

## Is it Burnout or Depression?

With April being identified as Stress Awareness Month, what better time to bring awareness to the topic of burnout. So, what exactly is burnout?

It's known to be a state of emotional, physical, and mental exhaustion caused by excessive and prolonged stress that makes you feel overwhelmed, emotionally drained, and unable to meet constant demands.

How do you know if you or someone you know is burned out? Here are some ways to check.

- Feeling negative and cynical about work
- Having trouble concentrating
- Unexplained physical pain and headaches
- Reduced productivity
- Lack of energy and/or trouble sleeping

Did you know:

According to the World Health Organization, occupational burnout is a syndrome resulting from chronic work-related stress, with symptoms characterized by "feelings of energy depletion or exhaustion; increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and reduced professional efficacy". While burnout may influence health and can be a reason for people contacting health services, it is not itself classified by the WHO as a medical condition or mental disorder. The World Health Organization states that "Burn-out refers specifically to phenomena in the occupational context and should not be applied to describe experiences in other areas of life."

Continue Reading on page 5.

## Get Involved!

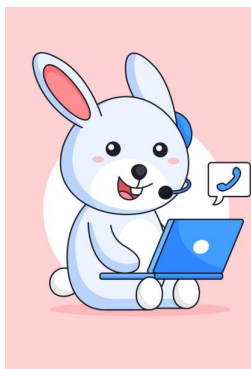
Governor Whitmer makes appointments to hundreds of Boards and Commissions representing Public Policy efforts across a broad spectrum. Please see this URL Link <https://www.michigan.gov/whitmer/appointments/oma> for a list of the Boards and commissions she makes appointments to. Each has a further link to an explanation of the purpose and objectives of each Board or Commission. This URL link will take you to the Application for all Groups <https://sombgovweb.state.mi.us/GovernorsBoard/Instructions.aspx>

## Inside this issue:

ARTICLE	PAGE
Call Center Corner	2
Level of Care and Medical Necessity Criteria	2
CEO Update	3
Upcoming Training	4
New SWMBH Staff	4
Is it Burnout or Depression Continued	5
SIS Assessment Orientation	6
Implicit Bias Training	7

## Call Center Corner

Beth Guisinger, Manager of Utilization Management & Call Center



Spring is coming and the call center staff are bouncing to get MI HealthLink members assessed and referred to providers for treatment services to meet their current needs. The staff with the most frequent member contact at SWMBH are Care Management Specialist IIs: Bethany Moore, LMSW, CAADC and Brandi Belcher, LMSW, CAADC. If the substance abuse treatment requests have a busy day, Kris Badra, LLP, LPC, DP-C hops in to help with the influx of calls. Any grievances or appeals are directed to Member Services Specialist, Heather Woods, LBSW. Katie Drenth, LMSW, CAADC, is overseeing the ongoing utilization management reviews of psychiatric hospitalization stays and providing ongoing coordination with

our Integrated Care team at SWMBH to ensure appropriate follow-up care is being established.

Due to current provider availability, multiple sites have placed holds on new referrals. Please be sure to communicate any changes in referral availability to Courtney Dunsmore at [Courtney.Dunsmore@swmbh.org](mailto:Courtney.Dunsmore@swmbh.org), especially when you have the capacity to begin taking new referrals again. Behavioral health providers continue to be in short demand in Michigan, with the largest impacts in rural communities. Our providers are appreciated and valued for the important work done in assisting the individuals being served in this region. The hard work does not go unnoticed and ***we thank you!***

If you need to speak with a SWMBH staff regarding authorizations, please contact us at **800-676-0423, press 1 for Providers, and then 2 for All Other Authorization Requests.**

## Level of Care and Medical Necessity Criteria

Southwest Michigan Behavioral Health (SWMBH) is committed to ensuring each member receives the services best designed to meet their individual needs as identified through the Level II Assessment process. Any member requesting treatment services are screened for the most appropriate level of care based on their initial presented needs. Level of care placement tools currently used are the LOCUS (Level of Care Utilization System) for Behavioral Health, the ASAM-PPC (American Society for Addiction Medicine – Patient Placement Criteria) for Substance Use Disorders, and the SIS (Supports Intensity Scale) for members with Intellectual/Developmental Disabilities. To ensure adequate and uniformed benefits for members, SWMBH utilizes Medicare and Medicaid medical necessity criteria to ensure

service authorization requests are appropriate and based on the medical need determined by the level of care principles and ensure the intensity of services provided are consistent with the severity of illness.

