Presenters: Student Support During COVID

timely MD

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JED

jedfoundation.org

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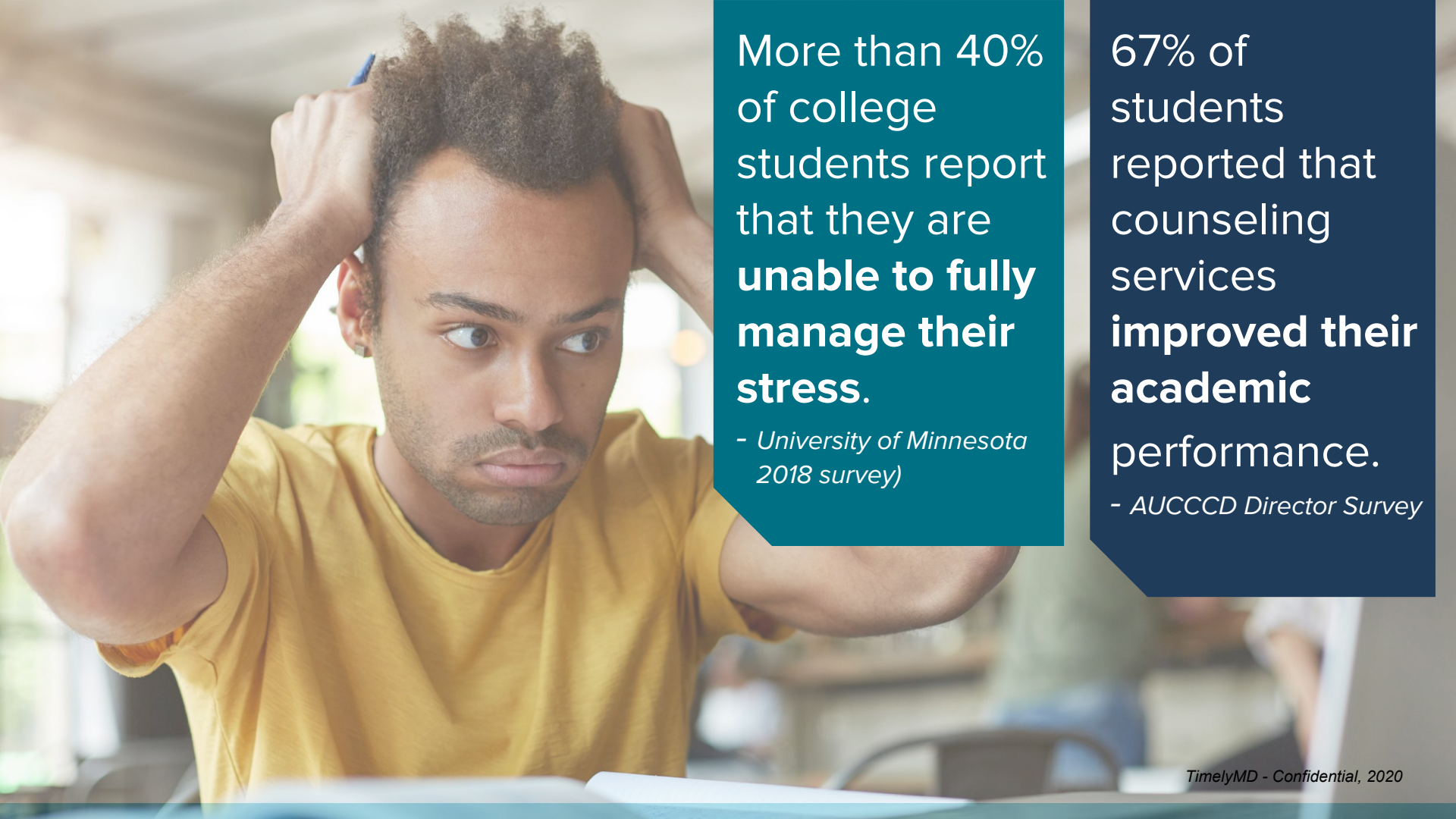
More than 40% of college students report that they are **unable to fully manage their stress**.

- University of Minnesota 2018 survey)

67% of students reported that counseling services **improved their academic** performance.

