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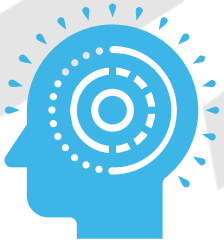
Caring through COVID-19

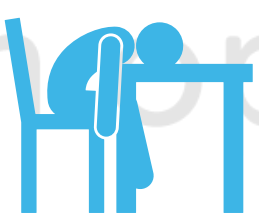
Closing the BH Treatment Gap: Overcoming Health Inequality

Nazlim Hagmann, MD
Medical Director



Anxiety

Depression



Job loss

Working remotely

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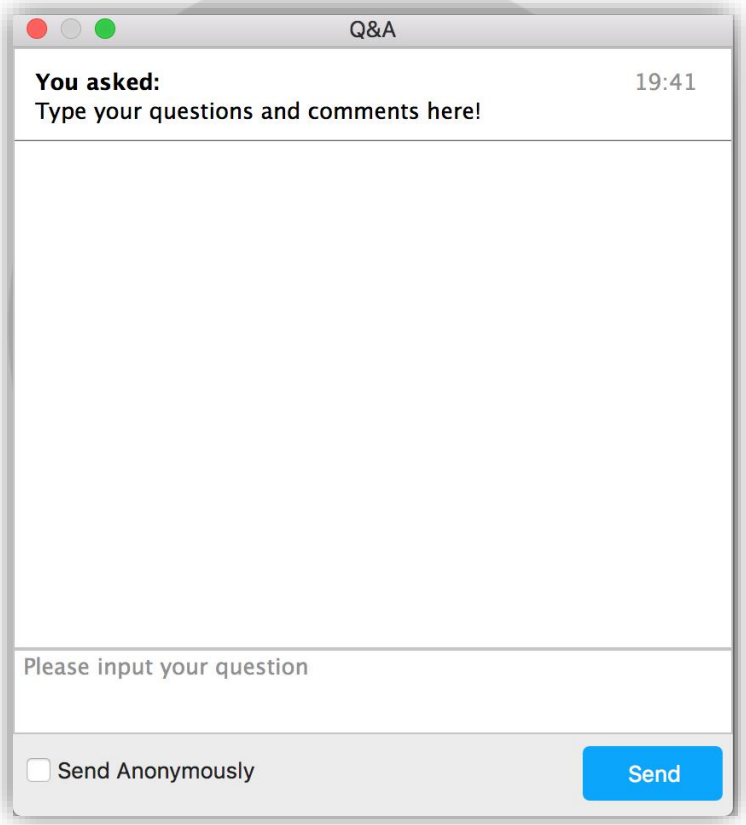
Housekeeping Items



1. Today's webinar is 1 hour including Q&A.
2. All participants will be muted during the webinar.
3. Polls will used during the presentation. Please answer to be part of the discussion.
4. Please use the Q&A function. We will monitor questions throughout and answer as many as possible at the end.
5. This webinar is being recorded and will be posted within 24 hours at www.beaconhealthoptions.com/coronavirus/ so you have continued access to the information and resources.

PLEASE NOTE: This presentation provides some general information that is subject to change and updates. It should not be construed as including all information pertinent to your particular situation or providing legal advice. We encourage you to consult with your legal counsel regarding the topics raised in this presentation.

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Today's speaker

Nazlim Hagmann, MD
Medical Director
Beacon Health Options

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Objectives

1. What contributes to health inequality in behavioral health?
2. What is bias and how does it contribute to stigma, discrimination and health inequality within the health care system?
3. What strategies exist to identify and overcome these internal barriers to equitable health care delivery?

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Chapter

01

What contributes to health inequity in behavioral health?

Our Commitment

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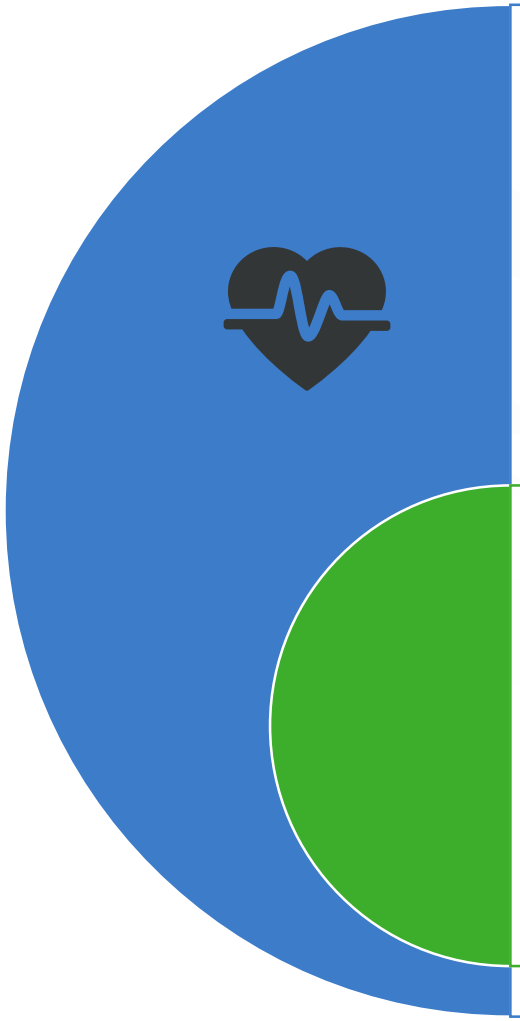
Why do so many with MI go without treatment?



People with mental illness have difficulty accessing mental health care, especially in comparison with physical health care.

Worldwide, more than 70% of individuals do not receive any mental health treatment.

Stigma and discrimination explain much of that treatment gap.

