Sustaining the Well-Being of Healthcare Workers During Coronavirus

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Objectives

- Explore strategies employees can enact to address their own health and wellness during an infectious disease outbreak

- Provide example exercises and activities employees can utilize for health and wellness

- Describe techniques supervisors can utilize to address trauma and secondary trauma in employees
What to Expect

- Anxiety, worry, or fear about your health or the health of others
- Resentment by you or family/friends
- Worry about time away from work, loss of income, job security
- Worry about the challenges of securing things you need
- Concern
- Uncertainty
- Loneliness
- Anger
- Boredom
- Frustration
- Symptoms of depression

Quarantine

Stressors during quarantine include:

- Frustration and boredom related to the isolation of quarantine, which involves loss of one's usual routine and limited social and physical contact with others
- Inadequate supplies and access to services
- Insufficient information
- Longer durations of quarantine
- Fears about becoming infected and/or infecting others
Quarantine

Stressors following quarantine include:
- Financial loss
- Stigma from others
- Getting back to one’s “normal” routine

Wellbeing During Quarantine

- Use communication as an intervention
- Facilitate communication with loved ones
- Prepare for quarantine
- Reduce boredom and isolation
- Take care of yourself
Understand the Risk

- Stay up to date on what is happening, but limit media exposure
- Avoid watching or listening to news reports 24/7 since this tends to trigger or elevate anxiety, stress, panic and worry

Maintain a Routine

- Create and maintain a routine and schedule
- Structure will help you to cope
Dealing with Stress
During work shifts:

- Self-monitoring and pacing
- Check-ins with colleagues, family, and friends
- Working in partnerships or in teams
- Brief relaxation/stress management breaks
- Time-outs
- Keep anxieties conscribed to actual threats
- Helpful self-talk
- Focus efforts on what is within your power
- Accept what you cannot change

Avoid:

- Working too long by themselves without checking in with colleagues
- Working “round the clock” with few breaks
- Feeling that they are not doing enough
- Excessive intake of sweets and caffeine
- Engaging in self-talk and attitudinal obstacles to self-care
Stress Management

- Be prepared
- Take everyday preventive measures
- Maintain a healthy diet and exercise regimen
- Talk to loved ones about worries and concerns
- Engage in hobbies and activities you enjoy

Stress Management

- Relax your body often by doing things that work for you
- Pace yourself between stressful activities
- Talk about your experiences and feelings to loved ones and friends
- Maintain a sense of hope and positive thinking
Stress Relievers You Can Do At Work

- Progressive muscle relaxation
- Visualization
- Deep breathing
- Engage your senses
- Laugh
- Practice makes perfect

Simple Stress Relievers

- Start your day off right
- Be clear on requirements
- Stay away from conflict
- Stay organized
- Be comfortable
- Forget multitasking
- Walk at lunch
- Keep perfectionism in check
- Listen to music on the drive home
Simple Yoga

Simple Yoga

15

16
Simple Yoga

![Simple Yoga Image 1](image1)

![Simple Yoga Image 2](image2)

Simple Yoga

![Simple Yoga Image 3](image3)

![Simple Yoga Image 4](image4)
Stress Well – Eat Well

- Purchase shelf-stable and frozen foods
- Take inventory of the items in your kitchen and get creative with cooking
- Pay attention to portion sizes
- Stay hydrated

Move Well

- Exercise is critical for both mental and physical health
  - Go for a brisk walk or run
  - Hop on your bicycle for a tour of your neighborhood
  - Try a new activity
  - Create an obstacle course at your home
  - Invite your kids to get moving
Resistance Band Exercises

[Images of resistance band exercises]

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Resistance Band Exercises

Upper Body Stretches

- Shoulder Rolls
- Neck Side Stretch
- Neck Rotation
- Shoulder Circles
- Overhead Reach
- Reach Back
- Hand Stretch
- Arm Raises
Lower Body Stretches

- Seated Lifts
- Back Stretch
- Inner Thigh Stretch
- Calf Stretch
- Hip Side Stretch
- Hip Rotation Stretch
- Ankle Circles
- Ankle Stretch

Keep Your Immune System Strong

- Washing your hands
- Get enough sleep
- Eat well and stay hydrated
- Take vitamins and any prescriptions
- Prioritize personal hygiene and limit contact with others
- Cover your cough or sneeze
- Disinfect with anti-bacterial wipes
- Avoid touching your face, eyes, nose, and mouth
- Stay home when you are sick
- Exercise and stay active
- Get fresh air
Sleep

- Upon waking, get at least 15–60 minutes of bright light
- Exercise close to wake-time
- Take naps and consider “banking” your sleep
- Use caffeine judiciously
- Limit alcohol before bed
- Keep a regular sleep and wake-time schedule as much as possible
- Create a regular bedtime routine of quiet activities
- Limit alerting activities close to bedtime
- Optimize your sleep environment

Connect With Others

- Stay connected using technology
- Talk “face to face” using Skype or FaceTime
- Disaster Distress Helpline at 1-800-985-5990
- Local Alcoholics Anonymous or Narcotics Anonymous offices
- Get creative to stay connected

“Physical distancing” NOT “social distancing”
Social Wellness Checklist

Make connections
- Look for creative ways to get involved with others
  - Join an online group focused on a favorite hobby
  - Take a class to try something new
  - Online virtual tours of museums, theme parks, nature trails, etc.