- AUCCCD Director Survey

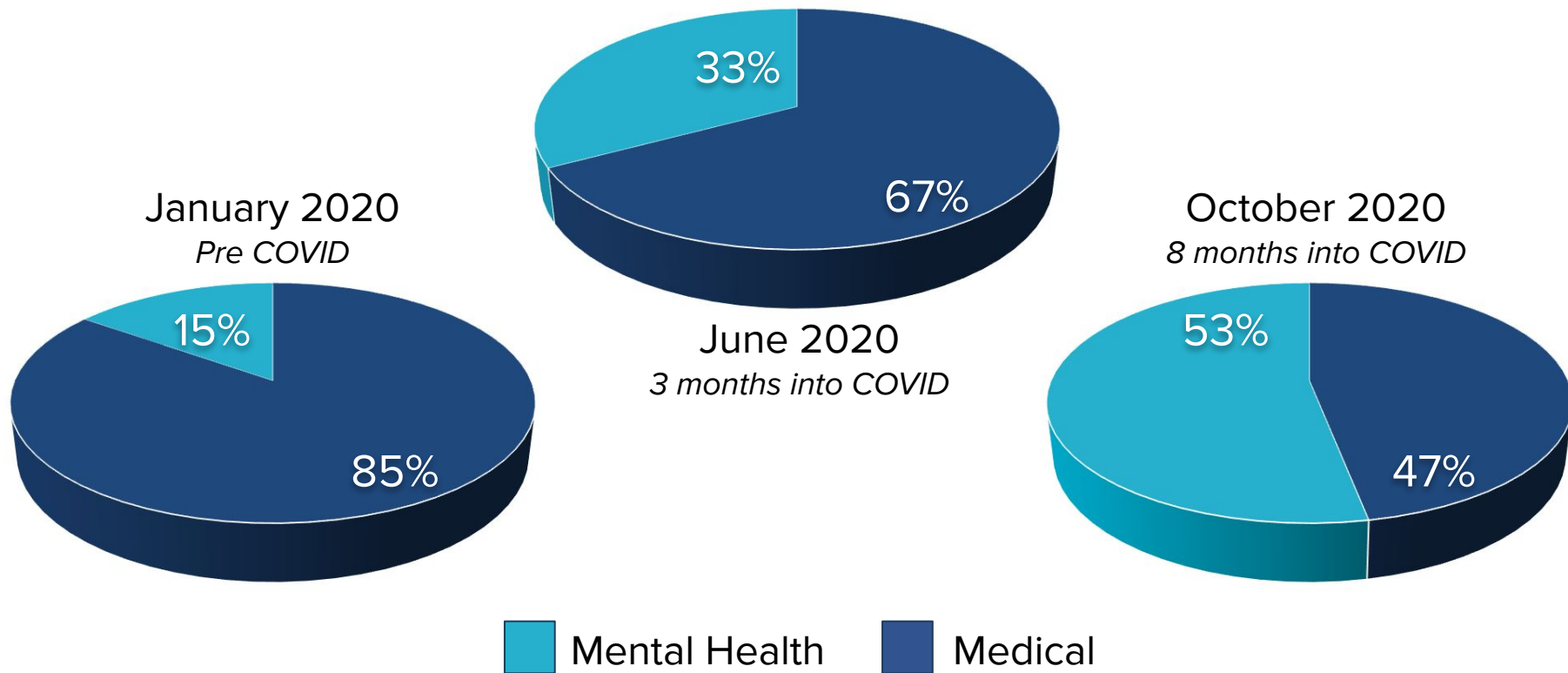41.8% of students have **sought out mental health care** during the COVID-19 pandemic.
-*Healthy Minds Network Survey*

1 in 4 people age 18-24 **seriously considered suicide** in June 2020.
- *Centers for Disease Control and Prevention (CDC)*

TimelyMD - Confidential, 2020

Trends in Telehealth: TimelyMD Visits

January 2020
Pre COVID

June 2020
3 months into COVID

October 2020
8 months into COVID

33%

67%

15%

85%

53%

47%

Mental Health   Medical

Who We Are

- Origin – JED's story

- History – Evolution over the past 19 years

JED

Among our 21 million college students . . .

... In the past 12 months:

- 2 out of 3 felt overwhelming anxiety
- 1 out of 2 felt too depressed to function
- 1 out of 3 binge drank regularly
- 1 out of 8 abused prescription drugs
- 2 out of 5 struggle with food insecurity
- 1 out of 3 witnessed race-based discrimination
- 1 out of 3 had serious thoughts of suicide
- 1 out of 10 engaged in self injury
- 115 students attempted suicide per day
- 1,400 died by suicide
- Average of 12% of students seen at campus services
- Many in most serious risk do not present on their own
- 20% of campus suicides were seen at CC/80% no contact

ACHA-NCHA III, Spring 2020 AUCCCD, Fall 2020

Impact of Covid19 on Mental Health

- 2/3 of students reported financial stress
- 60% felt susceptible to contracting virus and worried for family and friends
- 60% reported pandemic made it more difficult to MH care
- 91% reported increased stress and anxiety
- 81% reported disappointment/sadness
- 80% reported increased loneliness
- 76% reported difficulty maintaining routine

- ACHA Spring 2020
  Active Minds Spring 2020

Other ways COVID-19 may impact students to be mindful of in policies and practices

- Housing insecurity - Do you have emergency housing available?