Stigma sometimes comes from within the healthcare system itself, preventing individuals with mental illness from seeking treatment, which can result in subpar physical health care. [1]

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Patient Experience

Individuals with mental illness sometimes feel “devalued, dismissed, and dehumanized” when receiving care.

- Exclusion from decisions
- Receiving subtle or overt threats of coercive treatment
- Being made to wait too long for treatment
- Receiving insufficient information about one’s condition or treatment options
- Being treated in a paternalistic or demeaning manner
- Being told they would never get well
- Being spoken to or about using stigmatizing language

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Disparities and Systemic Racism

Source: Joint Statement from the National Council for Behavioral Health and the National Association of State Mental Health Program Directors (NASMHPD) - National Council

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Chapter

02

What is bias? Stigma, discrimination and health inequality within the health care system

Our Commitment

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Impact of Bias on Accessing BH Care

Prejudice against people with MI

Lack of knowledge about treatability of MI

Inexperience around accessing Mental Health treatment

Expectations of discrimination against people with MI [3]

Individuals often do not seek care as a result

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McLean's Brain

Neocortex and Prefrontal Cortex (PFC): Executive Functioning	• What can I learn?
Limbic System: Emotions and Memory	• Am I Loved?
Brain Stem: Survival Functions	• Am I Safe?

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The Human Brain & Bias

- Brain cannot effectively process **11 million bits of information a second**
- Takes **mental short cuts**

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If you have a brain, you have a bias

Bias is rooted in the brain

Easy to recognize bias in others, hard to recognize in yourself [5]

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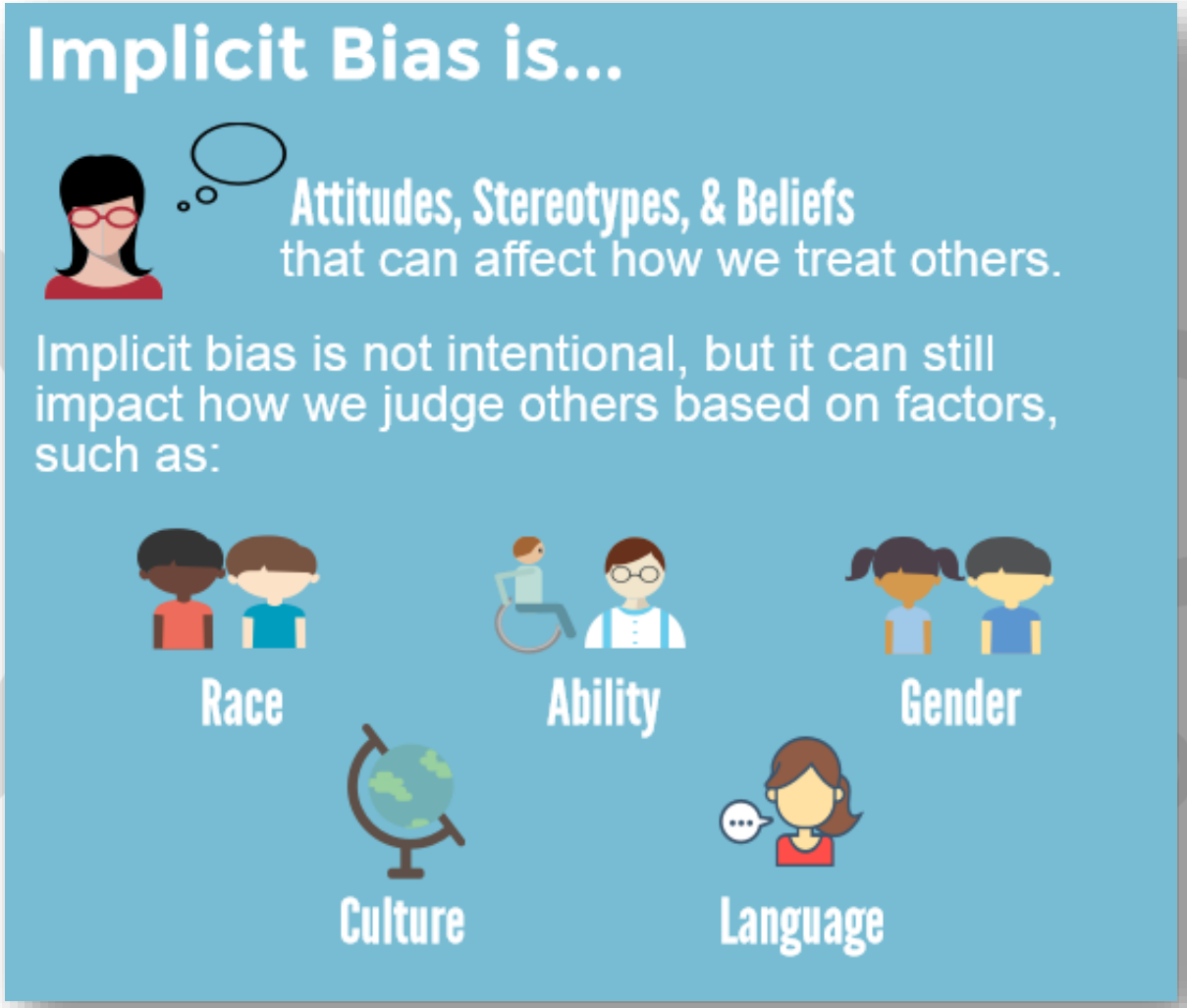
What is Implicit Bias?



