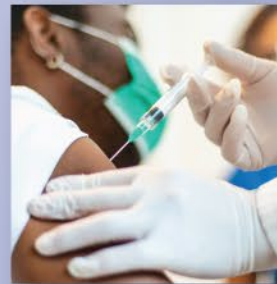


Stamping out Stigma through Partnerships, Communities and Education

Stella Mandl, BSW, BSN, RN,
PHN Moderator

Centers for Medicare &
Medicaid Services





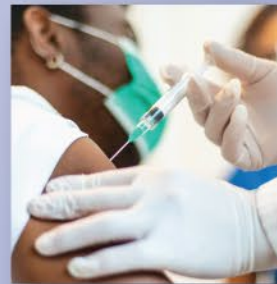
AGENDA

- Chronic Pain & Behavioral Health Customer Engagements: Insights on the impacts of stigma on seeking and receiving care
- Impacts of stigma on older populations and access to services
- Defining stigma & impacts on access
- Population-level impacts of stigma on access/care delivery & leveraging community based solutions in NYC
- Impacts of stigma on burnout & Strengthening Health Worker Well-Being

Morgan Taylor

Human Center Design Specialist

Centers for Medicare &
Medicaid Services



Stamping out Stigma through Partnerships, Communities and Education (1)

Behavioral Health Engagement

Understand the barriers to accessing prevention, treatment, and recovery services for Substance Use Disorders (SUD), including mental health and effective pain management.

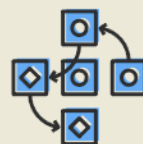
Synthesis Overview



2,822
DATA POINTS
Verbatim quotes



76
THEMES
Patterns in human behavior



22
PRIORITIZED THEMES
Higher-level customer truths learned through immersion activities



9
INSIGHTS
Learnings about patterns of behavior that are surprising or unexpected



4
OPPORTUNITIES
Spaces to explore solution ideas

108 Research Participants

4
Stakeholder Types

Care Team Member*

- Addiction Medicine
- Holistic Care
- Psychiatrist or Psychologist
- Director
- Program Manager
- Social Work

29

58
Stakeholders Interviews

Advocate*

- Executive or Director
- Harm Reductionist
- Community Organizer
- Health Policy
- Minority Advocate

24

3
Site Visits

Individual with SUD Experience*

- Health Policy
- Executive or Director
- Community Organizer
- Counselor
- Social Work

