



*UCSD Healer Education Assessment and Referral
(HEAR) Program*

Our Goals:

1. **Educate:** HEAR committee members provide talks and workshops to departments, clinical units, training groups, and a variety of other venues. We have given grand rounds presentations to most medical school departments and many divisions and nursing groups. We have participated in orientations for new trainees and for incoming chief residents, and have presented on burnout and caregiver stress to various student, trainee, staff and faculty groups. Variants of these talks have been presented at many national meetings, other hospital groups and medical centers.
2. **Assess:** Through our *anonymous* stress and depression-screening questionnaire, available at hear.ucsd.edu, we have screened thousands of UC San Diego medical and pharmacy students, house-staff, faculty and staff. Our program counselors have reviewed each of these completed questionnaires, have made recommendations for further evaluation or treatment as indicated, and have made themselves available for further confidentially dialogue – by website, email, phone or in person – to each respondent. Assessments also have been available independent of the online survey by contacting one of the HEAR program counselors or Dr. Zisook directly.
3. **Refer:** Personalized referrals for mental health assessment or care are available by contacting HEAR program counselors. Dr Zisook or the Program Counselors can provide an initial, confidential, assessment. If ongoing psychiatric treatment is recommended or requested, referrals can be made internally (billing insurance and records marked “Secure” on EPIC) or to an outside provider who takes UCSD insurance and agrees to prioritize UCSD house staff. Psychotherapy referrals can be made to HEAR Counselors (see #4 below), other UCSD outpatient therapists (insurance or self-pay and records on EPIC), or to non-UCSD therapists (insurance or self-pay).
4. **Other support, crisis intervention and bridge care:** HEAR has provided confidential short-term consultation and support and counseling for all UCSD medical students, house staff, faculty and medical staff undergoing acute stress or crisis situations or to offer bridge support while waiting for an initial appointment with a mental health provider. We have provided ongoing support groups for residency programs seeking such support. Increasingly, HEAR staff has been available for group and individual debriefings following significant adverse (usually unexpected) events, such as after the death of a colleague, unanticipated patient death, workplace violence, medical errors resulting in patient harm, or cumulative response to repeated deaths.
5. **Counseling for residents:** In addition to the general support provided to all, HEAR counselors are available for ongoing individual, voluntary, no-cost, *confidential* counseling for residents. No electronic records are kept.

The resident simply needs to call or email one of the Program Counselors to set up an appointment. Counseling is provided in Hillcrest and La Jolla offices.

6. **Future Plans:** We are excited to be participating on ongoing discussions with health care leadership regarding the development of the Care for Caregivers program which will include peer-support training for clinical and training programs and the implementation of Schwartz Rounds.

We are excited to share our intent to continue providing each of the aforementioned programs, to make our services more widely known and accessible to the entire UC San Diego Health family. To learn more about any of these programs, schedule educational programs, or meet with our counselors for confidential assessment or counseling, please feel free to contact us by phone, text or email (see below). To take the anonymous screening, or to view some of other resources, visit our website: hear.ucsd.edu. Please feel free to forward this information to anyone within your department or service.

With warm wishes,

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Additional Resources:

In Case of Emergency:

- Call 911 or UC San Diego Campus Police 858-534-HELP (4357)
- National Suicide Prevention and Crisis Hotline 800-273-TALK (8255)
- San Diego County Crisis Line 888-724-7240
- UCSD Jacobs Medical Center Emergency Department 858-657-7600 9300 Campus Point Drive, San Diego 92037
- UCSD Medical Center in Hillcrest Emergency Department 619-543-6400
200 West Arbor Drive, San Diego 92103

Non-Emergency Resources:

- UC San Diego Accommodation Counseling and Consulting Services
858-534-6743
E-mail: nimanb@ucsd.edu
- UC San Diego Wellness Center
wellness.ucsd.edu
- UC San Diego Physician Well-Being Committee
(858) 534-8093
<https://medschool.ucsd.edu/som/hear/Documents/physicians-well-being-committee-2013.pdf>
- AMA Steps Forward
<https://edhub.ama-assn.org/steps-forward/module/2702511>