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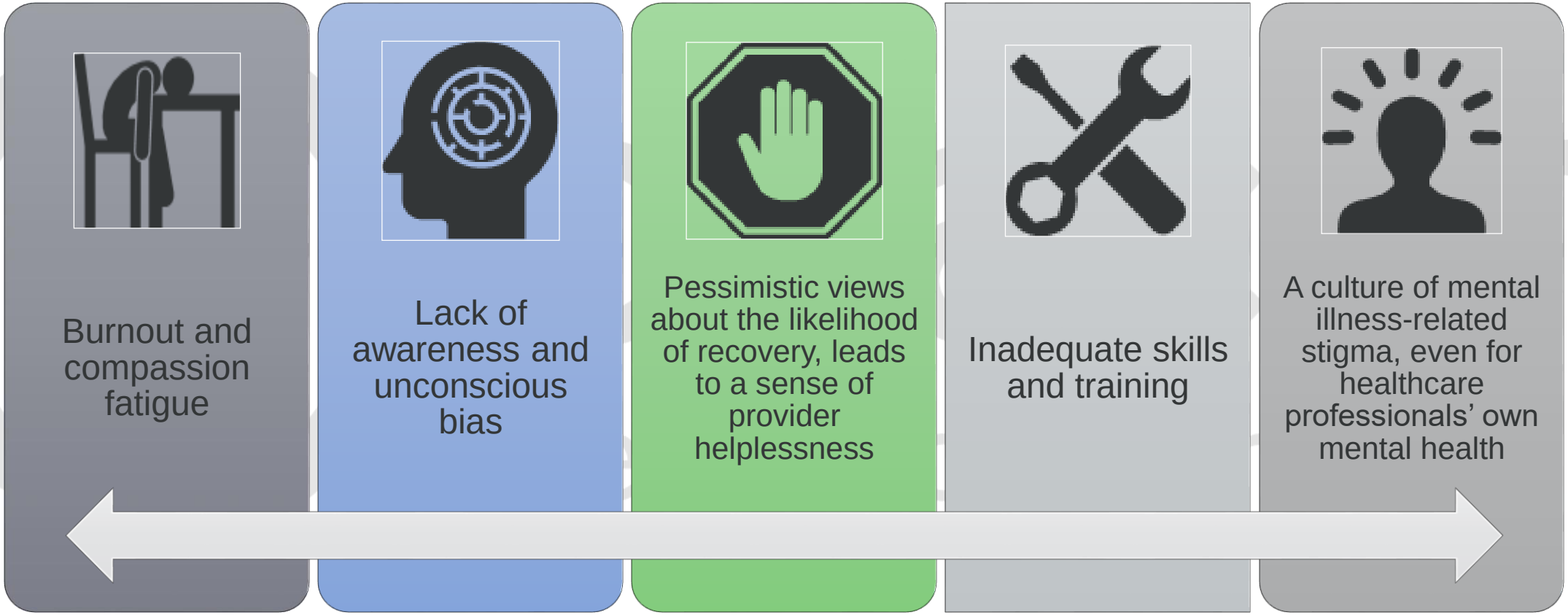
Unconscious Bias-Our Focus Today



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Bias in Daily Life

- ❑How is bias affecting the individuals you serve?
- ❑How is your agency serving or not serving those who are different?
- ❑Is anyone looking at potential policies, rules or procedures that may be keeping individuals out?
- ❑What are the effects of prejudice or stereotypes in your agency? [7]

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Microaggressions

Are the relatively minor offenses, insults, and experiences of exclusion that many people deal with every day.

- Using endearments
- Same behavior, different description
- Benevolent Sexism
- Underestimating
- Attribution Bias [7]

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Typical Suggestions

1. Improve Decision Making
2. Counter Stereotypic Imaging
3. Individuating
4. Perspective Taking
5. Intergroup Contact

(c) 2020 Pierluigi Mancini PhD

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Implicit Association Test

Free online tests on bias and prejudice

Project Implicit®

https://implicit.harvard.edu/implicit/

http://www.understandingprejudice.org/iat/

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But if those don’t work- what can we do?

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Chapter

03

Identifying and overcoming internal barriers to equitable health care delivery

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Bias can be caught when we are together- this is where we can make change!

- Prefrontal cortex allows us to broaden our attention outside of our own individual perspectives
- Collective curiosity and using different strategies dependent upon the type of bias [5]

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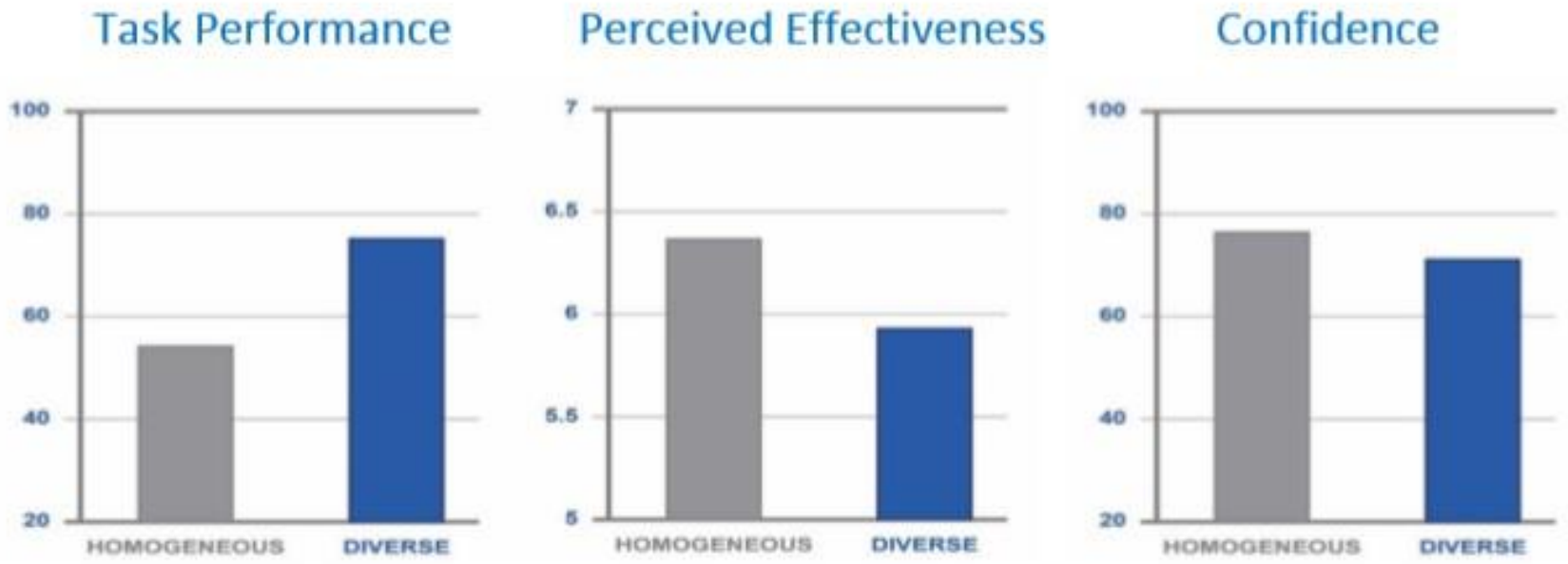
Diverse teams do better!