12

21
SMEs Interviewed

Researcher*

- Health Policy
- Harm Reductionist
- Minority Advocate
- MAT Services

5

*stakeholders for this category may have been double-counted

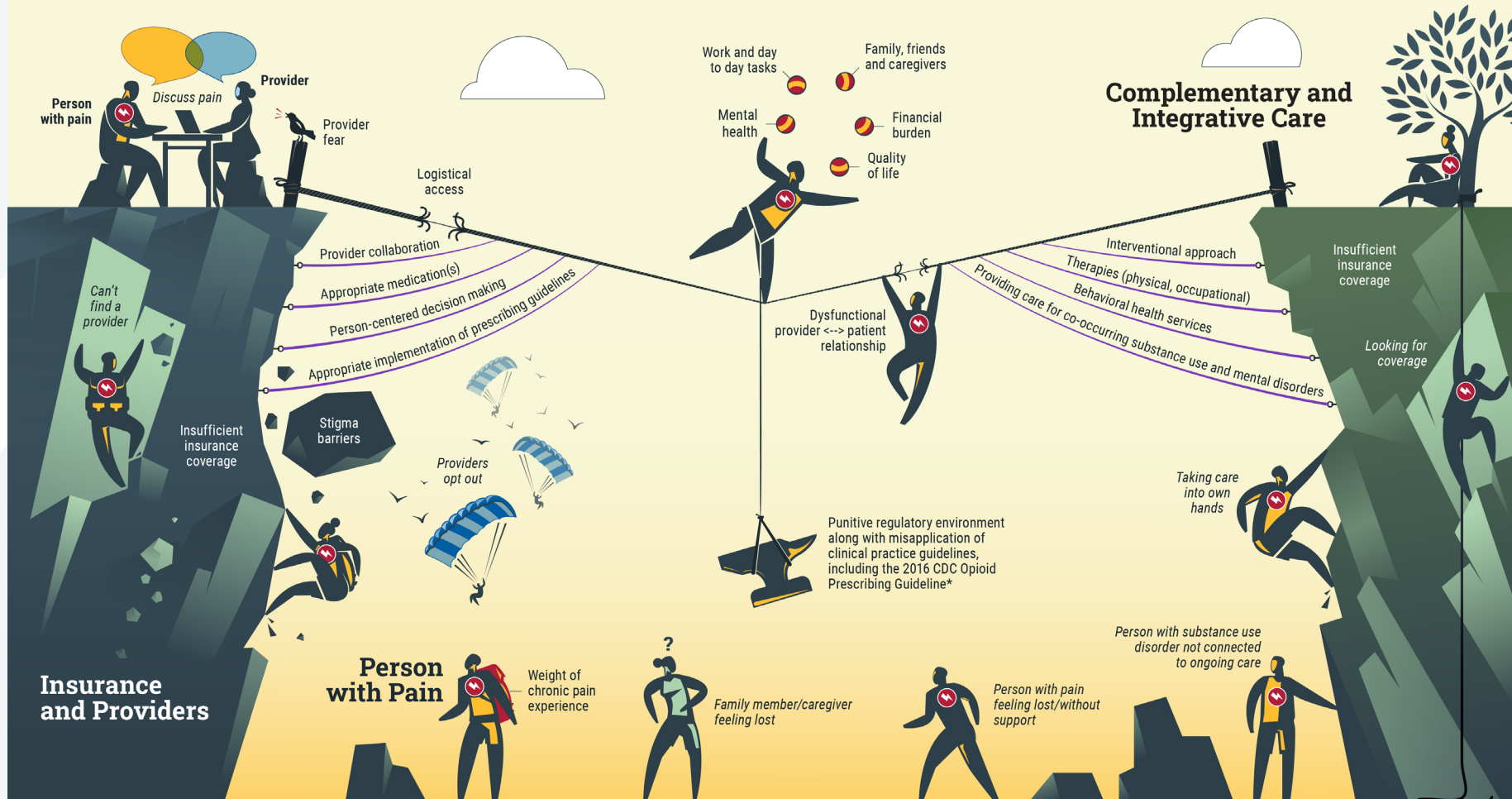


Stamping out Stigma through Partnerships, Communities and Education

Chronic Pain Experience

Understand access to covered treatment and services for people with chronic pain.

This visual is derived from stakeholder interviews focusing on the experiences of those living with and treating chronic pain. Its intent is to highlight the most prominent barriers experienced by people accessing care and the influencers acting on providers, ultimately affecting the person with chronic pain, their quality of care, and their quality of life. These sentiments were derived from requests for information (RFIs) conducted by CMS and CDC, including as part of CDC's efforts to understand and integrate the lived experiences of patients and providers into their update to the 2016 opioid prescribing guideline.

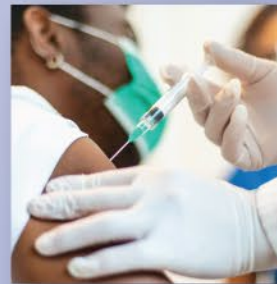


* CDC is in the process of updating the 2016 CDC Guideline for Prescribing Opioids for Chronic Pain. The goal of the revised clinical practice guideline is to help advance effective, individualized, patient-centered care. The revision was designed with a focus on ensuring appropriate use as a clinical tool and to avoid misapplication of the guideline itself.