Social Wellness Checklist

Take care of yourself
- Ask for help. Make a list of ways others can help
- Make to-do lists and set a daily routine
- Try to take breaks each day
- Keep up with your hobbies and interests
- Eat healthy foods, and exercise as often as you can
Social Wellness Checklist

Build healthy relationships
- Share your feelings honestly
- Listen to others without judgement or blame. Be caring and empathetic.
- Disagree with others respectfully
- Avoid being overly critical, angry outbursts, and violent behavior
- Compromise

Hope

- Connect with someone in their family or community to ask another person they respect how they stayed hopeful in troubled times
- Download and view YouTube videos of church or inspirational speakers
- Take time to learn about other historical times of crisis, including how these ended and communities rebounded
- Share some of the many stories of hope and helping that have come out of this current crisis
What Else??

- Meet basic needs
- Take breaks
- Connect with colleagues
- Communicate constructively
- Contact family
- Respect differences

What Else??

- Self check-ins
- Honor your service
- Set boundaries on work schedule
- Distract and redirect
- Be mindful
What Can Managers Do?

- Show empathy and be available
- Stay connected with communication and meeting tools
- Recognize the impact of isolation and loneliness
- Have a plan to monitor the course of the outbreak and take rapid and appropriate action if needed
- Create a culture of calm

Impact on Work

- Increased absenteeism from health problems or lost productivity
- Impaired judgement
- Unwillingness to accept extra work or responsibility
- Low motivation
- Low productivity; poor work quality (leading to poor client outcomes)
- Decreased compliance with organizational requirements
- Staff conflict
- High staff turnover (leading to ongoing training costs)
Signs of Traumatization

- Psychological distress
- Cognitive shifts
- Relational disturbances
- Frame of reference

Using Psychometric Measures

- If you use the ProQOL in clinical supervision, present it as a self-assessment tool
- Work collaboratively and respectfully to explore their own understanding of and meanings attached to their scores
- Scores are one way for you and your supervisees to get a sense of whether they might be at risk for secondary traumatization, what they can do to prevent it, how to address it, and how you can support them
Addressing Secondary Trauma

- Engage in regular screening/self-assessment
- Address signs of STS within clinical supervision
- Work collaboratively to develop a comprehensive self-care plan and evaluate its effectiveness on a regular basis
- Provide a safe and nonjudgmental environment
- Provide a place to debrief critical stress incidents at work
- Support and encourage individual counseling or psychotherapy, when needed

Trauma Informed Leadership

- A way of understating or appreciating there is an emotional world of experiences in our colleagues
- Recognizes and honors the emotional scars that people may struggle with
- Helps leaders have empathy and compassion for their employees
Why Trauma Informed Supervision

- Promotes staff retention and reduces turnover (Barak, et al., 2001; Knudsen et al., 2013)
- Reduces levels of vicarious trauma experienced by staff (WCSAP, 2004)
- Influences supervisee ability to more effectively cope and have resilience (Sommer & Cox, 2005; Turner, 2009)
- Enhances worker well-being
- Facilitates best practices (Schwalbe et al., 2014)

What is Trauma Informed Supervision?

- Supporting staff
- Relationship based supervision
- Best practices for reflective supervision
  - Regularly scheduled meetings without interruption
  - Discussions about change management
  - Inviting colleagues to share experiences and explore experiences
Leading with Empathy

When employees experience empathy, understanding and compassion from the leadership team they will feel safe, respected and recognized.

Staff Responses

- Stress will transfer to our residents
- Give yourself some space to cope
- Share resources and education about abuse
- Be watchful and vigilant for risk factors for suicide
- Practice self-kindness
- Take care of yourself
- Gain insight into where you are struggling
Considerations

- Support regulation
- Prioritize relationships
- Explain the why behind decisions
- Help staff know what to expect to the extent possible
- Reframe behaviors

Remember that we as caregivers are the best predictors of how our residents are doing; they are watching and listening to us. When we take care of ourselves, we’re showing them how they can take care of themselves, too.