



No Budget? No Buy In? No Problem!

The McLean School Nurse Liaison Project

Julie Love, MSN, APRN, PMHNP-BC

Director, McLean School Nurse Liaison Project

<http://www.mcleanhospital.org/programs/mclean-school-nurse-liaison-project>

jlove@Partners.org

Office: 774-419-1186 Cell: 774-222-7735



Disclosure

- The McLean School Nurse Liaison Project and this presenter have no commercial interests promoted by this presentation and no conflicts of interest creating bias in this presentation.
- Julie Love, the McLean School Nurse Liaison Project, and McLean Hospital control all content.



MCPAP: Massachusetts Child Psychiatry Access Project

- Started in 2004 in response to clear need
- Increasing mental health care access
 - Improve PCP's knowledge, skills and confidence to manage & prescribe for psychiatric issues
 - Assist with referrals to specialist care
- Offers PCPs access to a child Psychiatrist for consultation, education, and referrals
- Southeastern region managed by McLean Hospital, Southeast campus
- 23 states have similar programs:
https://www.chcs.org/media/Psychiatric-Consultation-Programs_FINAL-030818.pdf



School Outreach

- ▶ 2012: Pilot program to extend MCPAP-style services to schools in six towns in Southeastern MA.
 - ▶ Focus on School Nurses as the access point to the school
- ▶ 2015: 5-year grant funded expansion, with a goal to serve all of SE Massachusetts
- ▶ Hired an Advanced Practice Nurse with experience in psych, school nursing, and nursing education to develop and implement the program.



Why School Nurses?

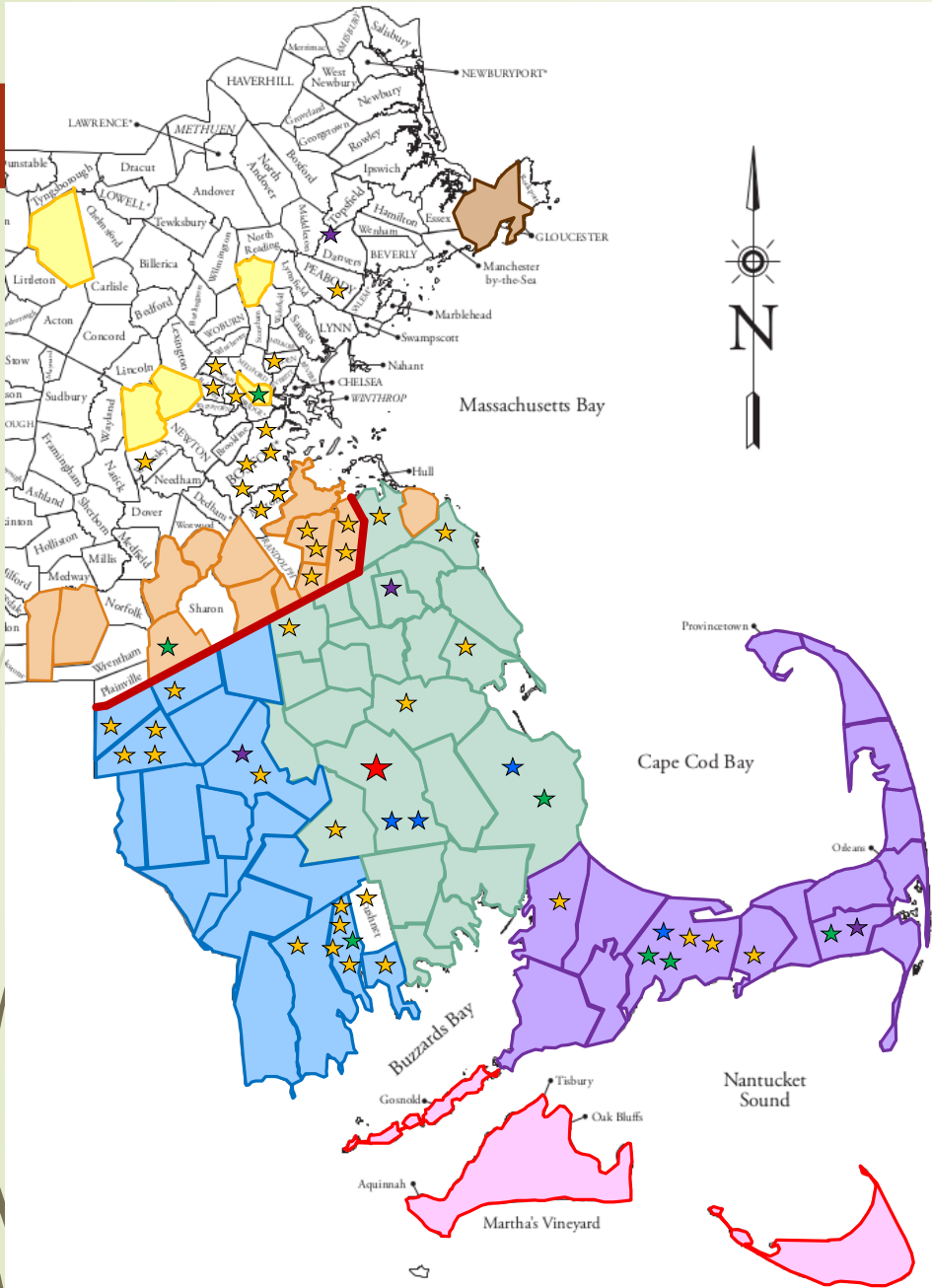
- ▶ Licensed professionals whose training includes psych
- ▶ Connected to all staff, kids, families, and providers
- ▶ Well-placed to identify issues
 - ▶ Psychiatric distress often presents with physical symptoms
 - ▶ May notice changes, patterns across years / classes
- ▶ Involved in behavioral issues
 - ▶ Children in crisis are often sent to the nurse
 - ▶ Required to assess after any restraint
- ▶ Frequently not well-utilized
 - ▶ Often left out of the loop
 - ▶ Until there's a crisis
 - ▶ Consulted only about medications

