

Effective Leadership and Communication during COVID-19

Cohort 3 Session 9

January 26, 2021

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**AHRQ ECHO National Nursing
Home COVID-19 Action Network**



Today's Agenda

Welcome and Follow Up

Vaccine Clinic Check In

Presentation by Dr. Brent Forester

*Taking Care of Your Mental Health and Well Being: Warning
Signs of Trauma, Anxiety and Depression*

Discussion

Leadership During COVID-19

Wrap-up and Poll

Questions & Answers

Welcome and Follow Up





TAKING CARE OF YOUR MENTAL HEALTH AND WELL BEING: WARNING SIGNS OF TRAUMA, ANXIETY AND DEPRESSION

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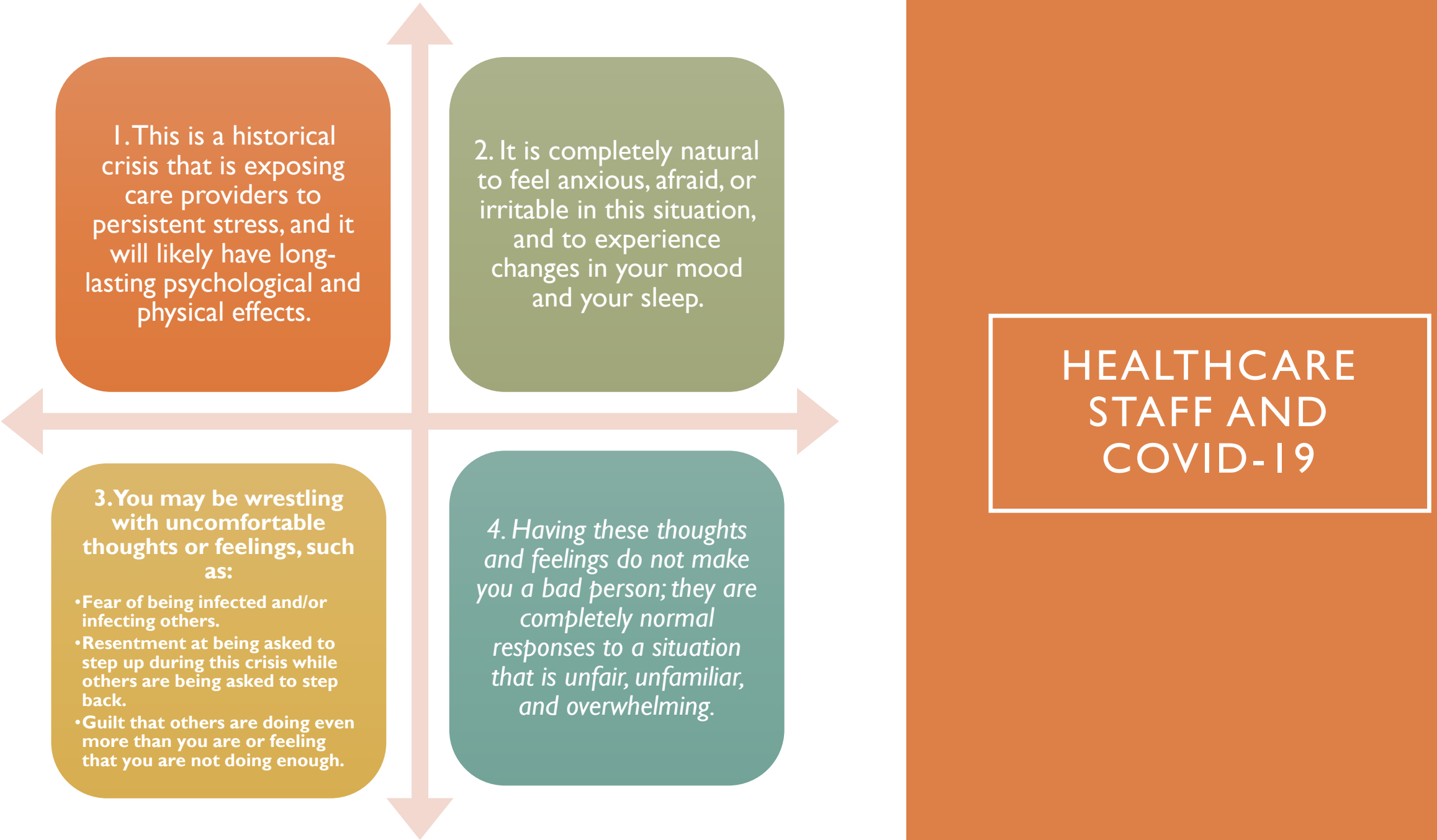
KEY FEATURES OF THE COVID- 19 PANDEMIC THAT IMPACT HEALTH CARE WORKERS