The current medical necessity criteria being utilized through the Central Care Management and Outlier Management processes are MCG for behavioral health services and ASAM-PPC for substance use services. MCG and ASAM-PPC medical necessity criteria may be obtained by providers by request, if needed. To obtain the most current medical necessity criteria, please contact the ***MI HealthLink Provider line (800) 676-0423. Press prompt 1 for Providers, then 2 for All Other Authorization Requests.***

## CEO Update

Brad Casemore, CEO

### System transformation

As of this writing...

The system transformation Senate Bills 597 and 598 have been prepared for a vote on the Senate Floor. Among other things these Bills do away with Prepaid Inpatient Health Plans and move the state's \$3.3 billion behavioral health specialty supports and services contracts and duties to the Medicaid Health Plans over the course of 6-7 years and reduce CMHSPs to fee for service providers with few or no community benefit roles. [http://legislature.mi.gov/\(S\(gp5o2qrp51uhkxvmd20m3huw\)\)/mileg.aspx?page=getObject&objectName=2021-SB-0597](http://legislature.mi.gov/(S(gp5o2qrp51uhkxvmd20m3huw))/mileg.aspx?page=getObject&objectName=2021-SB-0597)

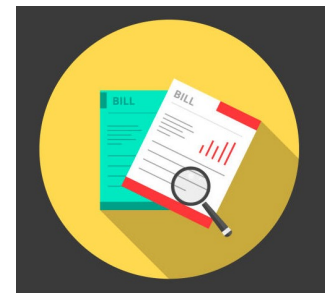
The system transformation House Bills 4925-4929 were recently revised and were the subject of Michigan House Health Policy Committee Hearings the week of March 14. Among other things these Bills do away with Prepaid Inpatient Health Plans for a statewide non-profit Administrative Services Organization to manage a fee for service and value-based provider payment approach with the state holding the financial risk. It would also move the mental health benefits for persons with mild to moderate mental health disorders to the public behavioral health system from the Medicaid Health Plans. [http://legislature.mi.gov/\(S\(gp5o2qrp51uhkxvmd20m3huw\)\)/mileg.aspx?page=getObject&objectName=2021-HB-4927](http://legislature.mi.gov/(S(gp5o2qrp51uhkxvmd20m3huw))/mileg.aspx?page=getObject&objectName=2021-HB-4927)

### SWMBH Planning

SWMBH and its founding CMHSPs achieved many planned objectives. A summary of Accomplishments and Successes is found at <https://www.swmbh.org/2021-swmbh-successes-and-accomplishments/>

For 2022-2024 the SWMBH management team has established key goals, objectives and success metrics which include but are not limited to

- Expand Certified Community Behavioral Health Clinics and Opioid Health Homes throughout the Region
- Refocus on core contract Regional Entity, Community Mental Health Entity and prepaid Inpatient obligations and roles
- Monitor and assure Provider stability
- Reorganize and better resource clinical quality, clinical informatics, healthcare data analytics and beneficiary outcome measurement & reporting
- Enhance Healthcare Information Exchange across all Care Partners
- Reorganize and focus Integrated Care efforts with Medicaid Health Plans, hospitals, and health systems and Providers
- Improve racial and ethnic healthcare inequities and health disparities
- Enhance self-determined arrangements, person-centered planning and related philosophy and practices
- Guide and install Conflict Free Access & Planning efforts
- Monitor and enhance SWMBH agency Hybrid Workplace approaches
- Monitor and Guide Opioid Settlement funds and programs
- Assure success of millions of dollars in mental health and substance use disorder Block Grants



I am very grateful for the commitment and efforts of all Providers in our Region. Please let us know how we can make your services better.

## Upcoming Training

Cortni Howard, Clinical Operations Specialist

### Human Trafficking Training

These trainings are available in April. Please note, if you cannot make these dates, the next trainings for human trafficking will be available in July of 2022. Please follow the links below for registration:

April 11<sup>th</sup>, 9:00am-11:30am

<https://us06web.zoom.us/join/zoom-join-link>

April 13<sup>th</sup>, 1:00pm-3:30pm

<https://us06web.zoom.us/join/zoom-join-link>

10 Days prior to the training those registered will

receive an email that includes the ZOOM link. There are no CEU's provided, however a certificate of attendance will be provided upon request.