Accessing Schools Through the Nurse

- ▶ Nurses welcome the support
 - ▶ Nurses are used to collaboration
 - ▶ School nurses are particularly isolated
 - ▶ Often fewer bureaucratic barriers to enrolling
- ▶ Connection to the nurse connects to the whole school
 - ▶ Availability of services encourages interdepartmental collaboration
 - ▶ Percent of non-nurses attending presentations:

'16-'17	'17-'18	'18-'19
43.5%	66.4%	77.7%

- ▶ 65.2% of mailing list are not nurses
- ▶ Buy-in from one person opens the whole school



2010

- ★ = charter school
- ★ = private school
- ★ = collaborative
- ★ = voc-tech school

Districts: 66

Ind. Schools: 59

Schools: 209

Students: 2,200,000

% of MA: 2.5%



Services Offered

I think this program is a great resource when needed - and a great resource for school teams for PD around behavioral/mental health issues

- Consultation
 - School nurse & other staff can call / email the NP any time, with any questions
- Education
 - Educational presentations offered to schools on a growing variety of topics
- Resources
 - Developing a library of printable resources



Consultation

A member of our team called to get another opinion on a student. I did not call personally, but the information provided was extremely helpful to the school team.

- Questions from School Nurses, other school staff (principal, guidance, etc.), or teams.
- Confidential – no identifying information given
- Offering guidance, information, assistance with general or specific issues
- NP consults with Child Psychiatrist if needed
- Does not replace existing Crisis Management Plan
- NP sends relevant resources, follow-up email

Nice to know Julie is available even if to brainstorm an idea or concern before going to principal or calling a parent.

Educational Presentations

- Developing Coping Skills
- Psych Meds in Schools
- Understanding Self Injurious Behavior
- Understanding Anxiety
- Understanding ADHD
- Understanding Depression
- LGBTQ Issues in Schools
- Stigma of Mental Illness
- Substance Abuse and Motivational Interviewing
- Understanding Somatic Symptoms
- The Effects of Trauma
- DBT Skills in Schools
- Impact of Technology & Social Media
- Managing Extreme Disruptive Behavior
- Helping Students with Anxiety: Beyond the Basics
- Navigating the System and Accessing Care

I am extremely grateful, as is my staff. We refer to the training repeatedly in our discussion of students. Because we do not have a budget for in services, we would otherwise not have access to this information.

Resources

The materials have been extremely helpful in counseling children.