Impact of Stigma on Older Adult's Brain Health

Sarah Lenz Lock, JD
SVP, Policy & Brain Health
AARP



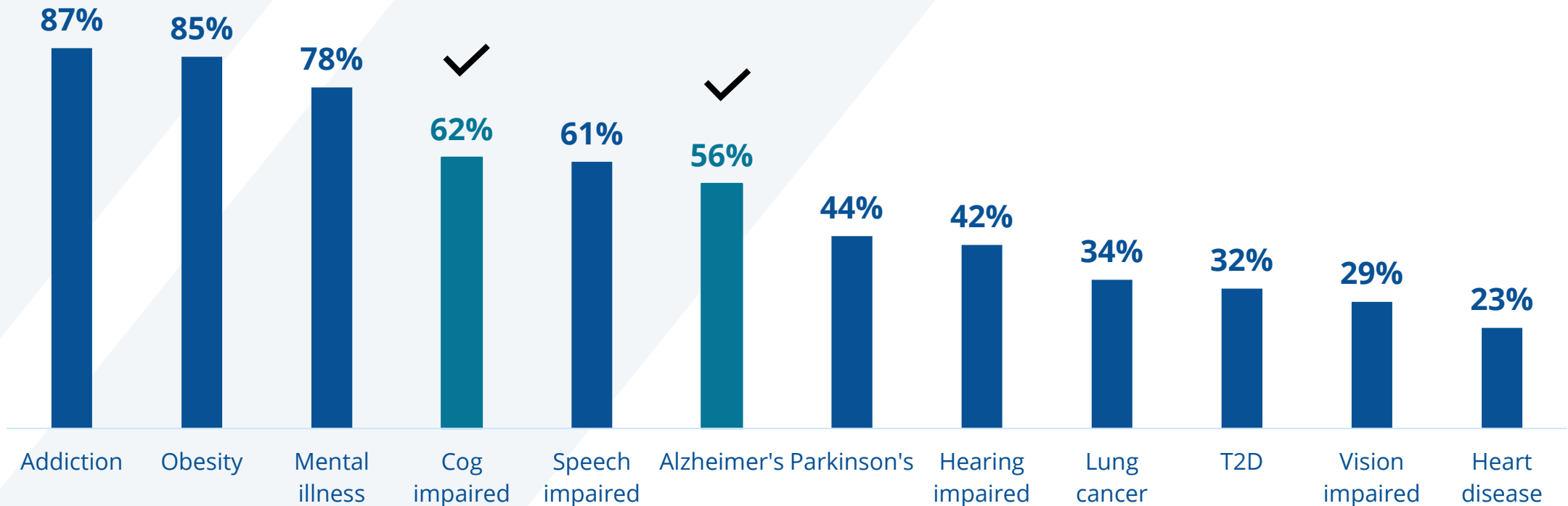


AGENDA (2)

- AARP's Surveys on Stigma amongst health care providers and adults 40+ (select slides only)
- for full results, see:
 - <https://www.aarp.org/research/topics/health/info-2021/dementia-diagnosis-stigma.html>
- Impact on Access to Services
- What Can We Do

Society stigmatizes cognitive impairment and Alzheimer's disease.

% who think each of **the following conditions are judged negatively by society**, at least to some degree (Q55)



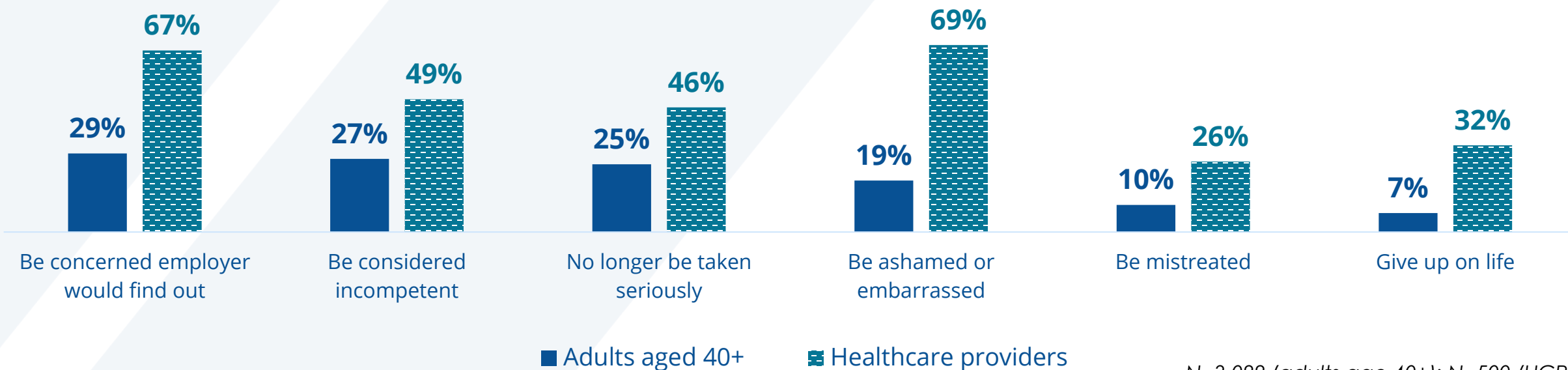
N=3,022



A disconnect exists between adults' and health care providers' perceptions about dementia.

If I had dementia, I would...
(If my patient had dementia, they would...)