- Food insecurity – Provide information on local food pantries. Do you have a student emergency fund to draw from?

- Trouble paying tuition and academic needs – Are there additional funds to assist.

- Consider populations that may be more negatively impacted by COVID-19. Students of color, socioeconomically insecure students, students with significant medical issues.
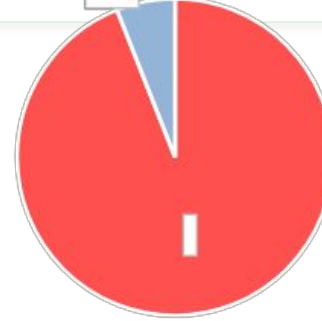
Impact on Academic
Performance

2016 – 17 Healthy Minds Survey Data

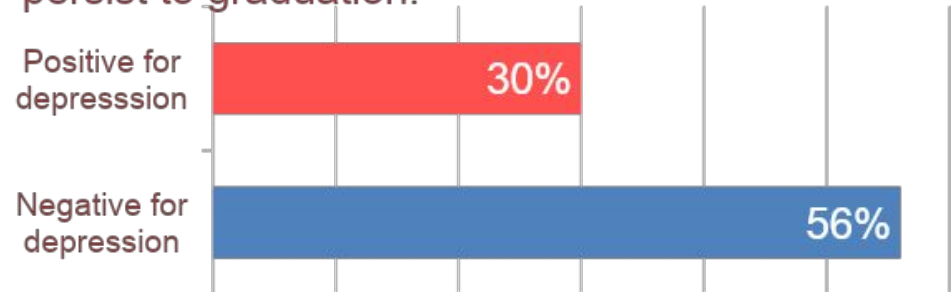N = 8000 first year students, 48 campuses

Negative

Positive

1/3 of first year students screened positive for depression

Of all first year students with diagnosed depression:

Students that strongly agreed they would persist to graduation:

Positive for depresssion	30%
Negative for depression	56%

JED's Comprehensive Approach to Mental Health Promotion and Suicide Prevention for Colleges and Universities

Develop independent living skills, social and emotional skills, and resilience

Identify and limit access to dangerous means

Ensure the right policies and protocols are in place to handle crises

Foster connectedness and belonging

Create opportunities and systems to notice someone in distress

Reduce shame, secrecy, stigma so people will reach out for help

Ensure high quality services

STRATEGIC PLANNING

Develop life skills

Promote social connectedness

Restrict access to potentially lethal means

JED COMPREHENSIVE APPROACH

Identify students at risk

Follow crisis management procedures

Provide mental health services

Increase help-seeking behavior

Develop Life Skills

- Develop resilience

- Groups/workshops/online platforms taught by variety of faculty/staff:

  - Communication, relationship skills

  - Conflict resolution/interpersonal effectiveness

  - Financial planning

  - Academic Skills – study skills/test anxiety/time management

- Sleep, hygiene, nutrition, exercise, general health and connection between wellness and academic performance

Develop
life skills

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APPROACH

The JED Foundation, 2020
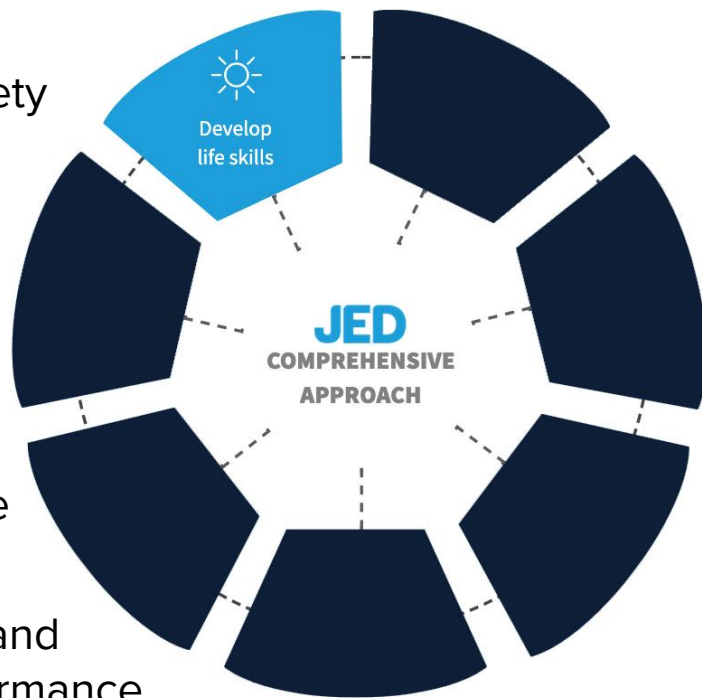
Promote Social Connectedness

