Delivering virtual counseling and care to post-secondary students
<table>
<thead>
<tr>
<th>Topic</th>
<th>Speaker(s)</th>
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<tr>
<td>Welcome and Intro</td>
<td>Marija Padjen, Peter Cornish</td>
<td>11:00 – 11:15</td>
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<td>Systems Perspective on Virtual Care</td>
<td>Vera Romano, Giovanni Arcuri, Cheryl Washburn, Alexia Jaouich, David Pilon</td>
<td>11:15-11:45, Q and A: 11:45-12:10</td>
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<td>Break</td>
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<td>12:10-12:25</td>
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<td>Culture change</td>
<td>Cheryl Washburn, Dana Carsley</td>
<td>12:25-12:55, Q and A: 12:55-1:10</td>
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<td>Front line clinical staff perspective tips and tricks</td>
<td>Nikita Yeryomenko, Sandra Yuen</td>
<td>1:10-1:35, Q and A: 1:35-1:45</td>
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<td>Tying it all together</td>
<td>Peter Cornish</td>
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<td>Closing</td>
<td>Marija Padjen</td>
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Preparedness Plan

1. Planning assumptions
2. Emergency access to information and systems
3. Critical activities and contingency plans
4. Leadership succession
5. Key internal dependencies
Preparedness Plan

6. Mitigation strategies

7. Contact information

8. Legal vetting and IT data security risk assessments

9. Billing considerations for medical doctors

10. Hub Re-configuration
Recommendations

- Build change agility, responsiveness and adaptability into the design
- Ensure contingency planning is part of all implementations
- Invest resources in staff training
- Invest in cloud-based solutions
- Provide students with regularly updated information
- Think outside-the-box
LAYING THE GROUNDWORK FOR VIRTUAL CARE

- Systemic approaches embedding health into all aspects of campus culture
  - Shifting the focus to pro-active, capacity building resources and tools, many of which are on-line
  - Increasing stakeholder engagement (mental health literacy, collective interest, buy-in)

- Stepped Care
  - Creating a framework for mental health resources across a continuum of care
  - Increasing stakeholder awareness of and openness to a range of levels of care
  - Increasing provider flexibility, comfort and adoption of multiple modalities of service delivery including phone, video and on-line.

- Collaborative systems of care that span campus and community resources
  - Supporting risk-management through the creation of a more comprehensive network of mental health resources and building effective clinical pathways for stepping up care as needed.
MANAGING RISK IN VIRTUAL CARE

• Unique challenge:
  ➢ Increased concern for students at risk due to isolation and disruption of daily life
  ➢ Decreased access to in-person mental health services
  ➢ Location of students (local, in/out of province, international)
  ➢ Professional guidelines/provider concerns regarding managing risk with virtual services
  ▪ Impact on risk tolerance and management
    ➢ Access to mental health services
    ➢ Screening/assessment processes
    ➢ Changes to clinical pathways
• Our priorities have shifted to staying home, staying healthy and coping well
• Commitment to student well-being
• Telehealth service delivery
• Electronic Health Record
• Promotion of service availability
• Cross-jurisdictional licensure for healthcare providers
• Dissemination of mental health and wellness expertise
Implementation Science and Stepped Care/e-mental health

Centre for Innovation in Campus Mental Health

June 23, 2020

Alexia Jaouich, Ph.D.
Director of Innovation and Implementation
Provincial System Support Program
When used alone, data shows these methods do not result in implementation as intended:

- Diffusion/Dissemination of information
- Training
- Passing laws/mandates/regulations
- Providing funding/incentives
- Organization change/reorganization

**Business as usual ≠ impact**

**Necessary But Not Sufficient**
The Implementation Gap

- EVIDENCE
- ADOPTED
- USED WITH FIDELITY
- SUSTAINED
- NOT ADOPTED
- NOT USED WITH FIDELITY
- NOT SUSTAINED
- NOT REPLICATED

(Schroeder, 2011)
Systems are more powerful than programs

New interventions do not always fare well in old organizational structures and systems.

Effective change requires systems change

McCarthey, Annie E. Casey Foundation, Adapted from Duda et al, 2012
The Water of System Change

FIGURE 1. SHIFTING THE CONDITIONS THAT HOLD THE PROBLEM IN PLACE

Six Conditions of Systems Change
- Policies
- Practices
- Resource Flows
- Relationships & Connections
- Power Dynamics
- Mental Models

Structural Change (explicit)
- (semi-explicit)
- Transformative Change (implicit)

Kania, Kramer, Senge, 2018
Formula for Success

EFFECTIVE INNOVATIONS  EFFECTIVE IMPLEMENTATION METHODS  ENABLING CONTEXTS

=  SOCALLY SIGNIFICANT OUTCOMES

(Fixsen and Blase, 2012)
Integrated & Compensatory Leadership Coaching Systems Intervention Facilitative Administration Decision Support Data System

Performance Assessment (Fidelity)

Leadership

Technical Adaptive

Selection Training Competency Drivers Organization Drivers

Support after training
On the job learning
Ability to promote e-mental health
Adequate training
Time for training
Belief in usefulness
Staff attitudes
Receptivity to the change
Openness to learning

Administrative, technical and training resources for change

Develop buy-in of model internally & externally
Change management process (e.g., organizational culture)

Training resources in fee for service model
Communication with referring organizations
Policies, procedures and structures (stepped-care)
Good tech interface

Client experience surveys; outcome monitoring; systems to track.