% who agree with each statement (adults aged 40-plus and healthcare providers)



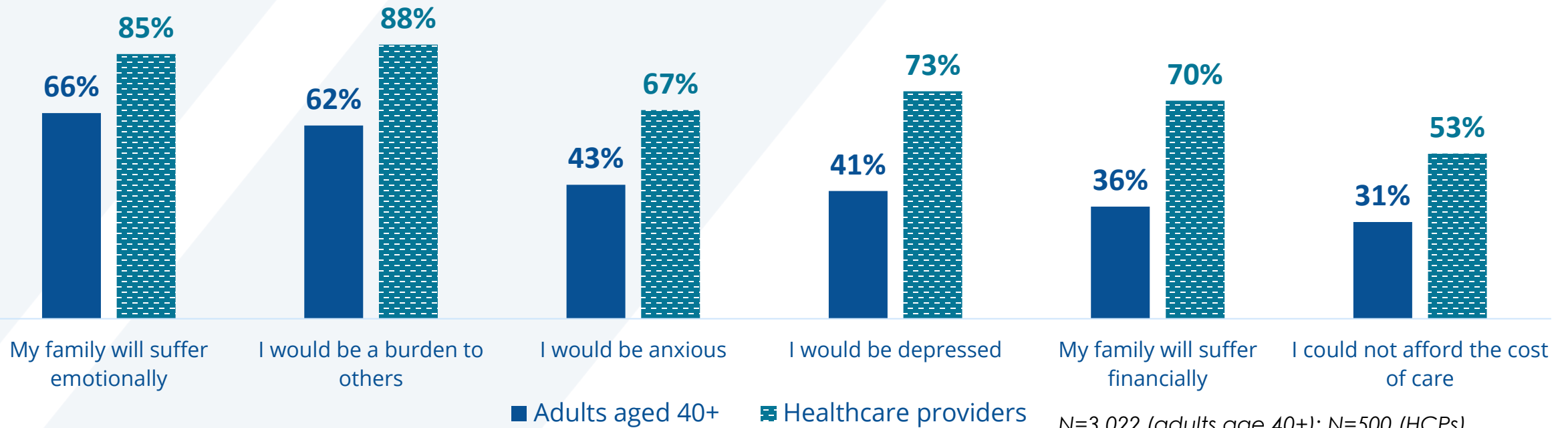
N=3,022 (adults age 40+); N=500 (HCPs)



A disconnect exists between adults and healthcare providers in their perception of suffering due to a dementia diagnosis.

If I had dementia...
(If my patient had dementia...)

% who agree with each statement (adults aged 40+ and healthcare providers)

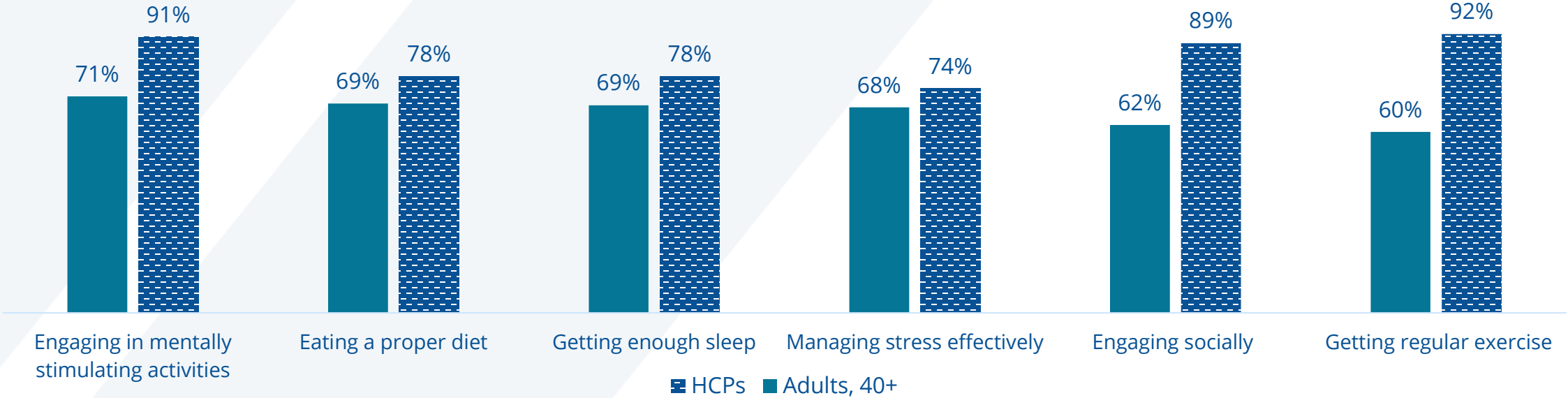


N=3,022 (adults age 40+); N=500 (HCPs)