Human trafficking, or modern-day slavery, is a growing problem. And no community is immune from it. We have a duty to be knowledgeable regarding trauma informed care to victims of human trafficking. Learn how to identify risk factors, associated healthcare issues, comprehensive assessment, and documentation, as well as the legalities involved. Actual patient case studies will be discussed to highlight some of the ways that nurses can intervene for these victims.

## New SWMBH Staff

Not Pictured: Geoff Sherman, IT System Analyst



**Alena Lacey**

Director of Clinical Quality



**Cortni Howard**

Clinical Operations Specialist



**Marissa Miller**

Quality Assurance Specialist



**Juanita Ford**

Assessor of Supports  
Intensity Scale



**Ella Philander**

Certified Community Behavioral  
Health Clinic Coordinator



**Morgan Hoffman**

Level of Care Transition  
Navigator

## Is It Burnout or Depression Continued

Doug Stewart, Integrated Healthcare Specialist

We sometimes throw around the term burnout whenever we're feeling overwhelmed or stressed, however it's important to understand some common myths and misconceptions.

- **Myth: Working long hours equals burnout.** While long hours can contribute to feelings of burnout, it's often more about how you feel while working than just how much you work. It is important to schedule frequent breaks throughout the day for your mental and physical wellbeing. A suggestion for people who spend a lot of time on screens is the 20-20-20 rule, which encourages that after spending 20 minutes on the computer, a person should spend 20 seconds looking at an object 20 feet away. The reason behind this is that it takes about 20 seconds for your eyes to rest. This is also the perfect opportunity to remind yourself to hydrate or to take a few deep breaths and stretch. Utilize a reminder or pop up for these mini breaks.

- **Myth: Stress Equals Burnout.** Although burnout is connected to work-related stress, the signs and symptoms of someone experiencing stress are different than those of burnout. Stress usually causes employees to over-engage with their work, while someone who is burned out will exhibit symptoms like disengagement and a lack of productivity due to feeling detached. Additionally, the symptoms of stress are primarily physical while those of burnout are primarily psychological.

- **Myth: Burnout Equals Depression.** While the symptoms can be similar and they can be linked, it's important to differentiate burnout and depression as they have very different treatment paths. With burnout, most problems are related to work and adjustments made to your work will typically help. Depression has symptoms that burnout doesn't usually exhibit, including low self-esteem and feelings of hopelessness. With depression, treatments such as therapy or medication might be needed.

Burnout can feel isolating, but it's helpful to remember that it's actually very common. According to a recent Gallup poll, 76% of employees ex-

perience burnout at work at least sometimes. In fact, only 4% of people surveyed say they never experience it. Also noted is an estimated 33% rise in feelings of burnout as the lines between work and home have become very blurred for many.

So, you're feeling burned out what should you do?

Depending on your work setting and situation, you may have different levels of control over your workday and environment. One thing we know helps is to check in on yourself and those around you frequently so you can catch burnout early.

To do's:

Check in on yourself, Check in on your colleagues, Check in on your family & friends.

Here are some other tips that can help you

- Set boundaries for your work hours and when you need to be on and available (and put these on your calendar so your colleagues know too).

- Take digital detoxes and/or scheduled extended periods of time away from your screen.

- Take frequent short breaks throughout the day, ideally with some fresh air, movement, or stretching woven in.

- Make plans to do things you enjoy and things that challenge you outside of your job and work hours. This gives you something to look forward to and ensures you don't work when you don't have to. It also helps you find purpose in things other than work, which helps you have a healthier relationship with your work.

- Take mental health days. It's recommended doing this once a quarter if you can. We find that these days of checking in with ourselves and unplugging often help us recharge more than a vacation.

- Think about why your work matters to you. This could be thinking about meaning behind the work itself, or what it allows you to do with other parts of your life.



# SIS ASSESSMENT ORIENTATION

TUESDAY, APRIL 12TH, 2022

EDUCATION: 10:00 AM—11:30 PM

The **Supports Intensity Scale (SIS)** is a strength-based, comprehensive assessment tool that measures an individual's support needs in personal, work-related and social activities in order to identify and describe the types and intensity of the supports an individual requires. The SIS includes background information on health, medical conditions, activities of daily living and cognitive, social and emotional skills. The SIS was designed to be part of person-centered planning processes that help all individuals identify their unique preferences, skills and life goals.

## Instructor

Elizabeth Chester is the Regional Quality Lead and Assessor of Supports Intensity Scale employed by SWMBH since 2017. Elizabeth has a Master's Degree in Organizational Management and Bachelor's degree in Psychology.