Adjusting to the no visitor policy and negotiating communications between the patient and family members

Wearing PPE and how this impacts patients with cognitive impairment

The constant threat of infection and risking their own and their families lives

Restricting the mobility of patients and the effects of social isolation on depression and agitation



1. This is a historical crisis that is exposing care providers to persistent stress, and it will likely have long-lasting psychological and physical effects.

2. It is completely natural to feel anxious, afraid, or irritable in this situation, and to experience changes in your mood and your sleep.

3. You may be wrestling with uncomfortable thoughts or feelings, such as:

- Fear of being infected and/or infecting others.
- Resentment at being asked to step up during this crisis while others are being asked to step back.
- Guilt that others are doing even more than you are or feeling that you are not doing enough.

4. *Having these thoughts and feelings do not make you a bad person; they are completely normal responses to a situation that is unfair, unfamiliar, and overwhelming.*

HEALTHCARE STAFF AND COVID-19

LONG-TERM CARE FACILITIES AND COVID-19

- Older adults living in long-term care are at the highest risk for severe and lethal COVID-19 cases.
- The combination of older age and proximity to other residents and staff members makes residents particularly vulnerable.
- *Even the best long-term care facilities* are not prepared to perfectly manage a pandemic.
- The LTCs hit hardest by the first wave of COVID-19 cases in Washington State were above-average in terms of staffing and quality of care*.
- It can be hard to feel like you and your team are doing a good job, when patients are suffering and there is great uncertainty; however, doing all that you can while also taking care of yourself *is* doing a good job.

*Gaur, S., Dumyati, G., Nace, D., & Jump, R. (2020). Unprecedented solutions for extraordinary times: Helping long-term care settings deal with the COVID-19 pandemic. *Infection Control & Hospital Epidemiology*, 41(6), 729-730. doi:10.1017/ice.2020.98

THE BRAIN UNDER EXTREME STRESS

Under extreme stress, we can become excessively:

- Impatient, reactive, and irrational
- Self-focused, and closed to the suggestions or advice of others

When we are stressed, we can start to feel like everything is urgent and everything is against us.

When we are calm, we are more able to:

- Think and problem-solve
- Sleep and eat well
- Relate to and work with our colleagues, patients, families, and friends

When we are calm, we can reflect on situations and our responses, and find more effective and long-lasting solutions to problems that arise.

COMMON SYMPTOMS OF ANXIETY

Excessive worrying

Psychic Tension

Inability to relax/restlessness

Startling easily

Apprehension

Difficulty concentrating

Trouble sleeping

Muscle tension

COMMON SYMPTOMS OF TRAUMA

Withdrawal from others

Lack of sleep

Being hyperaroused or hyperresponsive

Avoidance

Reexperiencing the traumatic event

Psychosis, Numbing, Depersonalization

COMMON SYMPTOMS OF DEPRESSION

Rumination on regrets and/or losses

Changes in appetite or weight, fatigue, lethargy, and disruption of sleep

Difficulty concentrating

Feeling guilty, worthless, or burdensome

Recurrent thoughts of death or suicide

GENERAL MENTAL HEALTH AND COPING STRATEGIES

Actively monitoring your stress and well-being (including by naming and validating the emotions that you are feeling).

Exercising and eating healthfully.

