

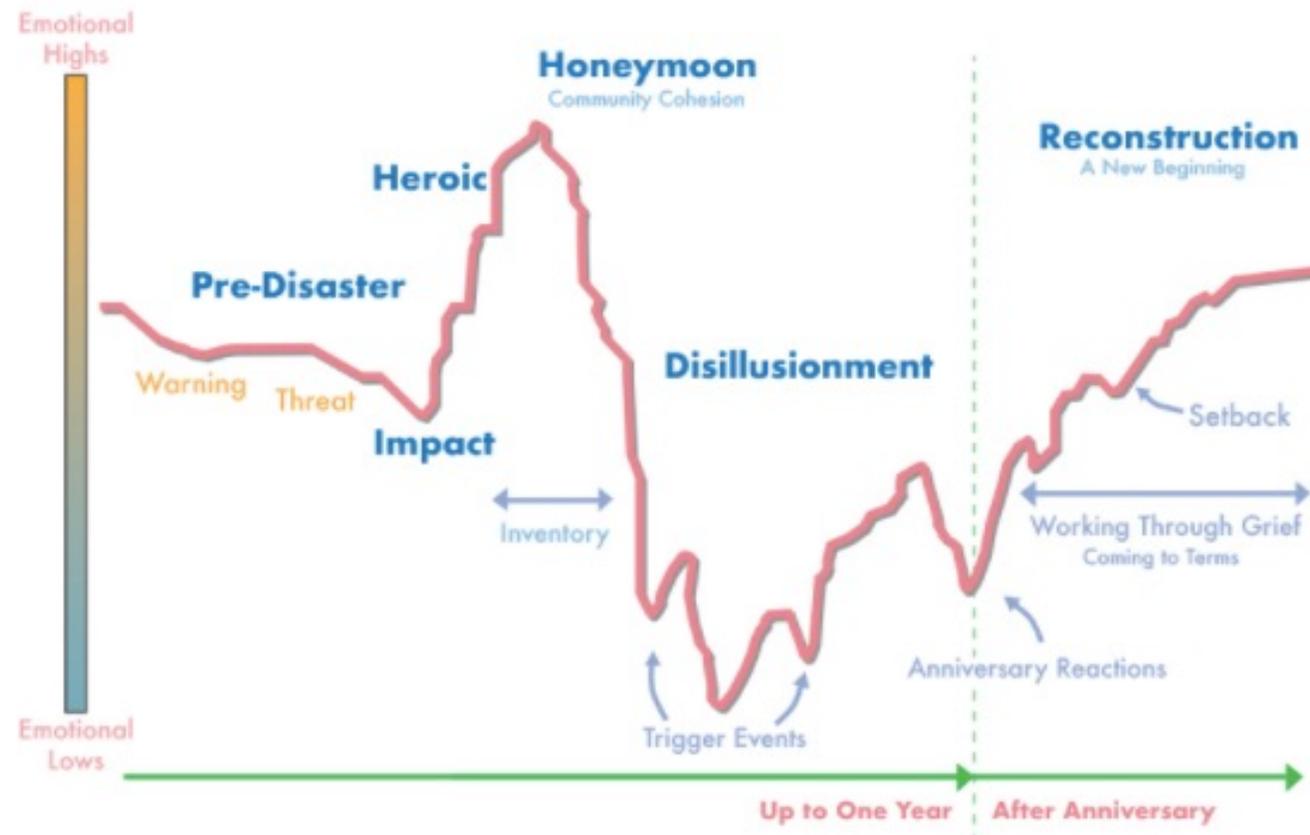


HEALTH
UNIVERSITY OF UTAH

Not wasting a crisis: How providers recover and rebuild after a pandemic

Megan Call, PhD
9.17.2021

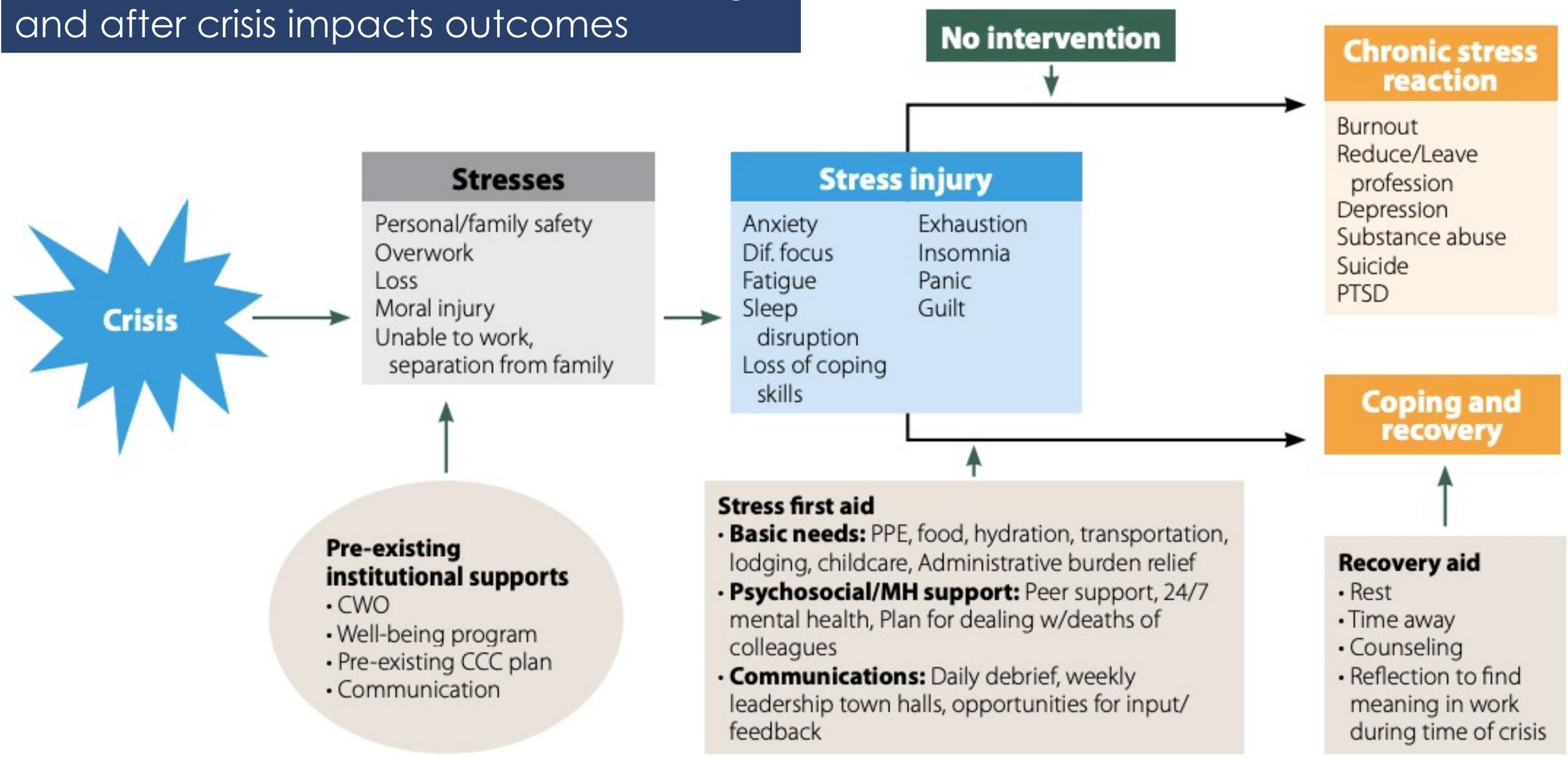
PHASES OF DISASTER REACTIONS



FOUR CAUSES OF STRESS INJURIES

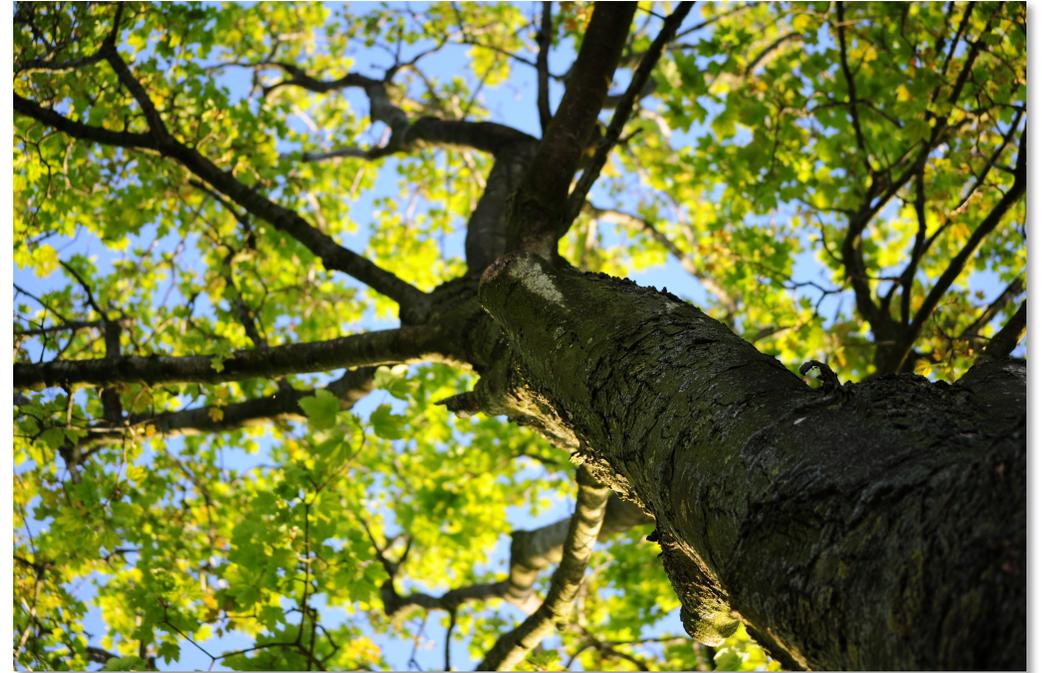
Life threat	Loss	Inner conflict	Wear and tear
<i>A traumatic injury</i> Due to the experience of or exposure to intense injury, horrific or gruesome experiences, or death	<i>A grief injury</i> Due to the loss of people, things or parts of oneself	<i>A moral injury</i> Due to behaviors or the witnessing of behaviors that violate moral values	<i>A fatigue injury</i> Due to the accumulation of stress from all sources over time without sufficient rest and recovery

