

# Health Improvement Through Employee Control (HITEC) Project

## Manson Youth Institution Design Team

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# Implementation of Design Team

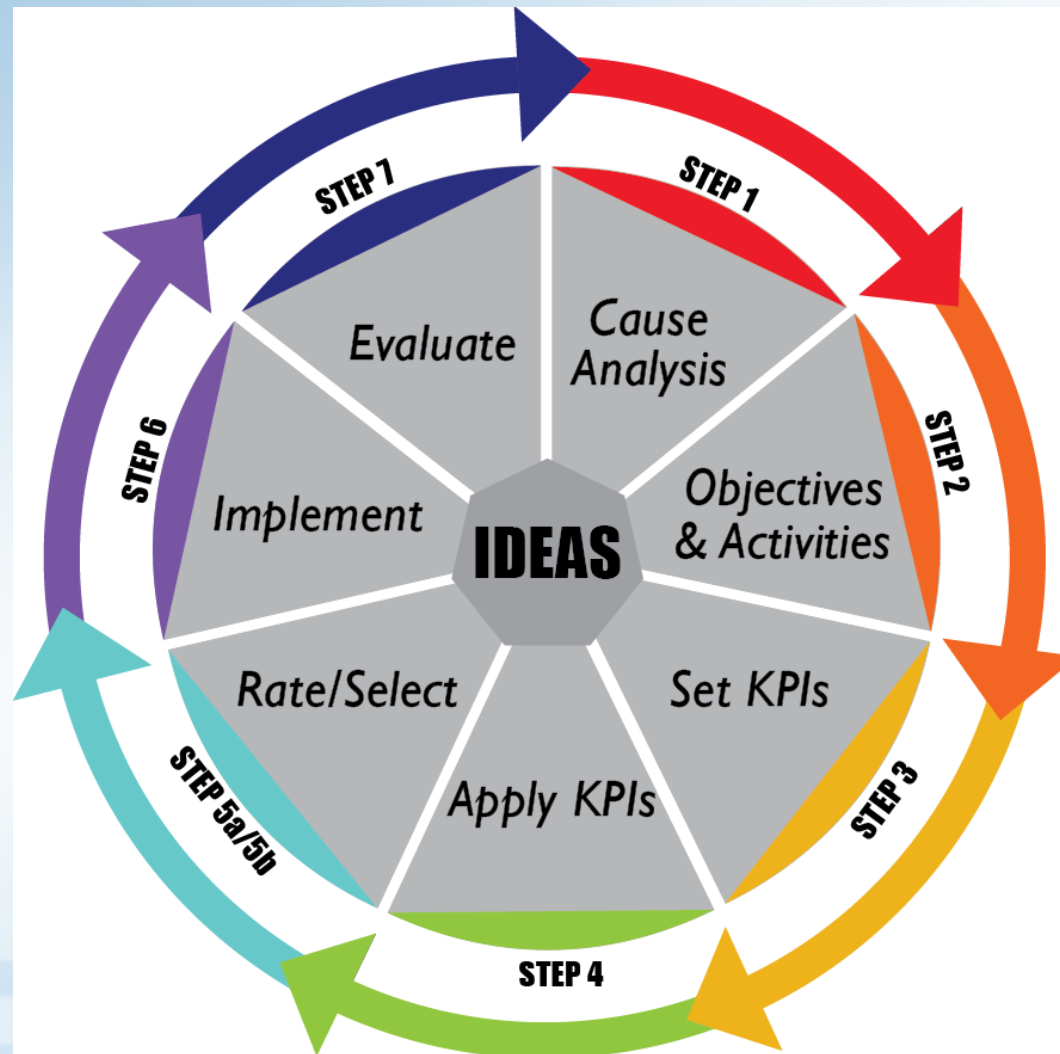
- ▶ Identify Facility
- ▶ Recruit members for the Design Team
- ▶ Coordinate logistics: day, time, meeting area
- ▶ Training on IDEAS process