- Loneliness single most reported struggle among first years

- Students turn to peers first – Ad Council

- Greek and athletic systems, peer mentors - wellness ambassadors

- Programs to promote tolerance/inclusiveness, disconnected students - EMHF

- Adequate spaces for students to gather organically/informally

Promote social connectedness

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APPROACH

*The JED Foundation, 2020*
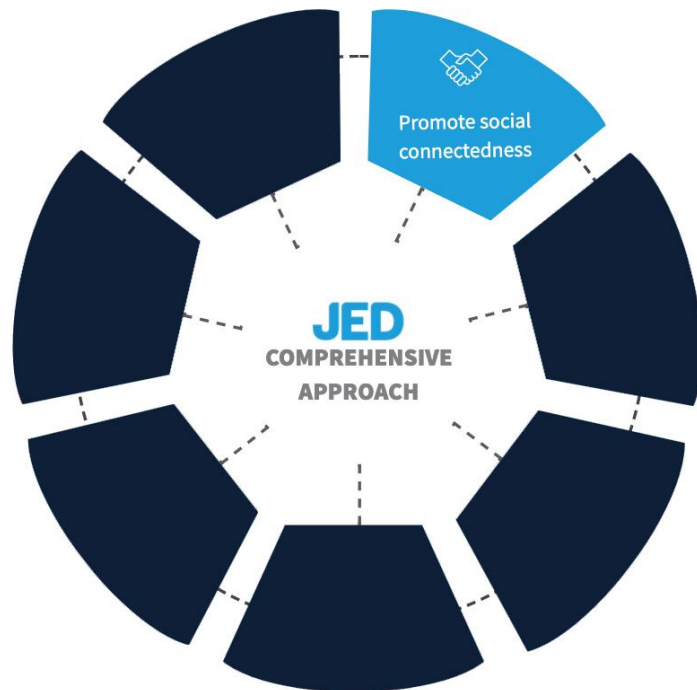
Identify Students at Risk

- Collecting mental health and substance history from incoming students
- Training on how to identify, reach out to and if needed, refer students who may be struggling
- Campus-wide, targeted, strategic
  - *How to Help a Friend*
- Behavioral Intervention/Care Teams   (Electronic) reporting system

Identify
students
at risk

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APPROACH

The JED Foundation, 2020
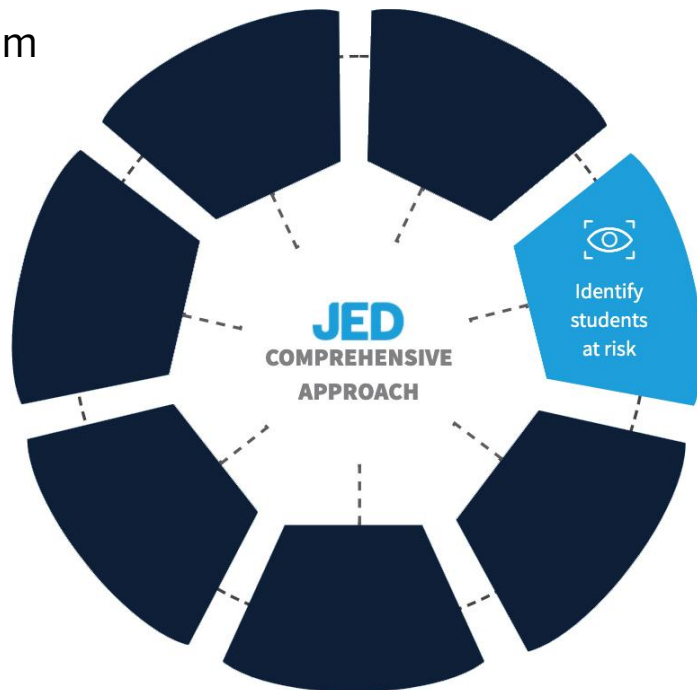
Increase Help-Seeking Behavior

- No wrong door for support – access across campus

- Campus culture is open about mental health and value of help-seeking –storytelling

