WEBINAR CHAT NOTES
April 9, 2020
*Caring for Ourselves in Times of Crisis*
Moderator
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Panelists
Lou Lacey, LPC, Director of Emotional Wellness, Children’s of Alabama & Helen Riess, M.D., Founder, CEO, Empathetics, Inc. | Associate Professor of Psychiatry, Harvard Medical School

**Question: How are you practicing self-care and self-empathy?**

Paula Manuel: Need a structured recovery process for health care team

Jeff Ring: I feel like I achieve self-empathy through mindfulness, through reading poetry, through exercise and playing with the dog :-)

Teresa Prouty - Dayton Children's: It is important to take time for yourself, whether it be taking a walk, working in your yard, listening to music. It is also important to set a routine for yourself during the day.

Avry Eichwald, LCSW: MBCT for healthcare workers on a shift by shift basis?

Robin Richardson: Permission to take a "time out" or to encourage a colleague to take a time out.

Nikki Orkoskey: Trying to set a routine and exercise

Paula Manuel: Ensure sleep, eat well, physical movement, ask family to help us, friends help as sounding boards

Leslie Chambers: Make the time to acknowledge the good things that happened during our day

Grace I.: Deliberately seeking out ways to encourage others, influencing optimism despite the odds, it has a healing and fulfilling effect.

Charles Kunkle: I think finding meaning and value now is important, but I also think we need to think what our colleagues will need when this crisis subsides. Will people suffer from PTSD? Will resources be available to help nurses deal with the emotions that come with the emotional trauma created by this pandemic.
Juan Damas: This is what I do for self-care. Walking on one of the many beautiful trails in NC. Playing video games. Spending quality time with my wife and 3 dogs.

Irma: Offer a healing space for staff to take a break

Alissa Rodriguez: Setting a routine, meditation, getting enough sleep, staying hydrated, exercise, taking time to connect with family and friends. I’m on a committee to create a relaxing, respite room for staff to use in the hospital. Would include quiet space for meditation, adult coloring, anything to take their mind off of work for a few minutes.

Cathy Almost: Working at not getting dehydrated and remembering to drink water

Perlita Herrera: I agree with Ms. Chambers, think about the good things that were accomplished throughout the day. Positive thinking, this situation will not last forever.

Perlita Herrera: Not to worry about things that have not happened

TB: Taking some time for yourself and away from social media

Tracy Martinez: I agree Perlita, worrying about things that have not yet happened just adds more stress that we do not need.

Rachel N.: Many of my staff are hands on learners and it is a bit of a challenge to provide that at home. Especially when they are transitioning to work from home and in a new home work environment.

Melissa Vibberts: What other things do you offer in the respite room/healing area?

Avry Eichwald, LCSW: I talk with folks about the relationship between anxiety and the illusion of control.

Pam Bell: How to address anxiety and fear when our own staff are patients and die

Paula Manuel: Teams if not effective a pandemic is not ideal for building a team i.e., trust

Tonia Campbell: It's hard listening to family/relatives & social media when people are complaining about how inconvenienced they are by this pandemic...after you've spent a shift at work, seeing folks fighting for their life and healthcare workers leaving their families to take care of those who are sick.

Whitney Nichols, RN: We have a Lavender Room here for the staff to use. It has lavender aromatherapy, massage chairs, relaxing music, dim lights
Karen Kane: Focus on God, prayer, read Bible. Be thankful. have eyes to see the good coming out of what appears to be all wrong. Zoom time with family. Focus on what is right and true. Limit watching news and listening to negativity and complaining.

Tiffany Christensen: Keep sharing the frontline stories, Tonia. That's all we can do. They just don't understand because they have never lived it...

Lisa Hare: We created Relaxation Lounges in our hospitals for staff to get away, enjoy soft music, aromatherapy, meditate. I have been creating short guided meditations and other resources for staff on our intranet., among many other great resources.

J Reyes: Great idea @ whitney. I am working from home and have an essential oil diffuser on. It helps, relax and focus.

Whitney Nichols, RN: Struggling with the added stress of home-schooling kids after working all day.

JIM TENERY: Quote recently read elsewhere: Healthcare as profession and institution (24/7) is a “greedy organization” that exerts pressure for members to reduce ties to other institutions (marriage, parenting, social groups, etc.) (Coser, 1974; Rubin & Brody, 2005)

Paula Manuel: We have a health care team who are fatigued, not best for processing high emotions

Pam Bell: lisa are people using them? we find staff are so busy and in ppe they don’t leave unit plus we have been told not to gather people and cross contaminate

Chris M: In addition to the healing respite space, we are also working on a "meal train" which is an online calendar individuals can sign-up to donate meals for staff on the frontlines. Family, community members, restaurants, PFACs helping to support the healthcare team providing meals.

Karen Fowler: We are doing daily end of shift calls for the staff to call in and get support.