Source: Phillips, Liljinquist & Neal , 2009

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Team Actions

Normalize attempts to label and uncover bias

Show genuine concern for others

Recognize contributions of others even when they are not present

Engage in difficult team conversations

Hold yourself accountable before others [7]

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Why Is Engagement Important?

If you are not actively engaging, you are probably accidentally excluding

Build engaging habits → The work demands support → Reduces feelings of threat → Mitigates risk of burn out and vicarious trauma → Enhances the commitment of staff to the organization and the work → Strengthens the competency of all

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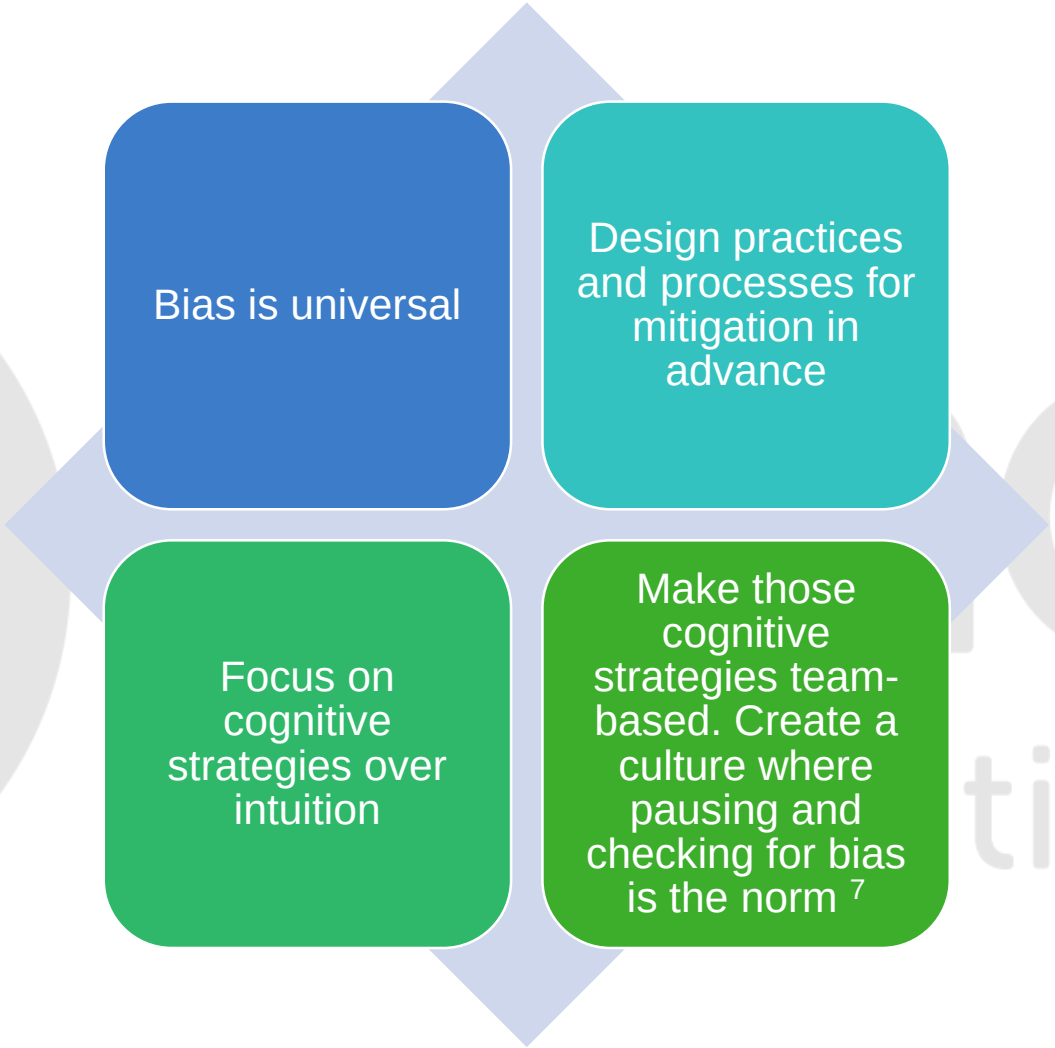
To mitigate bias through Teaming remember….