- Online screening tools, CBT

- Campaigns designed and delivered by students

The JED Foundation, 2020
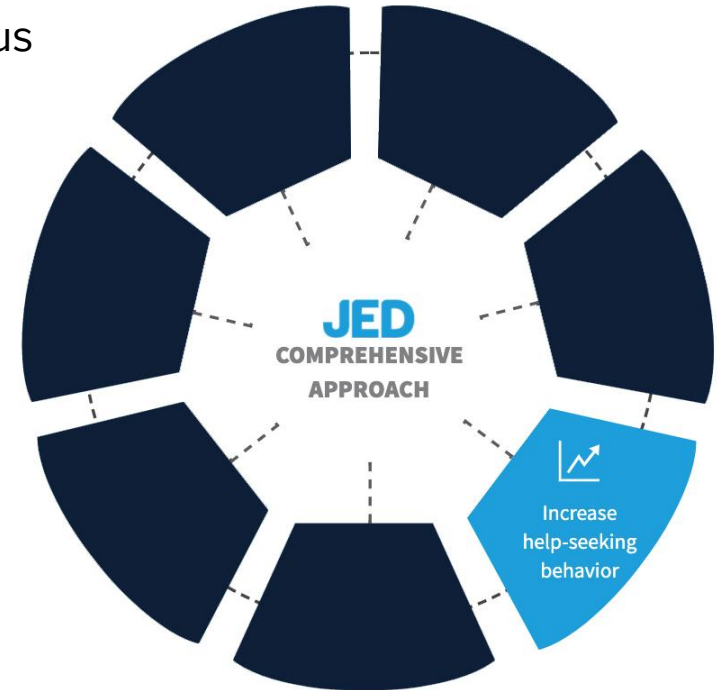
Provide Substance Abuse & Mental Health Services

- Health services routinely screens for mental health and substance issues
- Collaboration/close communication between CC and HS
- Medication management
- Referral system, MOU's
- Naloxone
- Recovery community
- Policy for prescribing opiates
- Education re: danger of combining opiates and alcohol
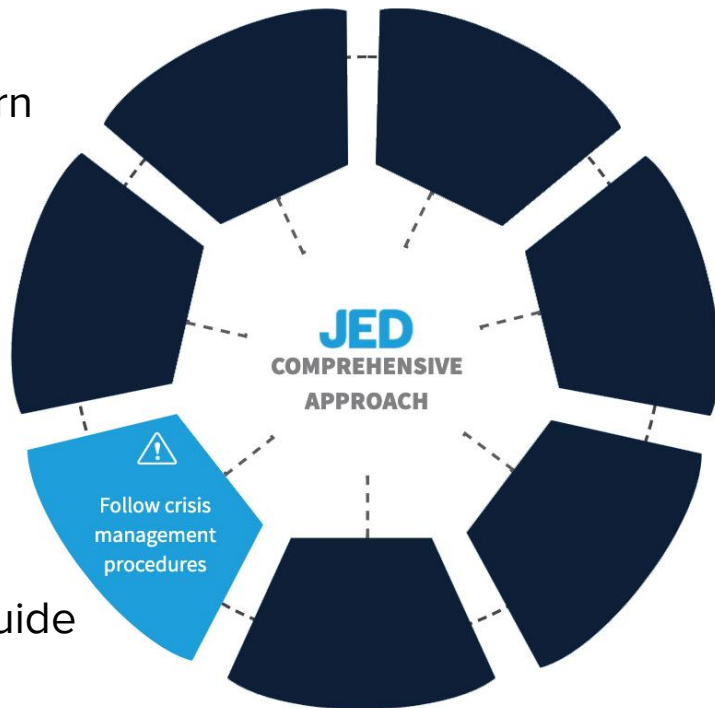
The JED Foundation, 2020
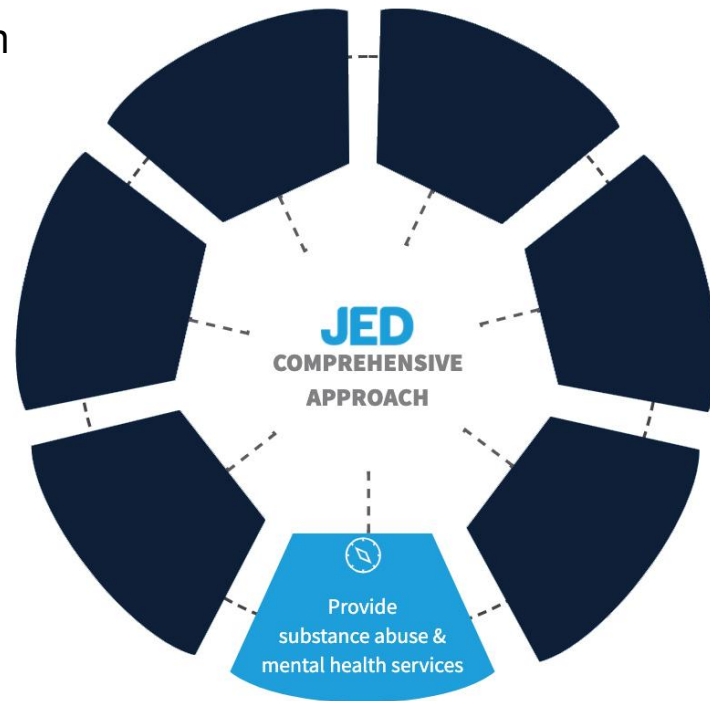
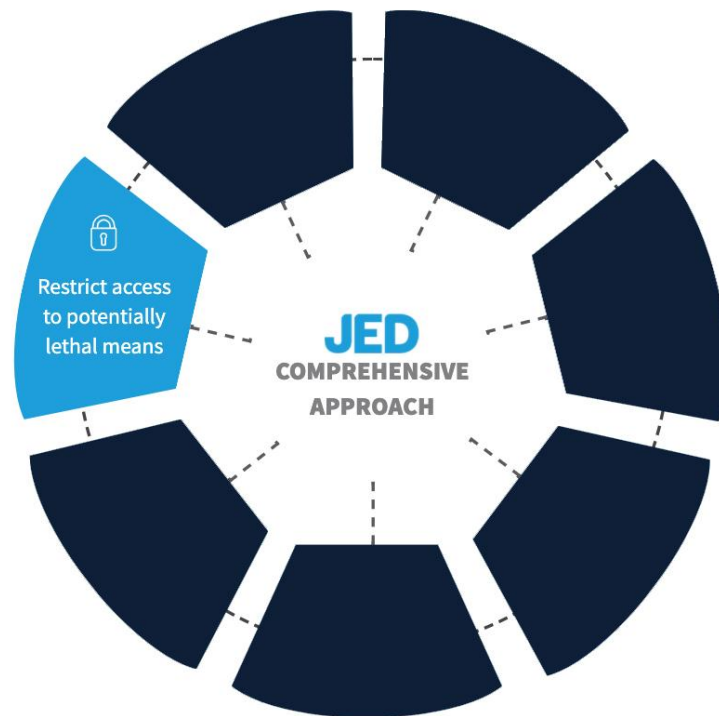# Follow Crisis Management Procedures

