

Enhancing Provider Resilience in the Face of Covid-19

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■ BLANK TEMPLATE WITH BASIC BULLETED LIST

- + Normal range of emotional reactions to the pandemic
- + What is courage?
- + Self-care techniques
- + Self-checking and down-regulation
- + Ideal agency practices

Front-line Supervisor

- Home health agency
- Can provide her aides with hand sanitizer but limited PPE and no access to more
- Gets frequent texts from staff members who plead for more protection from viral exposure
- Concerned about mounting staff absences due to fear of contracting infection
- Also trying to allay fears of patients' families
- Feels helpless and guilty





Home Nurse

- Already seeing infected patients and their family members in their homes
- She and they have limited PPE
- Knows surge of home cases will occur in next few months as covid-19 patients who survive will be discharged to home from hospital
- Fearful some home-based providers may become infected and die
- Afraid to bring virus home to her own family

Home Health Aide



- Committed to her patients and needs the paycheck but very afraid of getting or giving infection
- Prays a lot for herself, her patients, her family
- Doesn't know how long she can continue doing this work
- Feeling helpless and upset

- ***Please type one or two words into the chat box to describe how you are feeling as a provider or manager at this point in the pandemic?***
- ***(Don't push Send yet)***

- ***Please now answer this question in the chat box:***
- ***How have your feelings changed since early March as the initial shock has worn off?***
- ***(Don't hit Send yet)***

- ***Please type in a word or two to describe how you think your co-workers, especially those who may report to you, are feeling?***
- ***(Don't hit Send yet)***



Range of Normal Reactions

- Worried (rumination)
- Sad (withdrawn)
- Angry (irritability)
- Fearful (being tentative)
- Intrusive thoughts and images (distracted)
- Numb (shutdown)
- Avoidant (minimize)



Courage

- ***“Courage isn’t the absence of fear.”
—Nelson Mandela***
- ***It is being afraid and going forward anyway***



- ***In two or three words, please type what you have done in the past 2 weeks to help yourself manage as well as possible?***
- ***(Don't hit Send yet)***

■ CENTER FOR THE STUDY OF TRAUMATIC STRESS—INCREASING PROVIDER RESILIENCE

Meet basic needs – eat,
drink, sleep

Take breaks – walk,
music, breathe

Connect with colleagues
– debrief as group if
needed, with facilitator
if available

Communicate
constructively – clear
and optimistic manner,
compliments, share
solutions

Contact family – stay in
touch, they are your
anchor and support

Respect differences –
some colleagues need
to talk; some want to be
alone

Stay updated – best
information available for
your local area and
nationally


Limit media exposure –
can increase stress

Self check-ins–
mindfulness& reality
testing, watch for signs
of depression or stress
disorder


**Taking Care of
Yourself and
Encouraging
Others to
Practice
Self-care
Sustains the
Ability to Care
for Those
In-need**

- ***How do you “self-check”?***
- ***Please write a sentence in the chat box***
- ***(Don’t hit Send yet)***



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- ***How do you “self-check” your thoughts?***
 - ***Can you observe your own thoughts and assess how realistic they are?***
 - ***How helpful to you are those thoughts? Do they protect or hinder you?***
 - ***Please type your responses in the chat box***



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- ***How do you “self-check” your feelings?***
 - ***How do you know when you are not coping as well as you’d like?***
 - ***Please type your response in the chat box?***

- What skills do you have to “down-regulate your nervous system”?
- How do you practice self-kindness?





Holding Onto Your Mission

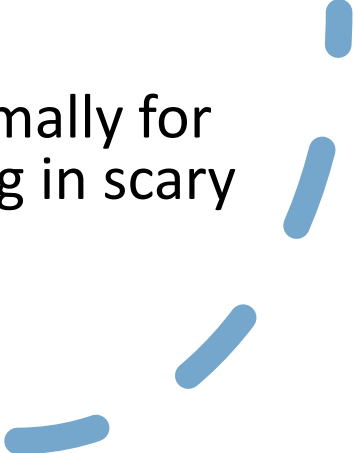
- Why have you chosen to work in home healthcare?
- Were there personal or family experiences that influenced that choice?
- Do you have a sense of “mission” about serving others?
- How will that mission affect your resilience during this pandemic?



Agency Practices

- Social distancing and increased isolation leads to great anxiety for most of us
- What can your agency do to increase affiliation and connection at this time?
- Please type in the chat box

Agencies Can Take These Steps

- Create daily emotional check-ins
 - Convene weekly informational meetings with ample time for questions and discussion
 - Implement open door policy
 - Seek a team of trusted staffers to debrief co-workers who've dealt with critical incidents, such as client suicides and overdoses
 - Support staffers who become sick
 - Review its mission; begin discussing how pursuing it may change
 - Honor you formally or informally for the service you are providing in scary times
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Thank
you!

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