Adults would engage in selected activities to maintain thinking skills and HCPs believe these activities help dementia symptoms

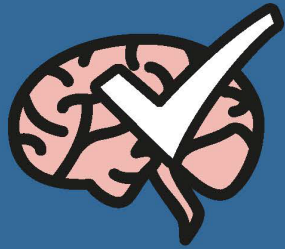
Percent of adults age 40 and older who are extremely/very likely to engage in selected brain-healthy behaviors if they knew the activity may help them maintain mental functioning and percent of HCPs who feel each activity is helpful for dementia symptoms



Q47a-f If you knew the following may help you maintain your mental functioning/thinking skills, how likely would you be to incorporate more of these activities into your daily life? (Q47, % extremely or very likely, among adults age 40+, n=3,022)
 Q37 In your opinion, which of the following help with the symptoms of dementia? (among healthcare providers, n=500)



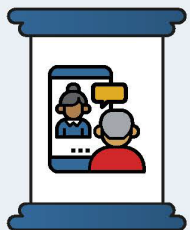
Choose Brain-Healthy Habits



CHOOSE Brain-Healthy Habits

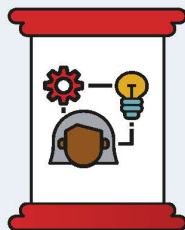
Simple steps can make a difference

Six Pillars of Brain Health



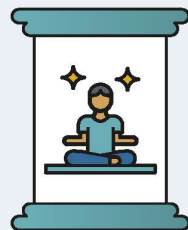
Be Social

Keep in touch with friends & family, don't let yourself get isolated.



Engage Your Brain

Find ways to stimulate your thinking, explore new interests and hobbies.



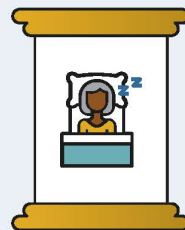
Manage Stress

Practice relaxation, take time for yourself.



Ongoing Exercise

Move throughout the day, target 2½ hours a week of moderate physical activity.



Restorative Sleep

Get 7–8 hours of restful sleep every day.



Eat Right

Choose a nutritious, heart-healthy diet of fish, veggies, and fruits.

4 Steps to Get Started:

- ✓ Set a goal, identify a specific action you want to take.
- ✓ Find something fun; choose what you enjoy.
- ✓ Re-purpose some of your free time to make room for new healthy habits.
- ✓ Involve friends or family with common goals.



Impact of Stigma on Older Adult's Brain Health

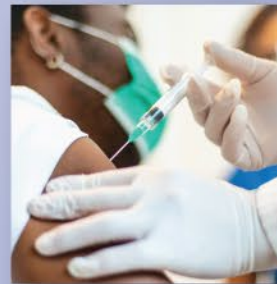
aarp.org/brainhealth

slock@aarp.org

@SarahLenzLock



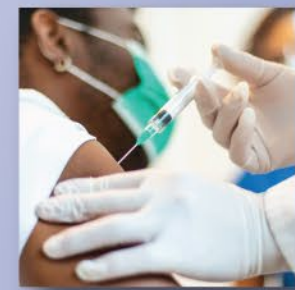
Neeraj Gandotra, MD
Chief Medical Officer
Substance Abuse and
Mental Health Services
Administration (SAMHSA)