Source: Halvorson & Rock, 2015

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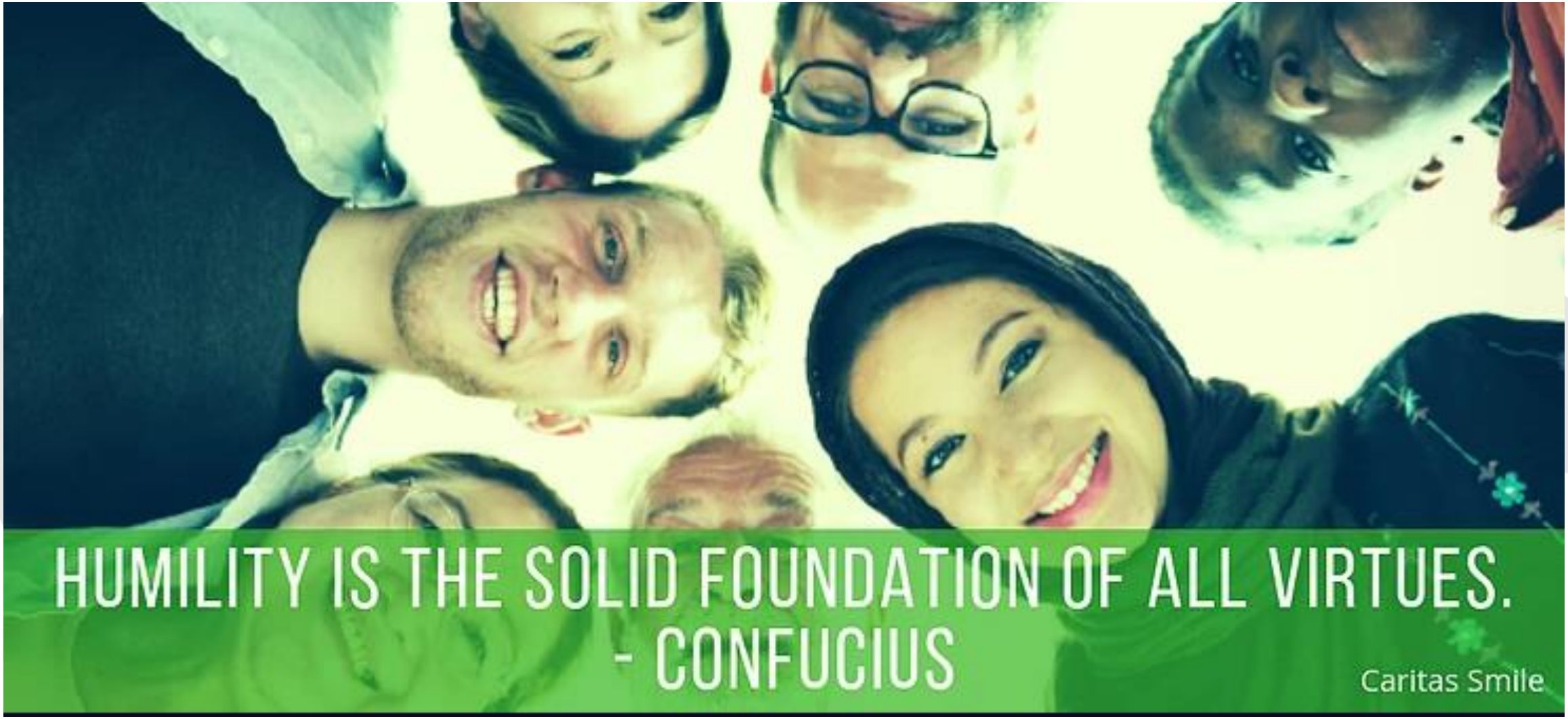

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Cultural Humility

Cultural Humility is another way to understand and develop a process-oriented approach to competency. [8]

> "the ability to maintain an interpersonal stance that is other-oriented (or open to the other) in relation to aspects of cultural identity that are most important to the [person]"
> Hook et al, 2013

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Strategies for Reducing Stigma

Research conducted in Canada suggests there are encouraging strategies for reducing stigma in healthcare settings, including organizational culture change and strong leadership support.

Cultural Change

- Training on “What to say” and “What to do”
- People with lived experience of mental illness as educators

Myth-Busting

- Help professionals overcome unconscious bias
- Role to play in recovery to help mitigate sense of professional helplessness

Effectiveness

- Develop stigma-reduction metrics
- Address the problem from a quality of care perspective

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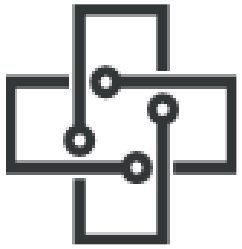
A Win-Win

Improved care delivery for all people with mental illness benefits everybody!



Better care improves health and quality of life for patients

Staff improved competence and confidence

Overcome personal biases about mental illness

Improve financial outlook through delivery of more effective care

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Want to learn more?

https://www.thenationalcouncil.org/center-for-consulting-training/addressing-health-equity-and-racial-justice/

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Questions & Discussion

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References & Resources

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References

1. Knaak, et al, Mental illness-related stigma in healthcare: Barriers to access and care and evidence-based solutions, Healthcare Manage Forum. 2017 Mar; 30(2): 111–116.
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3. Henderson, et al, Mental Illness Stigma, Help Seeking, and Public Health Programs, Am J Public Health. 2013 May; 103(5): 777–780.
4. Manage your mindset by understanding these 3 levels of threat. (2020, November 24). Retrieved February 19, 2021, from https://neuroleadership.com/your-brain-at-work/how-to-focus-manage-threat-levels
5. Lieberman, M., Rock, D., Halvorson, H., & Cox, C. (2020, November 25). Breaking bias updated: The seeds model®. Retrieved February 19, 2021, from https://neuroleadership.com/portfolio-items/breaking-bias-updated-the-seeds-model-2/
6. Cassidy, F. (2020, July 29). Cognitive bias infographic. Retrieved February 19, 2021, from https://www.raconteur.net/infographics/cognitive-bias/
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9. Hager, D. (n.d.). Provider staff training: Close the treatment gap on health inequities [Web log post]. Retrieved from https://www.beaconlens.com/provider-staff-training-close-the-treatment-gap-on-health-inequities/