# Manson Youth Institution Design Team

Meeting Location	Maloney Center for Training and Staff Development
Design Team Focus	<b>Identify and Mitigate Work Stress Factors</b>
Structures	<p>The <b>Design Team</b> consists of 9 NP-4 Correctional staff members who participate in 2 hour meetings twice a month, co-facilitated by two of their members and advised by UConn Staff.</p> <p>The <b>Facility Steering Committee</b> consists of supervisors (Wardens, Deputy Wardens and Captains), Union Representatives and the DT Facilitators.</p>
Consultation with Clinical Expert	Video Conference with Clinical Psychologist Dr. Monnica Williams (April 18 <sup>th</sup> 2018)
Timeline	<p><b>Orientation:</b> Dec 21, 2017</p> <p><b>IDEAS Training:</b> Jan 19, 2018</p> <p><b>First Design Team meeting:</b> Jan 24, 2018</p> <p><b>Presentation to Facility Steering Committee:</b> Nov 19, 2018</p>

# Intervention, Design, and Analysis Scorecard: *a participatory intervention planning method*

Designing interventions with IDEAS is an iterative process



## Step 1

Understanding the problem

## Step 2

Creating full set of possible solutions

## Steps 3,4

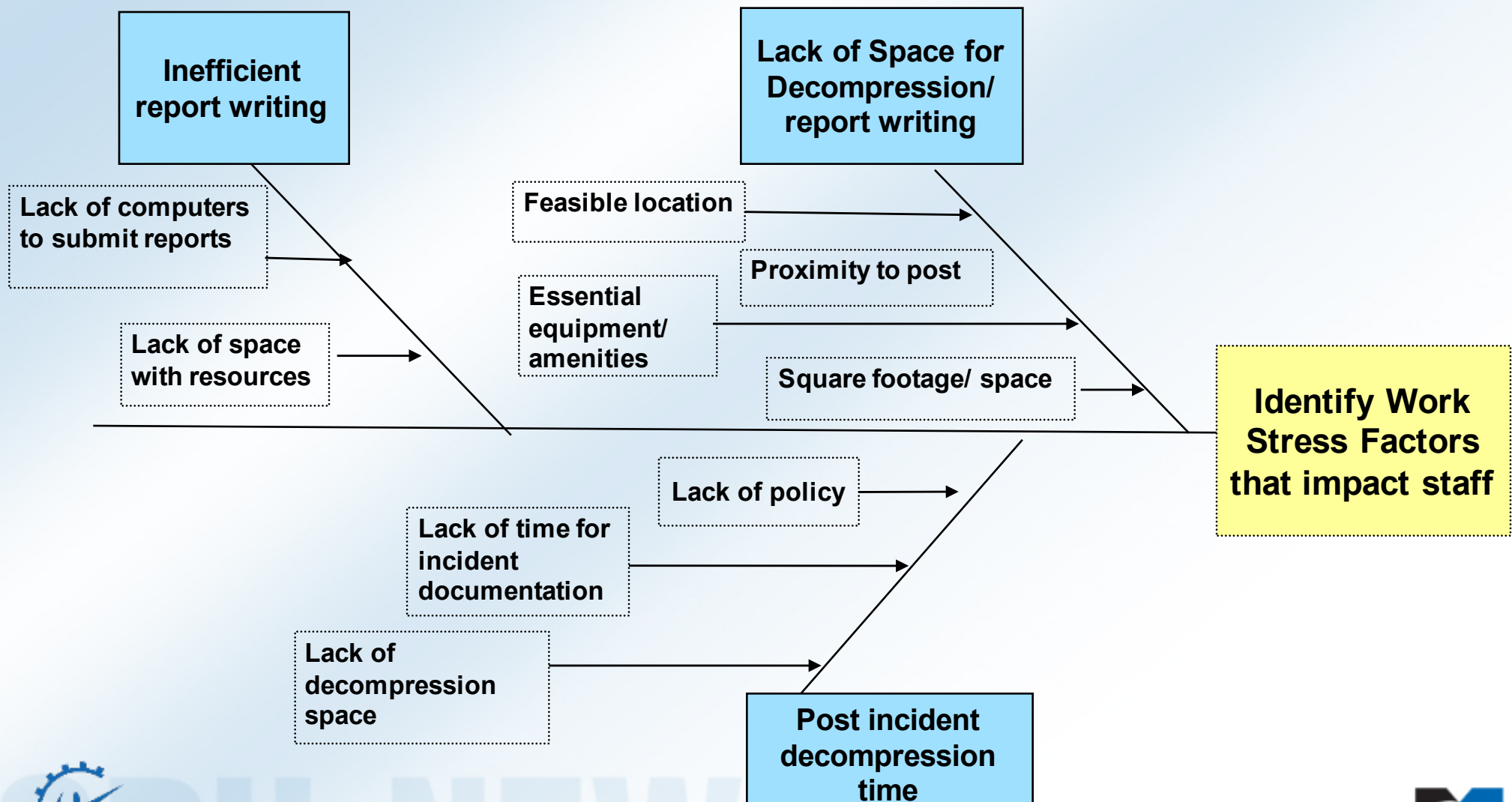
Analyzing costs, benefits, barriers  
Formulate alternatives

