

# Supporting Health Care Provider Mental Health & Wellness during COVID-19

Steps Organizations Can Take

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# Road Map



**Mental health  
impact during the  
pandemic**



**Action employers  
and managers  
can take**

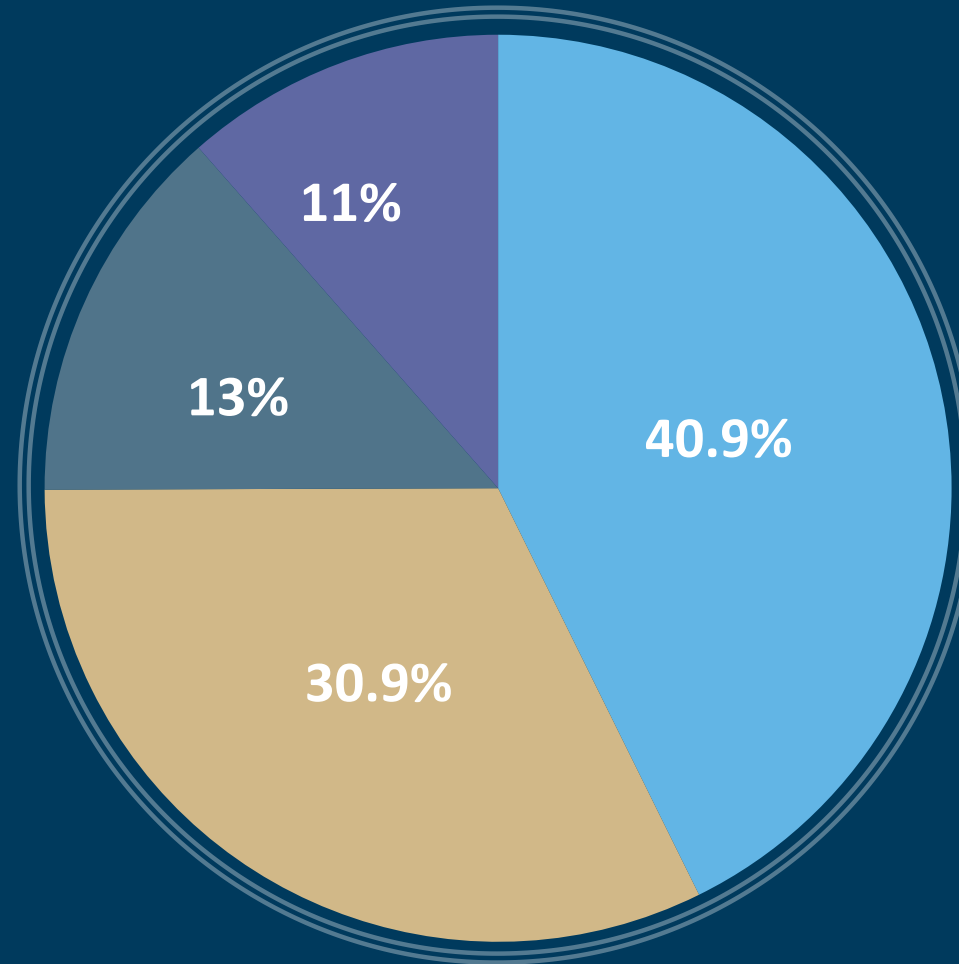


**Resources**

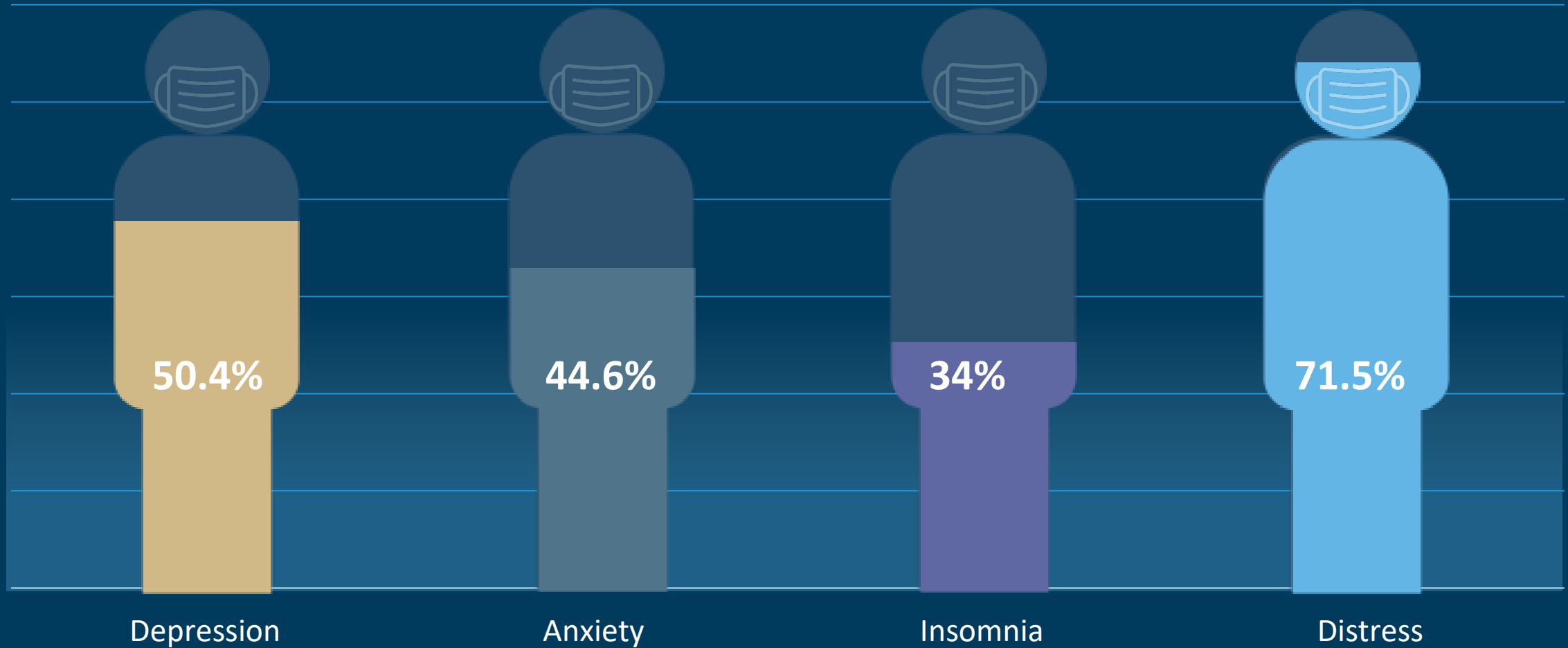
# Pandemic Impact on the General Public's Mental Health