Lisa Hare: @Avry Eichwald-it look a team effort to find temporary space. Our goal is to allow this to grow to permanent spaces. We just rolled out the lounges yesterday so I can't speak to their usage yet. The rooms are set up to allow for social distancing. Even 5 minutes of mediation make a difference.

Verna Compton: Our organization now has 'prepared meals" for staff to purchase so they don’t have to worry about cooking when they get home.
Alissa Rodriguez: It's so reassuring to see that other institutions are implementing similar staff support. Our ED staff has a meal train that has been very successful, and our cafeteria is also offering premade meals for purchase for staff to take home.

Avry Eichwald, LCSW: @ Lisa Hare> That's some awesome support from leadership. Physical distancing has been a challenge to navigate for support groups of folks.

Tonia Campbell: Our cafeteria has household needs for sale, i.e. water, paper towels, cleaners, etc

Karen Byrnes: Our nutrition services also offers grocery items for purchase and is doing home grocery delivery for those staff who've been exposed and are in 14-day isolation.

Teresa Prouty - Dayton Children's: We have developed a staff morale committee responsible to develop programs and activities to support all staff during this time. Snack carts with uplifting messages, small virtual support groups, facilitated by staff, closed FB page for staff to provide support to each other. Healthcare discounts provided locally are just a few to date

lisa hussey: humor is worth a great deal for leaders and staff

Paula Manuel: Ask for help

Joy: prayer and yoga

Karen Byrnes: Agree, asking for help. Our community has been amazing with meal deliveries to staff daily.

laura kolmar: self-empathy is not the correct way to express this. Empathy is putting oneself in another's place and feeling what another person feels. They are using the word empathy incorrectly. They mean compassion- I believe.

Teresa Prouty - Dayton Children's: Our child life team is also doing random chalk drawings with uplifting messages of appreciation and pictures at our various locations

Tiffany Christensen: Laura, self-care may be another accurate way to say it

Terry Harrington: If only there were PPE for support animals.

laura kolmar: yes, self-care. Empathy always refers to a person outside yourself. Thanks. Compassion may not be correct either but better than empathy

Maia Hendrickson: Everyone needs positive recognition right now.
Phil Eswein: Our hospitals are offering free child snack packs for employees to take home to their kids; pre-cooked meals for purchase, one free meal daily and a Pop Up Market with groceries as well as concierge carts for free snacks, drinks, etc. for workers.

Jeanne Sinatra: Our organization's leadership team is hosting a weekly remote Town Hall meeting that connects staff working onsite and logging in remotely for updates and Q/As. These are posted on our sharepoint site for staff who are not able to log in live.

Deanna Buelow: Local florists have provided flowers to brighten up all the healthcare workers.

Paula Manuel: Remote town halls by leaders, sorry leaders need to show up in person.

Donna Manchisi: Empathy is an action verb and meant to be, unlike sympathy which is a noun.

Perlita Herrera: Yes empathy with others and ourselves.

Karen Byrnes: Division CEO now doing daily video for staff, updating important issues...PPE supply, surge plan, self care, etc.

Rory Ditzler: We are holding town hall meeting at our hospital as well.

TB: Fun events or games for staff to boost morale work well for us.

Wendy Bonilla: Connecting with the community.

Frances Jones from Alaska: How are you structuring your Town Halls? I fear it would be negative and pull people down.

Avry Eichwald, LCSW: "Finding meaning" is a great reference to Irving Yalom.

Jerusa: Thank you for mentioning that we can survive this if we find meaning...

Dawn Farina: Finding meaning: this is a time of growth and re-birth. We will all have changed for the better after we get through this. We can be kinder, mentally stronger, more compassionate. Healthcare will have changed.

Terry Harrington: We have been reaching out to our community by having doctors alternate speaking on the news.

Teresa Prouty - Dayton Children's: We have scheduled twice a week all staff calls with our CEO to update staff. We have these on Tuesday's and Friday's. Our team also has daily virtual calls so we can see each other and check in. Definitely helps to feel like you're still connected.
Nikki Orkoskey: We have virtual clinical supervision groups available

Deborah Austin: We have virtual team support sessions hosted by our Spiritual Care Team. They also provide "tea for the soul" in a quiet room to allow staff to de-stress

Paula Manuel: Opportunity for the public to understand what health workers do and indeed like firefighters run into burning buildings we have thousands entering COVID-19 hot zones

Karen Kane: Thank you, Lou, that brought tears to my eyes. When things seem the darkest you are part of what is right.

Deanna Buelow: Appreciation for staff is very helpful. Our social media page has asked for thank you's to be sent to staff. Every day at 3pm they post a thank you picture of community members that shows appreciation from the community to the staff.

Deborah Austin: We're going to prepare short video "thank you" messages for those working on our COVID units

Dan Blazar: I find using Dr. Bryan Sexton's 3 good things every night is so helpful, I encourage all of our caregivers to do this

Verna Compton: In order to support healthcare workers while also helping one of our small businesses. The community has the opportunity to "sponsor a healthcare worker gift bag" 25.00. Then they are distributed to them at work.

Laura Kolmar: Connection with family and friends