## Step 5

Rating, selecting best option

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# Step 1: Fishbone Diagram: Identify Health & Safety Problem/Issue and Contributing Factors



# IDEAS Steps 2-4

## Step 2:

- ▶ Create a major health and safety objective: *Mitigate Work Stress / Post-Incident Stress Exposure*
- ▶ Develop solutions and specific activities

## Step 3:

- ▶ Identify criteria for selection and evaluation of activities

## Step 4:

- ▶ Evaluate the solution and activities (Step 2) with the selection criteria (Step 3)

# Step 5A: Package and Rate Interventions

## Intervention Package

### 1. Create a space for decompression:

Build or lease a new structure in a central location that includes:

- Computers with secure internet and printers
- Feasible location closer to post and response location
- Bathroom and Kitchenette
- Space for table/chairs and couch
- Efficient and relaxing set up with nice decorations
- TV to be connected to outside world

### 2. Improve post incident decompression and recovery time

- Strategies/tools for post incident stress
- Training and education about incidents
- Create policy to address decompression time

### 3. Create an efficient area for report writing

- Training for supervisors and staff for report writing
- Policy to relieve officers for report writing

# IDEAS Steps 5B-7

## Step 5B:

- ▶ Facility Steering Committee rates the proposed interventions

## Step 6:

- ▶ Design Team works with Steering Committee to Implement the interventions (ongoing)

## Step 7:

- ▶ Develop and Evaluation Plan (ongoing)

# Challenges and Successes

## Challenges

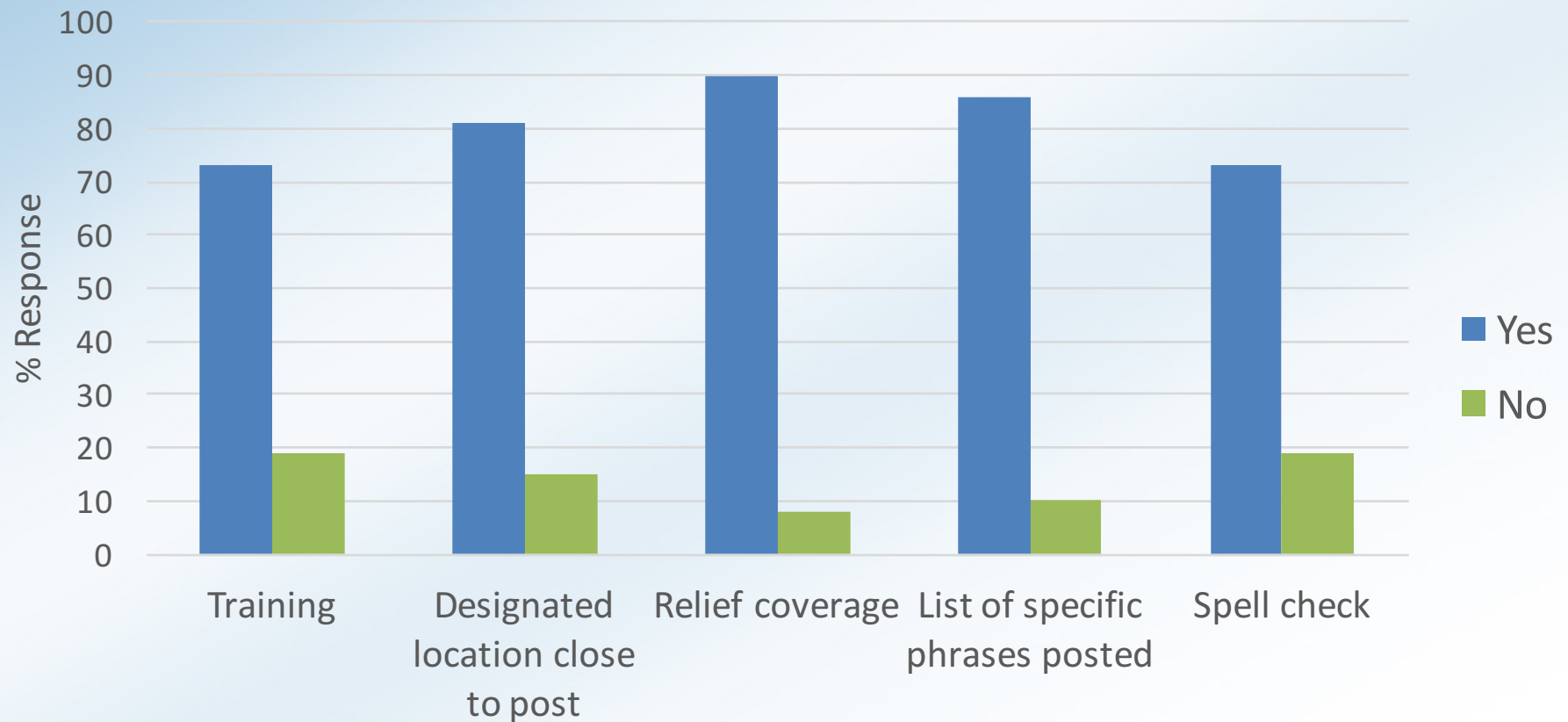
- ▶ Changes in Design Team and Facility Steering Committee membership
  - Recruitment and retraining of new members
- ▶ Change focus half way through because of incidents

