

Responding to a Resident/Fellow in Distress

Helping a Resident/Fellow in Crisis

***If they are unable to keep themselves safe, call 911 or go to the emergency department.** At UIHC, call ahead (319-356-2233) and speak to the ED charge nurse and/or triage. Emphasize the patient is house staff and should be assigned a private room. Ask staff to make the ED encounter confidential.

***If they are experiencing a mental health crisis, either of you can call CommUnity Mobile Crisis Response at 1-855-581-8111.** They will send a mental health counselor to your location to talk about the situation and help you explore options. Services are free and confidential (need not give full name). Response times are usually within 30 minutes of dispatch. Common reasons to call:

- When someone has suicidal ideation
- When someone is unsure whether hospitalization is necessary
- When someone needs crisis de-escalation, emotional support, or referral to community resources.

To learn more: <https://builtbycommunity.org/i-need-help/mobile-crisis/>

***If they need emotional support, or you need support in responding, call/text 988 or use the Lifeline Chat at <https://988lifeline.org/chat/>.**

**These resources available 24/7/365*

Contact GME psychologist Kristin Wurster, PhD, at 319-353-6342 or kristin-wurster@uiowa.edu

Counseling/Therapy Resources

Residents and fellows are eligible for confidential therapy services with GME psychologist Kristin Wurster, PhD. Kristin uses a separate EMR and can neither confirm nor deny who she sees. Initial appointments are typically a consultation to determine a person's needs. Case management appointments are available to assist in connecting with community providers. Contact Kristin at 319-353-6342 or kristin-wurster@uiowa.edu.

The **Employee Assistance Program** is a confidential counseling and referral program. Contact 319-335-2085 or eaphelp@uiowa.edu. <https://hr.uiowa.edu/employee-well-being/ui-employee-assistance-program>

Doctor On Demand is a telehealth platform that has psychiatry and therapy appointments with \$0 copay for those with UI Select/Choice insurance. After-hours appointments are available. <https://doctorondemand.com/>

There are numerous other campus and community options that Kristin would be happy to review with residents/fellows. Those who have UI Choice or UI Select insurance have \$0 copay for mental health care visits as of Jan. 1, 2024 (prior to that date, there is a \$15 copay for UI Select).

What to Lean into Proactively

Empathy and normalizing go a long way. If you notice someone struggling, or if you know they are at a point in their training where many struggle, express care. "I remember when that happened to me. How are you doing?"

Helpful strategies in a stressful moment: relax your shoulders, take diaphragmatic breaths, connect to the present moment using your 5 senses, notice and name your feelings

Things that matter for maintaining mental health:

- Regularly identify and name your feelings ("I am feeling...")
 - Connect with others
 - Routinize your before-sleep routine and create a good sleep environment
 - Maintain hydration
 - Fuel yourself regularly and adequately
 - Move your body
 - Spend time outside
- ➔ These are among the first things to go to the wayside when people are stressed and/or struggling, yet their cumulative impact is difficult to overstate.

Mindsets matter – they affect us psychologically and physiologically. Our judgments about our feelings and coping paradoxically impact each.

Encourage help-seeking. Not sure where to start or what might be useful? Reach out for a chat: kristin-wurster@uiowa.edu