- Policies to address:
  - LOA's – medical leaves, mandatory leaves, return from leave, AOD
    – clear and transparent, well publicized
  - Insurance
    - Health insurance
    - Tuition insurance
  - Parental notification
  - Medical amnesty
  - Postvention protocols – HEMHA Postvention Guide
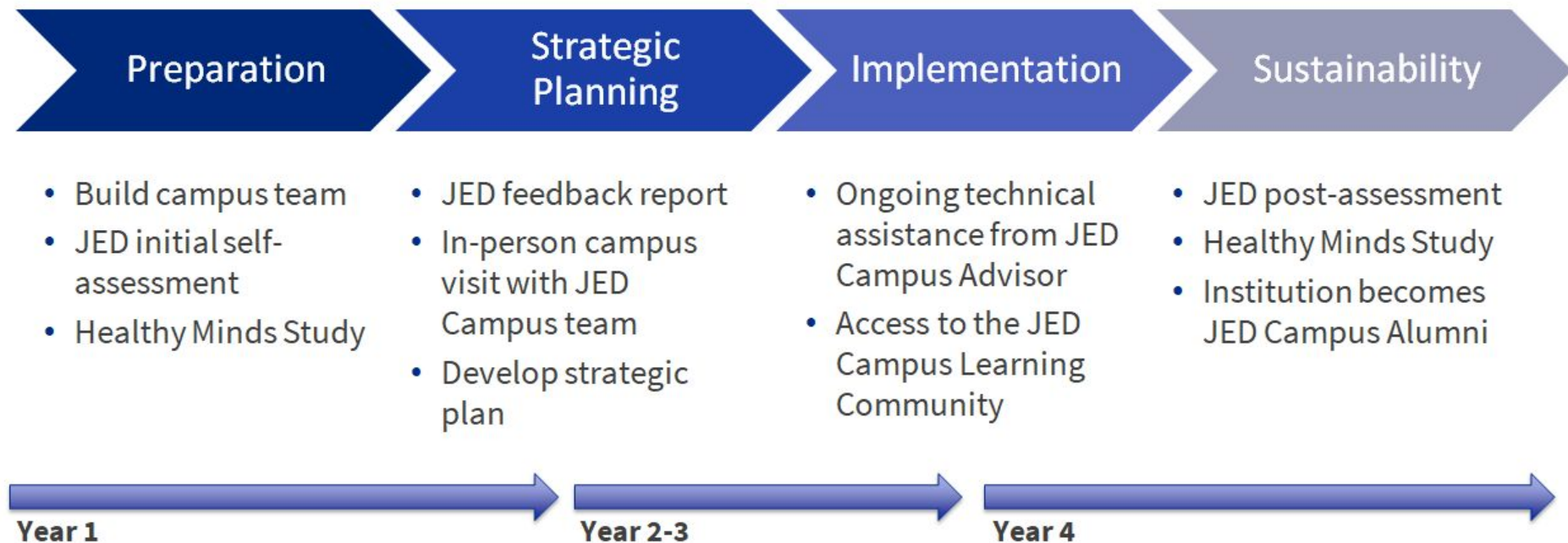
The JED Foundation, 2020