## Successes

- ▶ Agency and Facility buy in
- ▶ Facility Mental Health Wellness Fair
- ▶ Development and implementation of a pre-intervention survey (N=166 of 283 staff members)

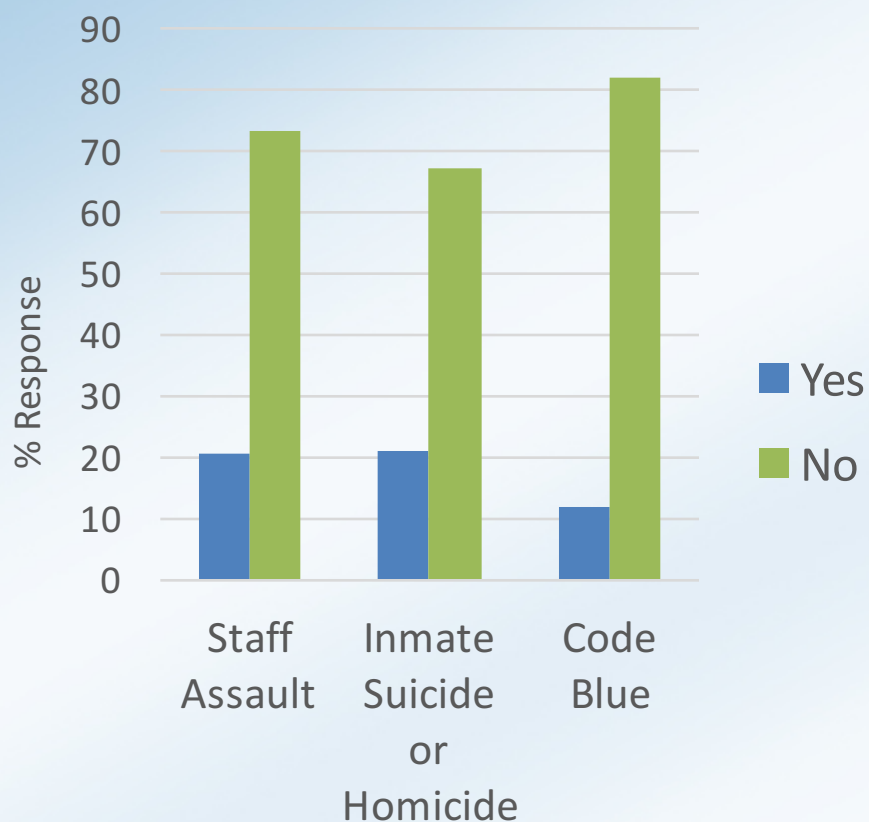
# Design Team Survey Results

**Which of the following resources could benefit report writing at your facility?**

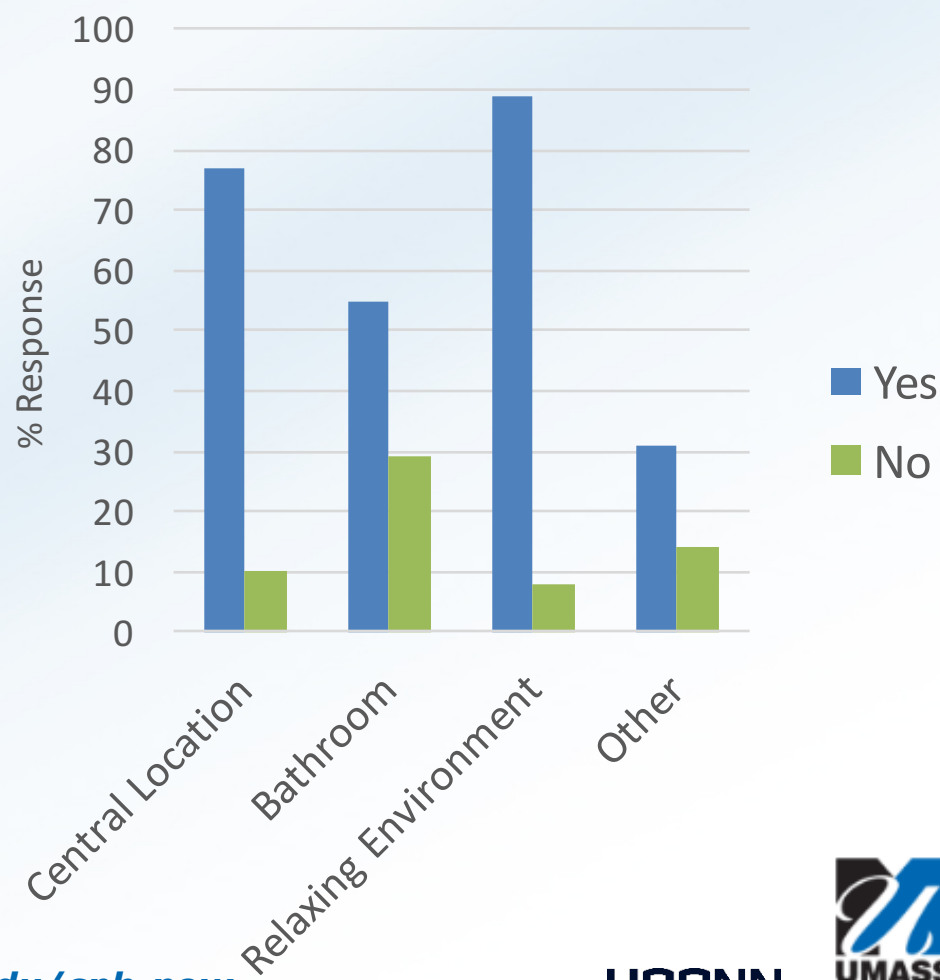


# Design Team Survey Results

## Decompression Time following Critical Incidents



## Expectations for a Decompression Area



# Design Team Survey

- ▶ “There is no designated area to write the report...couple of places that have become common, but these don’t always have a computer or other resources to write them.”
- ▶ “More often than not, inmates seem to take precedence over staff...”
- ▶ “...the phone rings constantly after a code... you’re not completely thorough with your incident report because of the pressure to finish”

# Design Team Survey

- ▶ “We have to just continue on as if nothing transpired, strange human reaction to ignore.”
- ▶ “...codes are called and/or cleared school continues and we at times have to work in an area contaminated after use of chemical agent”
- ▶ “...still movement within the facility which allows for more codes and stressors of having to respond in the right state of mind.”

# Contacts & Acknowledgements

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**Healthy Workplace**

**Participatory Program Website:**

[www.uml.edu/cphnewtoolkit](http://www.uml.edu/cphnewtoolkit)

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## University of Connecticut

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