Staying connected to friends, family, and colleagues.

Staying up to date with the information you need, while also taking media breaks.

Watching your relationship to unhealthy coping mechanisms, such as alcohol, drugs, and maladaptive behaviors.

Pacing your work as much as possible and taking breaks.

Preparing and planning for your work.

Staying connected to a sense of purpose and honoring the service that you are performing.

MCLEAN MENTAL HEALTH RESOURCES

- COVID-19 Resources
 - Take Care of Yourself
 - Supporting College Students
 - Coping Tips for Clinicians
- COVID-19 & Mental Health Webinars
 - Webinar Series
 - Mental Health Survival Guide
 - Managing Your Emotions
- COVID-19 & McLean
 - COVID-19 Fund
 - We Are Here to Help
 - COVID-19 Preparedness

<https://www.mcleanhospital.org>

COVID-19 Resources



Take Care of Yourself

How to manage your mental health during the coronavirus outbreak.



Supporting College Students

Dr. Caitlin Nevins has tips to help college students during the outbreak.



Coping Tips for Clinicians

Dr. Blaise Aguirre discusses ways health care workers can practice self-care.

COVID-19 & Mental Health Webinars



Webinar Series

Join us for our webinar series on mental health during COVID-19.



Mental Health Survival Guide

Dr. Chris Palmer offers tips to help us feel less overwhelmed during COVID-19.



Managing Your Emotions

Strategies to successfully manage your emotions from Dr. Lois Choi-Kain.

COVID-19 & McLean



COVID-19 Fund

During the coronavirus crisis, we need your help. Now more than ever.



We Are Here to Help

We are committed to providing resources to support you during COVID-19.



COVID-19 Preparedness

McLean has taken precautions to protect patients and staff.



General Mental Health & Coping

In times of stress and uncertainty, a number of strategies can be helpful for maintaining well-being and promoting resilience.



Specific Mental Health Conditions

These resources provide a range of expert-recommended strategies that may be useful for individuals dealing with or at risk for mental health conditions.



For Families & Children

An outbreak can affect the entire family, and special attention to the needs and stressors of children and their caregivers is warranted.

MGH MENTAL HEALTH RESOURCES

- General Mental Health & Coping
 - Emphasis on evidence-based self-care and coping strategies such as staying connected to others, keeping physically active, developing a regular sleep pattern, healthy eating, limiting excessive exposure to distressing media and practicing stress management techniques.
- Specific Mental Health Conditions
 - Provides details on general resources for those with mental health conditions, anxiety, eating disorders, and substance use.
- For Health Care Providers
 - Provides resources that highlight several recommended strategies for health care workers including preparing for heightened demand during an outbreak, monitoring own stress/well-being, and engaging in self-care/coping strategies.

OTHER TRAUMA SPECIFIC RESOURCES

- MGB Behavioral Health Symposium Series:
http://healthcare.partners.org/streaming/Live/PHS/2020_BehavioralHealthSymposium.html
- Riverside Trauma Center: <https://riversidetraumacenter.org/>
- National Center for PTSD: <https://www.ptsd.va.gov/>
- BWH Trauma Informed Care:
<https://www.brighamandwomens.org/assets/BWH/womens-health/connors-center/pdfs/covid-19-tic-booklet.pdf>

Leadership and COVID 19

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Leadership In The **First Year** of COVID in MA



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- PPE
- Cohorting
- Testing
- Infection Control Expertise
- Visitation
- DPH Guidance
- Resident and staff illness
- Staffing shortages
- Epidemiological expertise
- Vaccine Clinics

Breakout Rooms

Introduction, Select Scribe and Spokesperson

10 minutes

Discuss these Questions:

- Can you describe leadership actions that have been most impactful?
- Why was this important?
- What are the challenges that leaders face during a crisis?

What to expect next...

Next Session: **February 2, 2021**

Topics:

- Session 10: The Role of CNAs

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Wrap Up and Poll

- Please watch your screen and respond to our 2 poll questions as they launch

Questions?

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