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Resources

- Hiring: https://www.wsj.com/articles/seven-steps-to-reduce-bias-in-hiring-1487646840
- Hiring: https://www.shrm.org/resourcesandtools/hr-topics/talent-acquisition/pages/7-practical-ways-to-reduce-bias-in-your-hiring-process.aspx
- Teaching: https://www.plymouth.ac.uk/uploads/production/document/path/3/3273/7_Steps_to_Mitigating_Unconscious_Bias_in_Teaching_and_Learning.pdf
- Individual and organizational strategies: https://horsley.yale.edu/sites/default/files/files/IB_Strategies_033012.pdf
- Retention: https://blog.truvelop.com/tuesday-tip-employee-retention?utm_content=134628664&utm_medium=social&utm_source=twitter&hss_channel=tw-24105439

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Resources

National Council for Behavioral Health: Addressing Diversity, Equity and Engagement in Organizational Structures:

- https://www.thenationalcouncil.org/wp-content/uploads/2020/10/Addressing-Diversity-Equity-and-Engagement-in-Organizational-Structures_10.21.20_Slides.pdf?daf=375ateTbd56
- The work of Dr. Amelia Roeschlein DSW,MA, LMFT, "Bias: Using Brain Science to Understand, Recognize and Counter It" As presented at the National Council for Behavioral Health webinar 12/2/2020

- Implicit Association Test:
  - https://implicit.harvard.edu/implicit/
  - http://www.understandingprejudice.org/iat/

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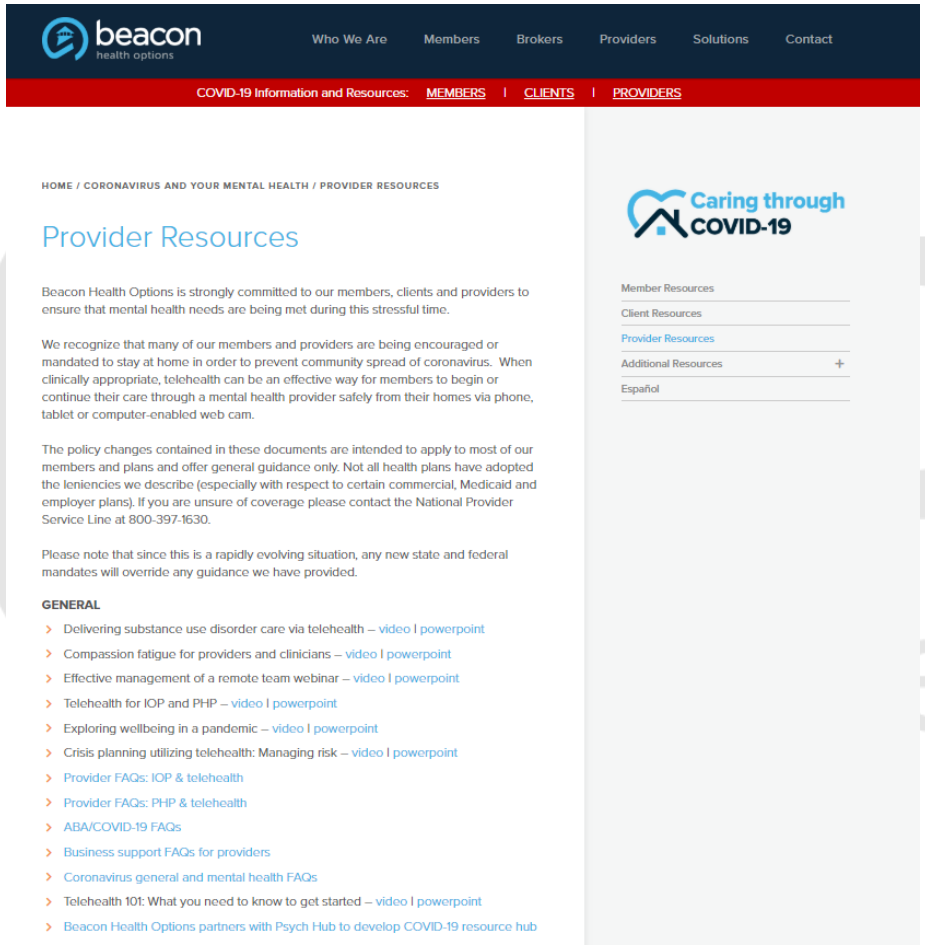
Refer to Beacon's COVID-19 webpage for the most up-to-date information



[Beacon COVID-19 provider resources & webinars LINK]

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Thank You

Caring through COVID-19

Thank you.

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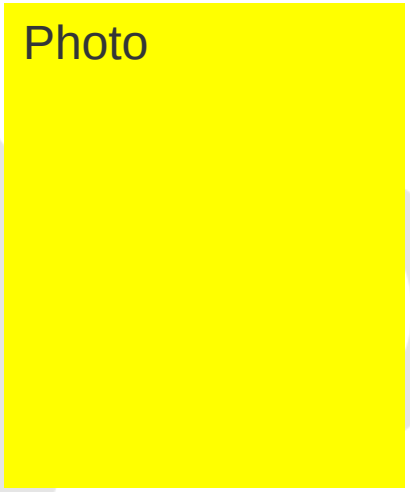
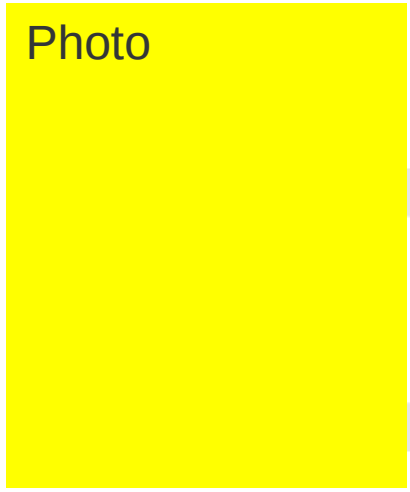
Facilitators