- Growing database of resources (websites, pamphlets, posters, tools)
- Offered at presentations
- Sent to support consultation information
- Sent upon request
- Monthly newsletter

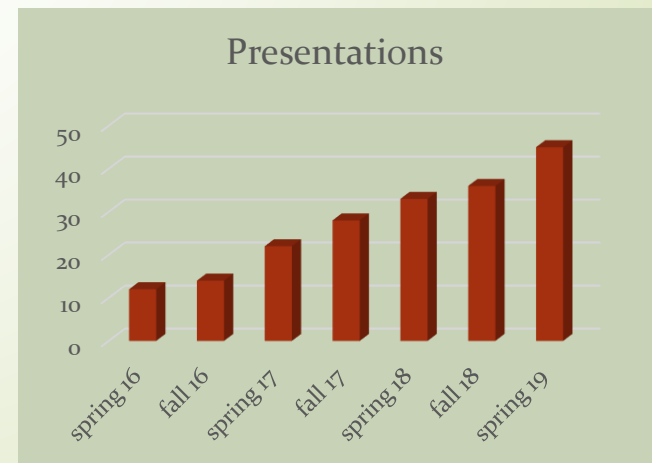
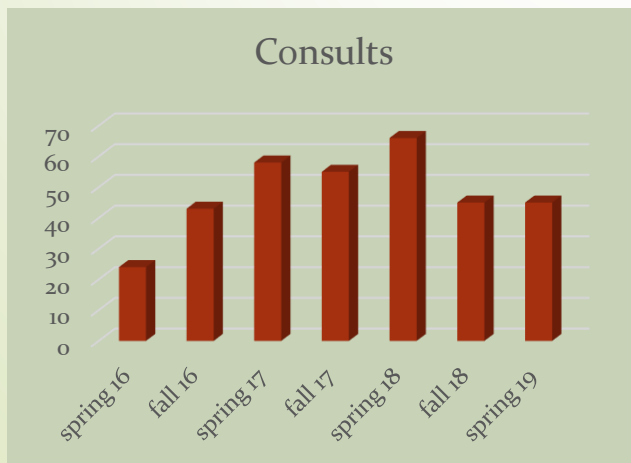
I love the newsletters and print them out to use as reference



How does one NP serve such a large area?

I feel very secure knowing there is an outside resource to consult with.

- Utilization of services varies between towns, schools.
 - ~ 40-60% of enrolled schools/districts contact the consultant each year
 - ~ 50-60% of enrolled schools/districts have presentations each year
 - Many staff also attend presentations in other towns
- Of 121 enrolled schools/districts, 105 (87%) have made some use.



Measuring Impact

I feel more confident in handling mental health concerns and I think that comes across when talking to parents & staff

- Enrolled staff are invited to complete an annual survey
 - Measuring comfort and confidence levels managing a variety of issues and diagnoses
 - Measuring participation in the program
 - Soliciting suggestions for future services
- Respondents report
 - Improved communication
 - Increased confidence
 - Increased empathy
 - Increased interdepartmental collaboration
- “What is most useful about the consultation process?”
 - #1 Answer: “Just knowing a consultant is available boosts my confidence”



How much does a light touch, big footprint cost?

- Salary for the Liaison(s)
 - Access to collaboration
 - Administrative support helpful
- Infrastructure
 - Office, computer, cell phone
 - Continuing education
 - Travel reimbursement
- In Massachusetts, the 5 yr grant for the Southeastern region was \$1 million



Keys to success

- Hire the right Liaison
 - Psych experience
 - Pedi experience
 - School experience
 - Teaching experience
 - Yes, they should be a nurse
- Cast a wide net
 - Be visible and available to all
 - Don't worry about those who don't engage as much
 - "If you build it, they will come."
- Let the schools tell you what they need
 - Let the program evolve

The program has been an excellent support and resource. We could not do all that we do for the students, families and staff without the program!



Further information....

- ▶ **I'm happy to help you explore replicating this program in your area**
 - ▶ Julie Love, MSN, APRN, PMHNP-BC
 - ▶ **JLOVE@PARTNERS.ORG**
 - ▶ McLean School Nurse Liaison Project, McLean Southeast, 23 Isaac St, Middleboro, MA 02346
 - ▶ Cell: 774-222-7735
 - ▶ Office: 774-419-1186 Fax: 774-419-1104
- ▶ <http://www.mcleanhospital.org/programs/mclean-school-nurse-liaison-project>