

No One Cares Alone (NOCA)

A Pilot Project to Support Caregivers and Core Leaders during COVID-19 Pandemic and Beyond

Presenters:

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Headline News

- Core leader outreach emails are structured to send every 3 weeks at a volume in alignment with wellness consultant availability.
- Outreach will continue to ramp up as our pool of consultants continues to grow.
- Phase 2 has approximately 12 Wellness Consultants (BHP / Chaplain) supporting this work in addition to their other daily responsibilities



*includes 275 cold emails, one 16-person presentation (counted as one meeting), and two referrals

What is NOCA?

No One Cares Alone (NOCA) is a program where BH providers partnered with core leaders to support them and help them to navigate the myriad of available resources and develop a plan in partnership with their caregivers. BHPs and core leaders would have an initial consultation, survey the team for stress levels and needs, develop an action plan, deliver intervention (team-based and individual actions), followed by BHP and core leader debrief and next steps. This program allowed core leaders to be more aware of the resources available, and proactively set a plan to support their caregivers. Anecdotal feedback indicated a positive response to the NOCA program. Post-intervention survey results of caregivers are currently being collected and will be included in presentation. The NOCA pilot project is anticipated to continue growing and supporting the overall wellness of our caregivers beyond the unique stresses associated with the pandemic.

YTD

Core Leaders
outreached:
292/6982

Core Leaders opted-in:
24%

Core Leaders engaged and
supported:
1676

Caregivers provided with
wellness resources:
33,520

NOCA Preliminary Feedback

How helpful was your engagement with the wellness consultant?

14/14
would meet with a wellness consultant again

★★★★★
4.71 Average Rating

Most common words core leaders used to describe their NOCA consultation:

support
resources helpful
caregivers validated

Opportunities Identified to Date

- 01 Maintaining momentum**
During Wave 1, there was a 25% response rate to 1:1 cold outreach (anticipated 15%). Our hypothesis is that this is correlated to the strong messaging around mental health and wellness that was launched system-wide during the week of June 14th. Based on response rate of Waves 2 and 3, there could be necessity to launch another system campaign to maintain visibility.
- 02 Data tracking**
A Power BI dashboard is currently in development to allow for automated updates going forward. Dashboard will include: program KPIs, core leader feedback, and high-level themes emerging across engagements.
- 03 Availability**
The success of NOCA is contingent on the availability of quality wellness consultants to conduct core leader engagements. We have taken several actions including recruiting and onboarding caregivers from Spiritual Care and the Behavioral Health Concierge to join our team to continue to grow our capacity.