The Team

Amy Durham, Director of Development NAMI-OC

Rocio Vega Valencia, LCSW
Meet The Team

Dr. Neftali Pereda, PsyD

Aisha Khan, MPH
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

<table>
<thead>
<tr>
<th>NAMI CONNECTS</th>
<th>NAMI IN THE LOBBY</th>
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<tbody>
<tr>
<td>• Inside the Hospital</td>
<td>• In the <strong>lobby</strong> of the Hospital</td>
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<tr>
<td>• Works directly with patients and families</td>
<td>• Works only with <strong>families</strong></td>
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<tr>
<td>• Works alongside clinical hospital staff</td>
<td>• Does not collaborate with <strong>clinical staff</strong></td>
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<tr>
<td>• Hired employees</td>
<td>• <strong>Volunteer</strong> based</td>
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<tr>
<td>• Trained by both <strong>NAMI</strong> and Hospital staff</td>
<td>• Trained by <strong>NAMI</strong></td>
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Empathetic Listening

Resource Navigation

Inciting Hope

Follow-Up Consultations

Validate Experiences

Promote Engagement in Treatment/Services

Patient Wellness
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
Hospital funds using Community Benefit dollars. Grant provided to NAMI-OC to implement NAMI Connects.

NAMI-OC Development staff curates the program and hires Family Mentors. Development staff ensures that Family Mentors are highly trained and prepared for the program.

Carries out the daily tasks of the NAMI Connects program.
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 in 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.
Successes and Outcomes

- **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
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
"In all the years of dealing with this, no one has ever reached out to ME. Thank you."
- Family Member

"You helped me feel more safe and understood than anyone else"
- Patient

"You were my favorite hospital staff member that I saw during my stay"
- Patient

"I am so happy I brought my father to Hoag. I was unaware that they offered this service"
- Family Member

"We wouldn’t know what to do next if you hadn’t been here"
- Family Member

"Thank you for actually listening to me"
- Patient
Contact

AMY DURHAM-ADURHAM@NAMIOC.ORG

ROCIO VALENCIA-VEGA-ROCIO.VALENCIAVEGA@HOAG.ORG

NEFTALI PEREDA-DR.NPEREDA@SEASON5.ORG

AISHA KHAN-AKHAN@NAMIOC.ORG
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