Name Name
Title



Name Name
Title

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Agenda 1- Section headings

1. Enter Agenda Topic here
2. Enter Agenda Topic here
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4. Enter Agenda Topic here
5. Enter Agenda Topic here

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Agenda 2– for Chapters

01	Recognizing & Overcoming Barriers	02	Having a Conversation about Mental Health
03	Treatment & Support Options	04	Finding Professional Help
05	Online Resources	06	Practice Scenarios

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Section Heading – Option 1

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Chapter

01

Chapter Slide—Text Only Option

“We help people live their lives to the fullest potential.”

Our Commitment

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Chapter

02

“We help people live their lives to the fullest potential.”

Our Commitment

Chapter Slide Widescreen—Photo Option

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One Column Layout + Photo

When using paragraph text, remember to keep things short and to the point. It is difficult to read long passages of text from across the room.

Aim for paragraphs of (8) lines or less as well. When in doubt, use the Notes section and keep the slides as high-level as possible.

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Alternative One Column Layout + Photo

Alternative sides of the slide where you put images

A different visual sends the brain a different message and signals this is new information, and codes it differently.

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Two Column Layout

- Keep slide titles 6-9 words long **MAX**
- Bullet level 1
  - Bullet level 2
    - Bullet level 3
- Keep bulleted lists to a max of 8 lines
  - This includes sub-levels
- This ensures text remains legible
- There’s no pressure to use all 8 lines

- Keep punctuation consistent
  - If one bullet ends in a period
    - All bullets on page will end in a period
- Do not recolor bulleted text
  - This causes the bullet to change color
  - Use **bold** text to create contrast
- Always capitalize the first word
  - Always

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Two Column Layout + Photo

- Bulleted lists must have at least (2) bullets
  - This does not apply to sub bullets
- Bullet level 1
  - One sub bullet is allowed

- Bullet level 1
  - Bullet level 2
    - Bullet level 3
- Do not exceed bullet level 3
  - This is level 2
    - This is level 3
    - There is no level 4+

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Two Column Layout + Callout

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  - Aenean massa.

Callout box example 1. This box and the text inside is resizable.

Callout box example 2. This box and the text inside is resizable.

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Three Column Layout

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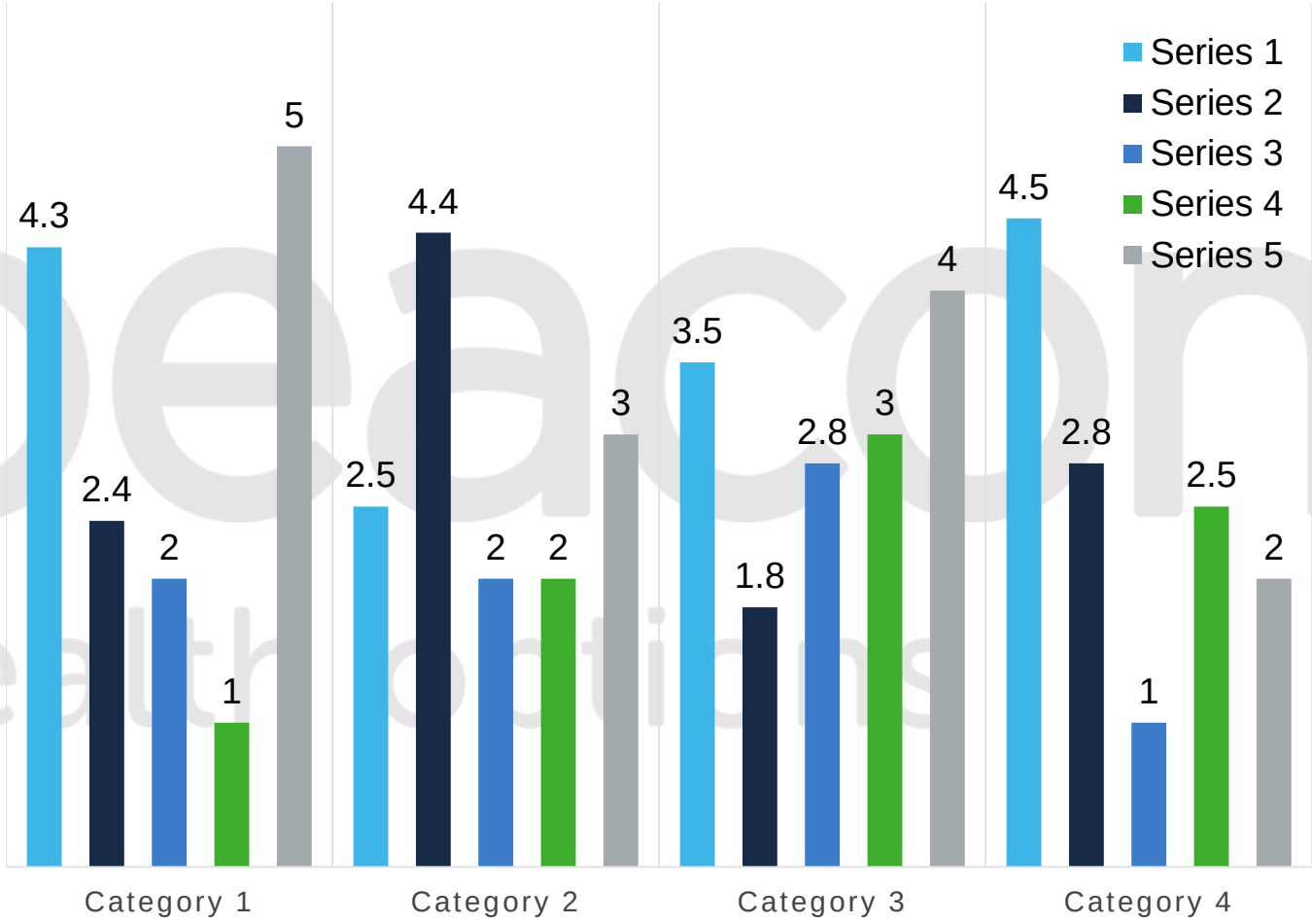
Sample Bar Chart, chart style 2