Tools to enhance and monitor fidelity
Thank You

Alexia Jaouich, Ph.D
Alexia.Jaouich@camh.ca
Culture

Intentional creation of platforms for community

- Team meetings
- Care conferencing
- Friday Cheers
- Hub Huddle
Culture

Staff capacity building

Group training

1-on-1 training

Coaching
Virtual Hub

http://www.mcgill.ca/covidsupport

Student Wellness Hub
Virtual Hub

https://www.mcgill.ca/wellness-hub/
Virtual Hub

ANNOUNCEMENTS

Offering Services Online

Check out the Art Hive Live: While We’re Apart, Let’s Make Art – Together!

The Student Wellness Hub is continuing to offer Art Hive Live! Join us on 10 Live for creative activities using materials you already have at home mind during this challenging time.

Make an Appointment with the Student Wellness Hub’s Dietitians!

During these times of uncertainty, it is important to remember the powerful role of nutrition. The Student Wellness Hub’s dietitians are available to connect with you virtually. Click here to make an appointment!
Virtual Hub via Facebook Live

Join us from anywhere for

**ZEN IN 10**

Daily online sessions

12:00 - 12:15

www.facebook.com/mcgillstuserv

14, 228 views!
Virtual Hub via Facebook Live

WHILE WE'RE APART, LET'S MAKE ART—TOGETHER!

ART HIVE LIVE

Join us for virtual studio sessions on Facebook Live facilitated by Dr. Maria Ezcurra Lucotti

MONDAY, WEDNESDAY & FRIDAY
4pm-5pm  mcgill.ca/x/Zt2

3,450 views!
Virtual Hub

https://www.mcgill.ca/covidsupport

COVID-19 VIRTUAL INFORMATION SESSION
WITH OUR NURSES FROM THE STUDENT WELLNESS HUB

Thursday May 14 & 28, 1:30pm - 2:30pm EST
No registration required
Virtual Hub

https://www.mcgill.ca/covidsupport

Managing Stress in Uncertain Times

Mondays and Wednesdays
Register at mcgill.ca/Covidsupport

Virtual Programming

- Managing Stress in Uncertain Times
- Yoga for Stress and Anxiety
- Mindfulness-Based Stress Management
- Active Listening
- CBT Workshop
- Sleep Skills
- Exercise for Wellness

We are also offering Facebook Live workshops that you can enjoy all summer long!

ZEN IN TO: Daily Relaxation Sessions on MCGILL Student Services

ART HIVE LIVE: Get Creative and Make Some Art with the MCGILL Art Hive Initiative (M, W, F)

Practitioners

Our team of professionals is available to support you:
- Doctors (General Practitioners)
- Nurses
- Dietitians
- Counsellors
- Psychiatrists
- Local Wellness Advisors working directly with the following faculties/populations:
  - Faculty of Agricultural and Environmental Sciences (Macdonald Campus)
  - Faculty of Arts
  - Faculty of Education
  - Faculty of Engineering
  - Faculty of Law
  - Faculty of Management
  - Faculty of Music
  - Faculty of Science
  - Varsity Athletics
  - Graduate & Postdoctoral Studies
  - International Students
  - Residences
Virtual Hub

https://www.mcgill.ca/covidsupport

Virtual Care Available to Students

Have a health question? Call us at 514-398-6017 to speak to a nurse! We are moving limited services online—click "Access Virtual Services" for more information.

Access Virtual Services  Virtual Workshops & Programming  Other Services Available (SLL)
Remote Learning Resources (TLS)  Support Off-Campus  Faculty/Staff Resources
Virtual Care Available to Students

Have a health question? Call us at 514-398-6047 to speak to a nurse! We are offering limited services online—click "Access Virtual Services" for more information.

- Access Virtual Services
- Virtual Workshops & Programming
- Other Services Available (SSL)
- Remote Learning Resources (TLS)
- Support Off-Campus
- Faculty/Staff Resources

Support off-campus during closure

COVID-specific Resources

The Ten Percent Happier podcast has multiple episodes dedicated to coping with anxiety, stress, relationships, and more during COVID-19.

- Coronavirus Anxiety Guide
- How to Actually Get Work Done at Home
- How to Care for Your Relationships, with Esther Perel
- How to Cope with Fear, with Tara Brach

Stop, Breathe and Think has developed a Calm Coronavirus Anxiety category in their app to help people feel more safe, centered and connected during this time.

- [https://www.stopbreathethink.com/](https://www.stopbreathethink.com/)

Take a look at this website, a useful resource to better support you in a global climate of uncertainty for your anxiety and your mental health. There are some meditation options available you can try for free, and frequently asked questions responded by mental health experts among some articles to help ease the stress you may be experiencing.

Important Announcements

Coronavirus Updates

Maple is one of many ways of accessing medical appointments, even when at a distance. We have worked with Blue Cross and Maple to eliminate up-front charges for international students covered by Blue Cross at [getmaple.ca/mcgavric](getmaple.ca/mcgavric).

Students with other health insurance plans may also use this service, however it is not currently covered by other insurers.
Building Resilience
e-counselling/psychotherapy: modifying your practice

1. Clinician readiness
2. New technology
3. Informed consent
4. First encounters
5. Appointment duration
6. Workshops and group therapy
7. In-person medical services
8. Managing urgent situations
9. Staff Support
10. Jurisdiction issues