CDC Survey Results<sup>1</sup>

- Behavioral Health Problem
- Anxiety or Depression
- Substance Use to Cope
- Seriously Considered Suicide



# Pandemic Impact/Symptoms on Health Care Providers' Mental Health<sup>2-5</sup>



# Impact of Prolonged Distress<sup>6-8</sup>

## Burnout

- Frustration, irritability, depression
- Feeling like your work does not make a difference
- Decreased motivation
- Physical symptoms – Examples:
  - Headaches
  - Stomach aches
  - Muscle pain

## Compassion Fatigue

- Decreased empathy
- Dreading going to work or working with specific patients
- Impaired ability to make decisions and care for patients
- Increased absenteeism

# ACTIONS TO TAKE



# Actions to Take



**1. Recognize  
potential barriers**



**2. Create a supportive  
environment**



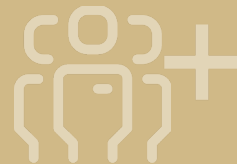
**3. Provide  
support**



**4. Ensure  
recuperation time**



**5. Recognize  
staff**



**6. Monitor and  
promote staff health**



**7. Provide information  
and resources**



## ACTION:

# Recognize Potential Barriers<sup>9-11</sup>

## Potential barriers to help-seeking:

- Health care providers tend to focus on care for patients and not their own wellness
- Workplace culture discourages self-care or help-seeking
- Some providers have concerns about confidentiality
- Some perceive there isn't enough time to engage in self-care





## ACTION:

# Create a Supportive Environment<sup>12-13</sup>

- **Create an emotionally safe work environment:**
  - Support open communication
  - Support discussion about difficulties with work and coping
  - Debrief at the end of shifts
- **Promote prioritizing:**
  - Self-care
  - Positive coping
  - Personal wellness
  - Cooperation and collaboration



**ACTION:**  
**Provide Support<sup>14</sup>**



- **Encourage talking about stressful situations with trusted colleagues**
- **Promote self-care and help-seeking to health care providers**
- **Normalize and encourage help-seeking when staff are experiencing stress**





## **ACTION:**

# **Modify Work Schedules<sup>15</sup>**



- **Create work schedules that promote resilience:**
  - Breaks
  - Transitions
  - Rotations between higher-stress and lower-stress functions
- **Partner less experienced workers with more experienced colleagues**
- **Implement flexible schedules for workers directly impacted by COVID-19**



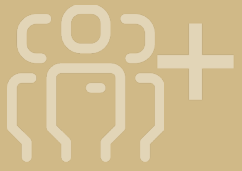
**ACTION:**

**Recognize Employees<sup>16</sup>**



- **Comment on work well done**
- **Write them a Thank you Note!**
- **Round all the Time!**
- **It's the Small Things**
- **Commend their self-care efforts**
- **Encourage collaborative efforts**





**ACTION:**  
**Monitor and Promote  
Staff Health**<sup>17-18</sup>

- **Check on the health and well-being of staff**
- **Look for signs of staff who may need help**
- **Reach out to staff who need help**
- **Provide support and resources in your organization**
- **Provide information on and access to methods of self-care, e.g., classes on mindfulness and yoga**



**ACTION:**

## Access to **Local** Resources

- **Services in your organization:**
  - Employee assistance program (EAP)
  - In-house peer supports
- **Crisis support:**
  - Discipline-specific peer crisis lines
  - Peer supports
- **Online tools or apps:**
  - Resilience tools
  - Self-care tools, strategies, apps



**ACTION:**

## Access to **National** Resources

- [Disaster Distress Helpline](#)  
**1-800-985-5990**  
Provides crisis counseling related to any natural or human-caused disaster 24/7.
- [National Suicide Prevention Lifeline](#)  
**1-800-273-TALK (8255)**  
Provides crisis support 24/7.
- [Crisis Text Line](#)  
**Text HOME to 741-741**  
Provides crisis support 24/7.
- [National Academy of Medicine](#)  
Resources include strategies that health care leaders and managers can use to support their clinical staff and self-care strategies for clinicians.



**ACTION:**

## **Our Services and Resources**



- **No Cost Assessment**
  - 24/7 365
- **Inpatient**
  - Adult
  - Center for Women
  - Adolescent
  - Girls Unit
- **Outpatient**
  - PHP
  - IOP
  - OP
  - Future Therapy



# REFERENCES



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# THANK YOU!

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