- Chart is automatic
- This chart uses colors from the built-in color theme
- To edit the chart values, select the chart > Chart Design tab > Edit Data in Excel



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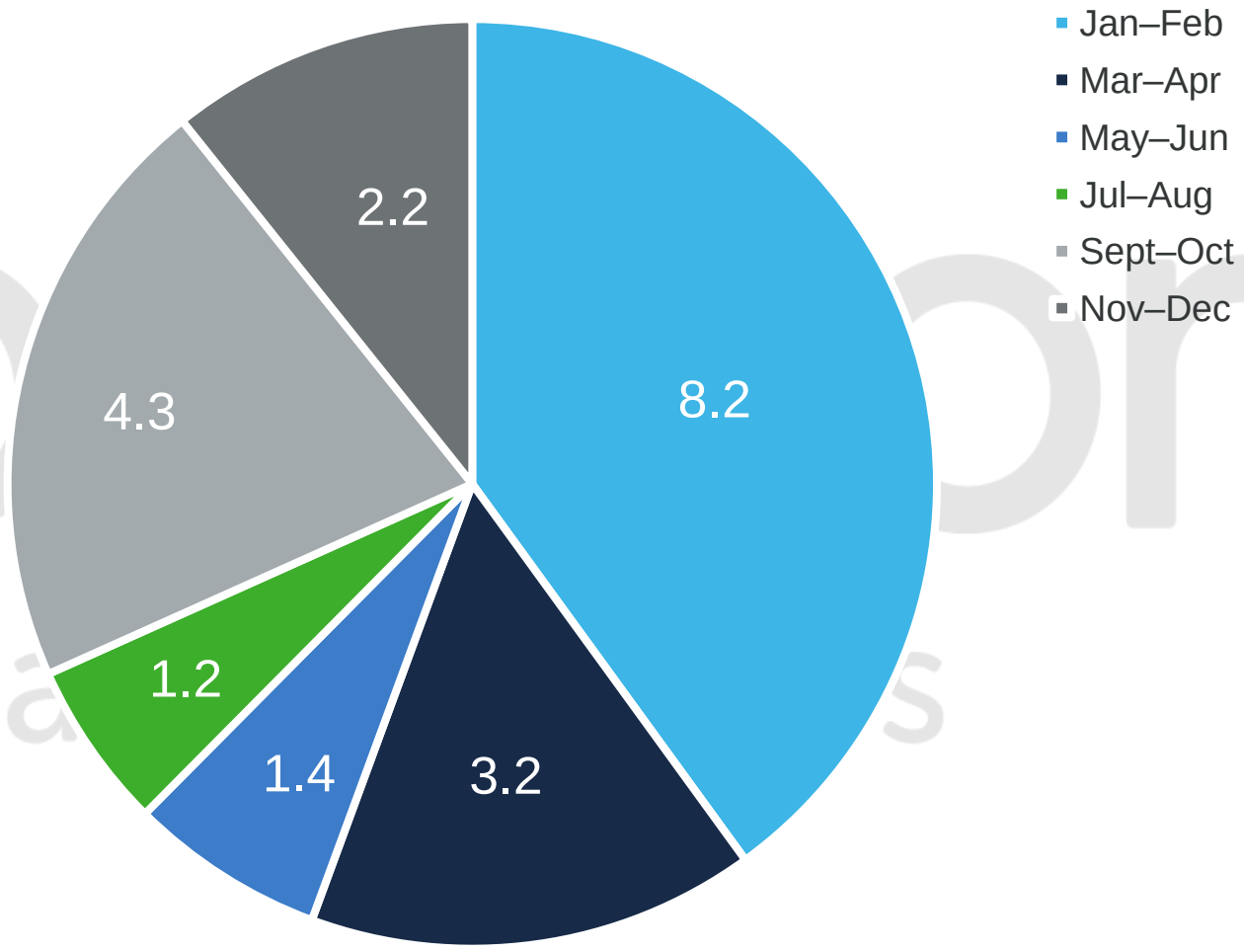
Sample Pie Chart, style 1

- Chart is automatic
- This chart uses colors from the built-in color theme
- To edit the chart values, select the chart > Chart Design tab > Edit Data in Excel



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Sample Scenario Slide

Meet [insert name]

- Bullet 1 about [insert name]
- Bullet 2 about [insert name]
- Bullet 3 about [insert name]
- Bullet 4 about [insert name]

Question about this person/ scenario???

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Chapter

05

Summary

“We help people live their lives to the fullest potential.”

Our Commitment

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Key Takeaways

- Summary key points
- Key things we just discussed
- What you should remember / think differently about

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Resources

WWW.NAMI.ORG
Call **800-950-NAMI**
Or text "NAMI" to **741741**

Call **1-800-273-TALK**
Or go to
https://suicidepreventionlifeline.org/chat/

WWW.SAMHSA.GOV
Call **1-800-662-HELP**

https://www.beaconhealthoptions.com/members/member-health-tools/

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Thank you!

- Facilitator Contacts
- Resources location/ link
- Other resources
- Contacts

- Complete a brief survey: [where will link be?]

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