

Technical Assistance: RTCR Quarter 2 Peer Call Resources (April 2021)

Telehealth

Call Focus

The focus of this call was on sharing strategies, lessons learned, and questions related to implementation and future direction for telehealth services as healthcare facilities pivot again to new models for care as facilities open to full capacity again.

The discussion questions included:

- What are Lessons learned since the beginning of COVID to now?
- What areas may need to be strengthened?
- What are your needs now and moving forward?

Resources

Video on Videoconference fatigue (APA. Journal of Applied Psychology):

<https://www.apa.org/pubs/journals/releases/apl-apl0000906.pdf>

Rural Health Information Hub: Implementation considerations for Tribal Telehealth

Programs: <https://www.ruralhealthinfo.org/toolkits/telehealth/4/specific-populations/tribes>

HRSA Telehealth 101 with North Dakota Department of Health and Spirit Lake Tribe of North Dakota:

https://www.ndsu.edu/centers/american_indian_health/telehealth/

HRSA Telehealth Programs/Resources: <https://www.hrsa.gov/rural-health/telehealth>

IHS expanded Telehealth during COVID: <https://www.ihs.gov/newsroom/ihs-blog/april2021/ihs-expanded-telehealth-to-provide-care-during-covid-19-pandemic/>

Culturally Competent Health Care

Call Focus

This peer call focused on Approaches to educating cultural humility, Community Norms and Expectations, with regards to healthcare delivery, and strategies for incorporating traditional approaches with COVID-19.

Resources

Sharing resources: Cultural Humility vs Cultural Competence

<https://www.bmc.org/healthcity/policy-and-industry/cultural-humility-vs-cultural-competence-providers-need-both>

SAMHSA Circles of Care

<https://www.samhsa.gov/tribal-ttac/circles-care>

Chickasaw Nation Mental Health approaches: [https://www.chickasaw.net/Services/Children-Youth/Aalhakoffichi-\(A-Place-For-Healing\).aspx](https://www.chickasaw.net/Services/Children-Youth/Aalhakoffichi-(A-Place-For-Healing).aspx)

Overcoming Supply Chain Challenges

Call Focus

This peer call focused on Approaches to educating cultural humility, Community Norms and Expectations, with regards to healthcare delivery, and strategies for incorporating traditional approaches with COVID-19.

Resources

Non-traditional suppliers/vendors used by sites provided PPE supplies:

- www.laserplusimaging.com
- <https://goldstarproducts.net/>
- <https://ppenow.org/>
- <https://www.quakeholdindustrial.com/>

List of vetted non-traditional PPE suppliers and vendor resources. Provides information on the difference between n95/kn95 (overseas type of kn95 that couldn't be distributed to the community)

<https://www.ahrm.org/ahrm-covid-19>

Vendor of large format printers: <http://grimco.com/>

Addressing Mental and Behavioral Health Needs

Call Focus

This peer call focused on the practice's grantees are deploying in providing behavioral and mental health services to their front-line workers and community members, and a discussion of some of their successes and challenges.

<i>Resource (source)</i>	<i>Description</i>	<i>Website link</i>
Resources for Everyone		
Indian Country ECHO	Through creating opportunities to collaborate and share knowledge, Indian Country ECHO is growing a welcoming professional community that enhances providers' ability to offer American Indian and Alaska Native patients high-quality, specialized care. This resource is for managing mental health and wellness related to quarantining, loneliness, stress management, substance use and coping.	https://www.indiancountryecho.org/covid-19/community-resources/
UC Davis	Information from the University of California on how to deal with COVID-fatigue and actions for self-care and recovery	https://health.ucdavis.edu/coronavirus/covid-19-information/covid-fatigue.html
Grief & Suicide Prevention		
Suicide Prevention Resource Center	AIAN specific resources for integrating cultural and evidence-based practices into suicide prevention in work with youth and adults	https://www.sprc.org/training
SAHMSA Suicide Prevention Resources	Resources oriented toward care providers and include suicide prevention toolkits and links to other suicide prevention organizations	https://www.samhsa.gov/tribal-ttac/resources/suicide-prevention
UNITY "I Will Live" Campaign	The Generational Resilience series may be helpful in developing a suicide prevention curriculum for AIAN youth. There are also videos and other resources here that may resonate with community members and can be shared out on social media platforms.	https://nam11.safelinks.protection.outlook.com/GetUrlReputation

Physician/First Responder Resources		
National Alliance on Mental Illness	NAMI, the National Alliance on Mental Illness (est. 1979), is the nation’s largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. This resource is designed for healthcare workers on topics of wellness resources for managing stress and anxiety through a collection of articles, tips and practices.	https://www.nami.org/Blogs/NAMI-Frontline-Wellness
Physician Support Line	A free & confidential emergency mental health counseling line run by volunteer psychiatrists for physicians and other front-line workers.	https://www.physiciansupportline.com/
Center for Mind-Body Medicine	This organization provides online courses for learning “evidence-based skills of self-awareness, self-care and self-expression that will enable you to create a comprehensive, individualized program that will help you be balanced and resilient as you meet the challenge that the Coronavirus pandemic brings.” This program is designed for health care professionals experiencing additional stress.	https://cmbm.org/

Effective Engagement Strategies

Call Focus

This peer call focused on how grantees were communicating with their communities, strategies for tailoring messages to sub-groups in their communities (e.g., youth and elders), and ideas for incentivizing community members with vaccine hesitancy.

Resources

Social media has played a huge role in Public health engagement lately. Here are a few **examples of social media campaigns**:

- <https://www.instagram.com/urbanindigenouscollective/>
- <https://www.instagram.com/seattleindianhealthboard/>
- <https://twitter.com/JHUCAIH>
- <https://www.facebook.com/WabanakiPHW/videos/200561625233821> (This is messaging from Washington University to help support their tribes around education/messaging)
- <https://www.facebook.com/WabanakiPHW/posts/4203631723000012>

One-pager for Vaccine FAQs by CDC + NIH https://www.nihb.org/covid-19/wp-content/uploads/2021/03/CLEARED_AIAN-Vaccine-FAQs_508-FINAL.pdf

Sample survey to young population: <https://forms.gle/HS74xUkpL6DkYxTB8>

Mask Designs:

- <https://byellowtail.com/collections/sale/products/heritage-mask-2-pack>
- <https://www.aconav.com/aconav-face-masks>

Indigenous Public Health Communication/Education: COVID-19 Messaging

Summary of Topics

The focus of the call was on sharing strategies, lessons learned, and questions related to creating communication and education resources and campaigns around COVID-19.

The main questions for discussion included:

- How do you and your teams strategize to create your communications? Who is included in your audience, which platforms do you use and who create the content?
- Which COVID-19 communications have been working? Is there a style that is working? Certain works or phases?
- Are there any helpful resources or tips you can share with others?

Resources

The Urban Indian Institute published survey findings and John's Hopkins shared a webinar: **UIHI Covid Survey Report**: <https://www.uihi.org/projects/strengthening-vaccine-efforts-in-indian-country/>

The Johns Hopkins Center for Indian Health <https://caih.jhu.edu/>

Social media is an important tool for communications. Looking at a **training offered by Mayo Clinic and Hoot Suite** (<https://www.hootsuite.com/newsroom/press-releases/mayo-clinic-and-hootsuite-introduce-social-media-training-program>)