Ted Long, MD, MHS

**Senior Vice President
Ambulatory Care and Population Health
Executive Director, Test & Treat Corps**

**NYC Health + Hospitals;
Test & Treat Corps**



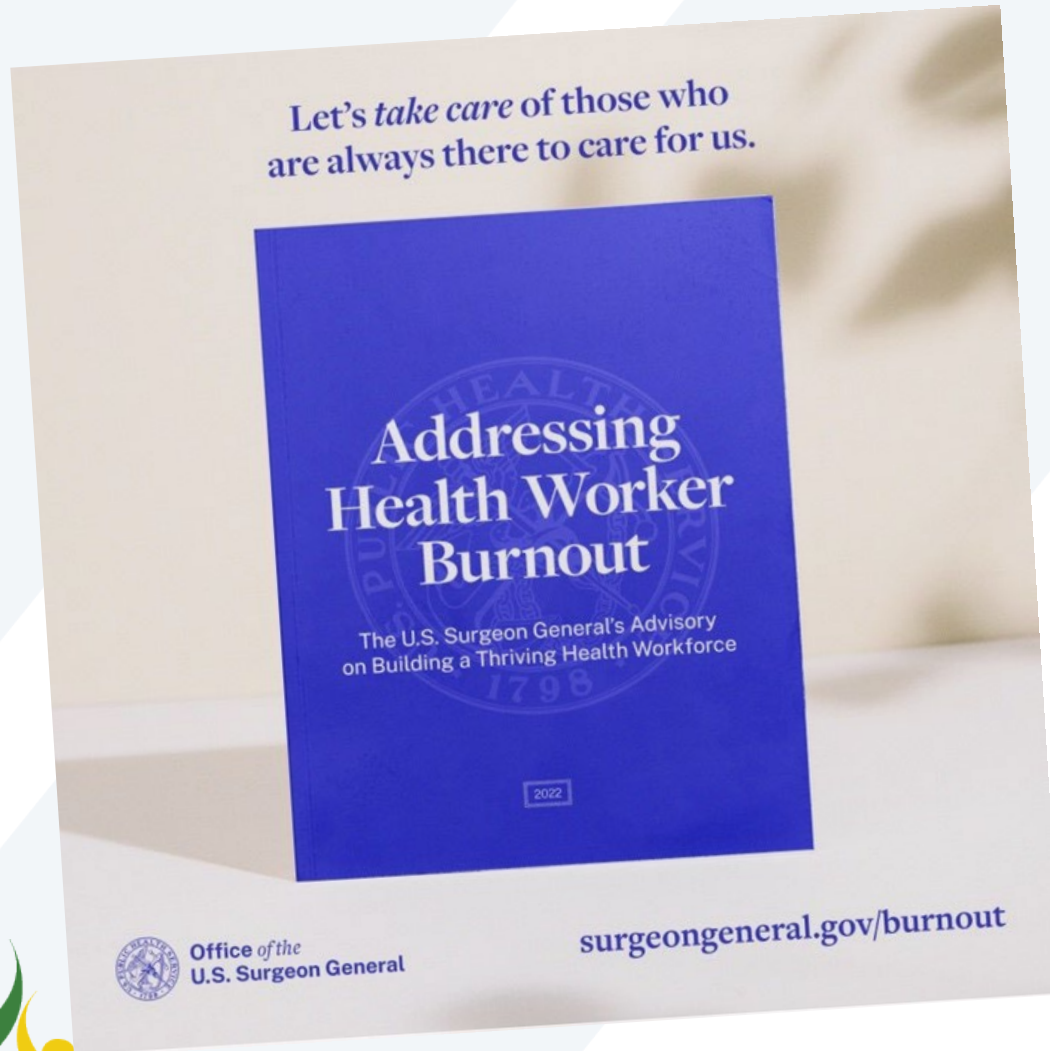
Jeane Garcia-Davis, MSN/MPH, RN

Associate Director, Science &
Policy

Office of the Surgeon General



Stamping out Stigma through Partnerships, Communities and Education (2)



- By 2021, an alarming 62.8% of physicians and nearly 50% of nurses were experiencing workplace **burnout**.^{1,2}
- (CW) Health workers are human and also face **mental health challenges** such as anxiety, depression, PTSD and suicidal ideation.
- There is hope. **Systems** changes are possible.

Opportunities to confront stigma

- **We can eliminate barriers to mental health care**

Offer a variety of mental health supports and enable time off to access them;
Align health professionals applications with national recommendations;
Regularly communicate changes and resources available.

- **We must build compassionate cultures of well-being**

Measure and respond to health worker well-being to prevent burnout. Address the “hidden curriculum” in work and learning environments; end stoicism, presenteeism, and racism;
Share lived experiences and stories; recognize vulnerability as strength.



(TW) You are not alone.

- #988: The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States. <https://988lifeline.org/>
- The National Academy of Medicine's Action Collaborative National Plan on Health Workforce Resilience offers [resources and opportunities](#) for community and action.
- Join efforts to prevent burnout and support workplace well-being through the [American Medical Association](#) and [American Nurses Association](#).



Stamping out Stigma through Partnerships,
We have the power Communities and Education (3)
**to make workplaces
engines of mental
health & well-being.**