Restrict Access to Potentially Lethal Means

- Environmental scanning done

- Roof, window, closet rod safety

- Firearms policy

- Prescription drug monitoring and return

- Lab safety

- 'Means Matters':
www.hsph.harvard.edu/means-matter

Restrict access
to potentially
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APPROACH

The JED Foundation, 2020

JED Campus Process: An Overview

Preparation

- Build campus team
- JED initial self-assessment
- Healthy Minds Study

Strategic Planning

- JED feedback report
- In-person campus visit with JED Campus team
- Develop strategic plan

Implementation

- Ongoing technical assistance from JED Campus Advisor
- Access to the JED Campus Learning Community

Sustainability

- JED post-assessment
- Healthy Minds Study
- Institution becomes JED Campus Alumni

Year 1

Year 2-3

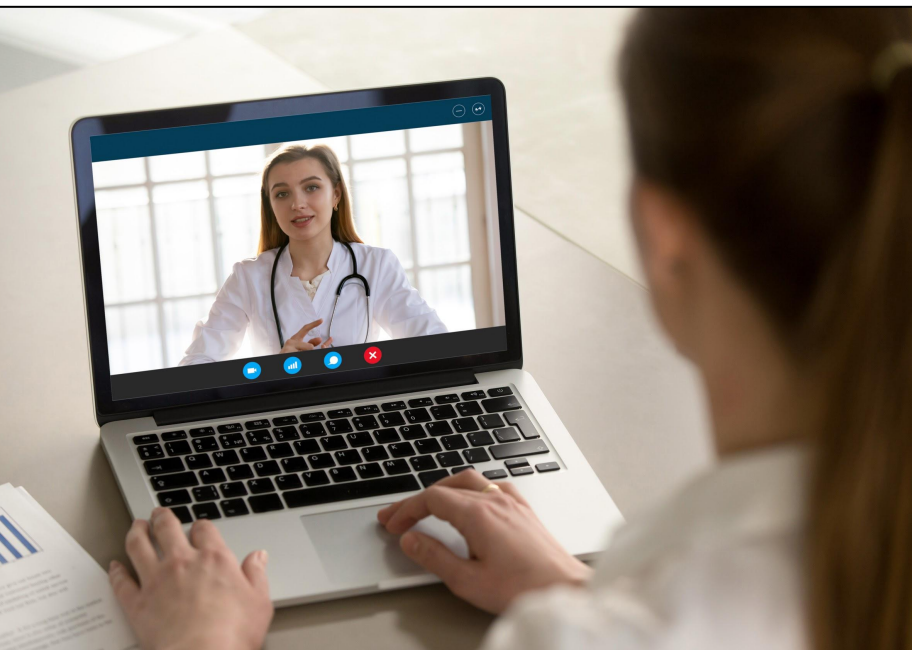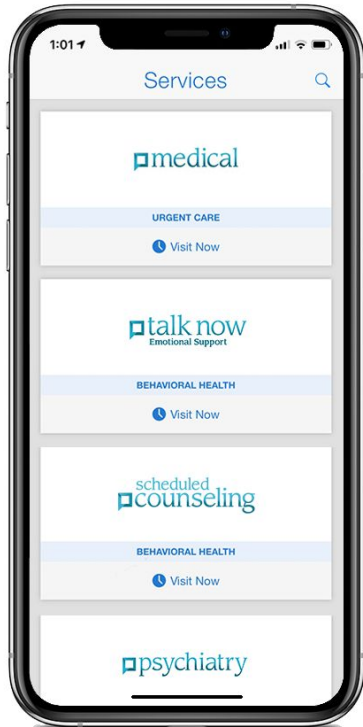**Year 4**

Considerations for Telehealth

- HIPAA compliant platform

- Licensing

- Diversity of provider network

- Accessible whenever and wherever students need it

TimelyMD Services

Unlimited 24/7, on-demand medical visits with licensed healthcare providers

Unlimited 24/7, on-demand triage mental health support, coaching services and crisis management by behavioral health professionals.