## Training Points

- What is the SIS-A?
- Who needs to be at a SIS?
- What to expect during a SIS?
- What is a SIS used for?
- How to use the SIS in the PCP planning
- How to schedule a SIS

## Event Times:

Log Into Training: 5-10 min before session

Education: 10:00 am—11:30 am

## TARGET AUDIENCE

SUPPORT COORDINATORS AND CASE  
MANAGERS FOR SIS

NO COST FOR SWMBH AFFILIATES

TO REGISTER FOR TUESDAY APRIL 12TH

PLEASE CLICK THE REGISTER BUTTON



THIS TRAINING DOES NOT PROVIDE CEUs,  
HOWEVER A CERTIFICATE OF ATTENDANCE  
IS AVAILABLE UPON REQUEST.

## Implicit Bias Training

*Presented for*



### Description:

Implicit bias is described as prejudices that unknowingly influence thinking and reaction to events and information. Implicit Bias negatively impacts the way people are treated by health professionals and the structural inequities in healthcare can be detrimental for people of color and other members of marginalized communities including those we support through MORC. As MORC is committed to being the best and maximizing potential for those we support it is essential for us to engage in this inclusive experience and engaging learning experience. This three hour live/online instructor-led Implicit Bias Training includes large group discussions, interactive breakout rooms, challenging videos, and self-assessments. This training has been approved for 3 hours of Social Work CEUs.

### Learning Outcomes:

1. **Explain the meaning of Implicit Bias.** This will include a complete understanding of the historical basis and present basis of implicit bias based on an individual's characteristics.
2. **Recognize its impact on one's work.** This will include your recognition of serving a diverse population and barriers and disparities in their access to and delivery of health care services.
3. **Execute the steps to remedy Implicit Bias.** This will include an ability to identify and implement effective strategies to alleviate the negative impact of implicit bias by recognizing how it impacts perception, judgement, and actions.

## Registration

Date	Time	Registration Link
April 14 <sup>th</sup> 2022	9:00am – Noon	<a href="#">Click Here</a>
June 16 <sup>th</sup> 2022	9:00am – Noon	<a href="#">Click Here</a>
September 13 <sup>th</sup> 2022	9:00am – Noon	<a href="#">Click Here</a>

Training Conducted by:



AFTER REGISTERING, YOU WILL RECEIVE A CONFIRMATION EMAIL CONTAINING INFORMATION ABOUT JOINING THE MEETING. PLEASE DON'T FORWARD LINK AS THE "JOIN" LINK IS UNIQUE TO YOU.

*THANK YOU AND WE LOOK FORWARD TO THIS OPPORTUNITY!*

## BUSINESS NAME

### Quality and Excellence through Partnerships

Southwest Michigan Behavioral Health  
5250 Lovers Lane, Suite 200  
Portage, MI 49002

Main LinePhone: 555-555-5555  
Fax: 555-555-5555  
Email: someone@example.com



**WE'RE ON THE WEB!**

[WWW.SWMBH.ORG](http://WWW.SWMBH.ORG)

*Check out the SWMBH Provider Manual and Provider Directory, on our SWMBH website: [www.swmbh.org](http://www.swmbh.org). The website contains information about the SWMBH policies and procedures as well as helpful information on topics such as provider responsibilities, customer rights, utilization management and other helpful material.*

Southwest Michigan Behavioral Health (SWMBH) is the Prepaid Inpatient Health Plan (PIHP) for eight Michigan counties, and is in partnership with the Community Mental Health (CMH) agencies of these counties. SWMBH, in partnership with the CMH's and local providers, provides mental health services to adults with severe and persistent mental illness, children with severe emotional disturbance, individuals with developmental disabilities, and individuals with substance use disorders. As the manager of services, SWMBH will make sure that services are provided to you based on your needs and goals and are within the guidelines set by the state of Michigan. SWMBH Strives to ensure that you and your family members are treated with dignity and respect.



**SWMBH is in search of Spanish-speaking MI Health Link clinicians.**

*Are you a MHL Provider who speaks Spanish?*

*Let us know!*



**Do you wish to stay up-to-date on SWMBH Trainings?** If YES, please submit your name and the organization you work for to [traininginfo@swmbh.org](mailto:traininginfo@swmbh.org) with a request to be added to the training email list. This will allow SWMBH to send to you information on all the latest and greatest training/webinar opportunities.