Access to licensed counselors in the state in which the student is located. Students may pick their counselor, along with the day and time for a visit.
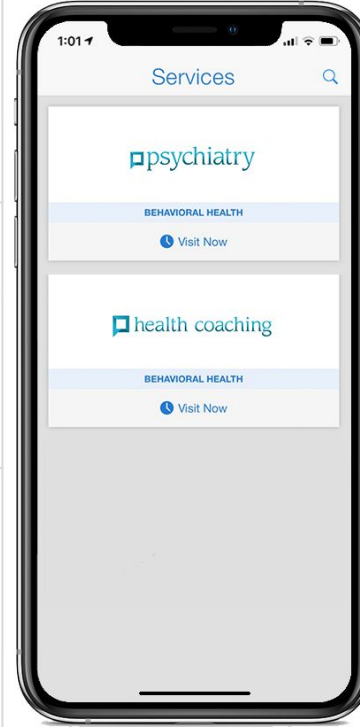
Campus counseling center controls which students receive no-cost psychiatry services (via coupon code). Students can schedule virtual counseling services.

Unlimited virtual visits can be scheduled with a nutrition specialist. Empower students to live healthier and help prevent chronic diseases.

What can TimelyMD treat?

Medical

- Sinus problems
- Allergies
- Cold and flu
- Pink eye
- Upper respiratory issues
- And more …

75%

The approximate percentage of all physician, urgent care and emergency room visits that are classified as unnecessary, or manageable by telemedicine.
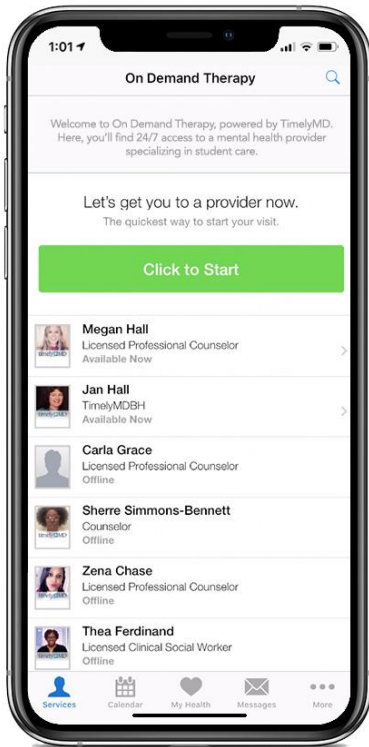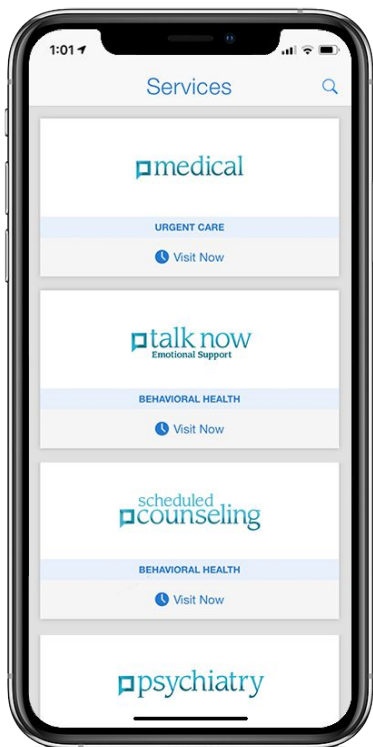
Source: C2 Solutions

Counselors

- Stress and anxiety
- Relationship issues
- Eating disorders
- Panic disorders
- Grief and loss
- And more …

Psychiatrists

- Recommend treatment plans
- Prescribe non-controlled substances such as SSRI's and some mood stabilizers or antipsychotics
- And more …

What does a TimelyMD visit look like?

Steps to a Telehealth Visit

#1	Select service needed
#2	Choose provider
#3	Conduct phone/video visit

5 minute average wait time
5 - 10 minute average diagnosis

Thank you for your commitment to student wellness

Contact Information

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