Conceptual model: Stress first aid during and after crisis impacts outcomes



POSTTRAUMATIC GROWTH

1. Openness to new possibilities
2. Greater sense of personal strength
3. Experience deeper relationships
4. Stronger sense of spirituality
5. Greater appreciation of life



“Typically, posttraumatic growth develops following a physical or psychological trauma that is disruptive enough to the affected individual’s perspectives and values that it stimulates reassessment and rebuilding of psychological and philosophical beliefs and approach to living.”

[re]cognize

Create space to recognize— check-in on how we're doing right now, acknowledge what we've been through, and how much we've accomplished.

Acknowledge

Connect

Support

Mar. 1, 2021 – Jun. 30, 2021

[re]cover

Carve out time to recover— to identify what feeds our workforce intrinsically and develop upstream interventions that promote well-being.

Safety

Empathy

Community

Jul. 1, 2021 – Oct. 31, 2021

[re]build

Reflect and rebuild— identify the parts of our “old normal” that weren't working, take action to create a healthier, more sustainable, and equitable future.

Purpose

Improvement

Preparedness

Nov. 1, 2021 – Feb. 28, 2022

[re]cognize

Create space to *recognize*—
check-in on how we're doing
right now, acknowledge what
we've been through, and how
much we've accomplished.



[re]cover

Carve out time to *recover*—
to identify what feeds our
workforce intrinsically and
develop upstream interventions
that promote well-being.

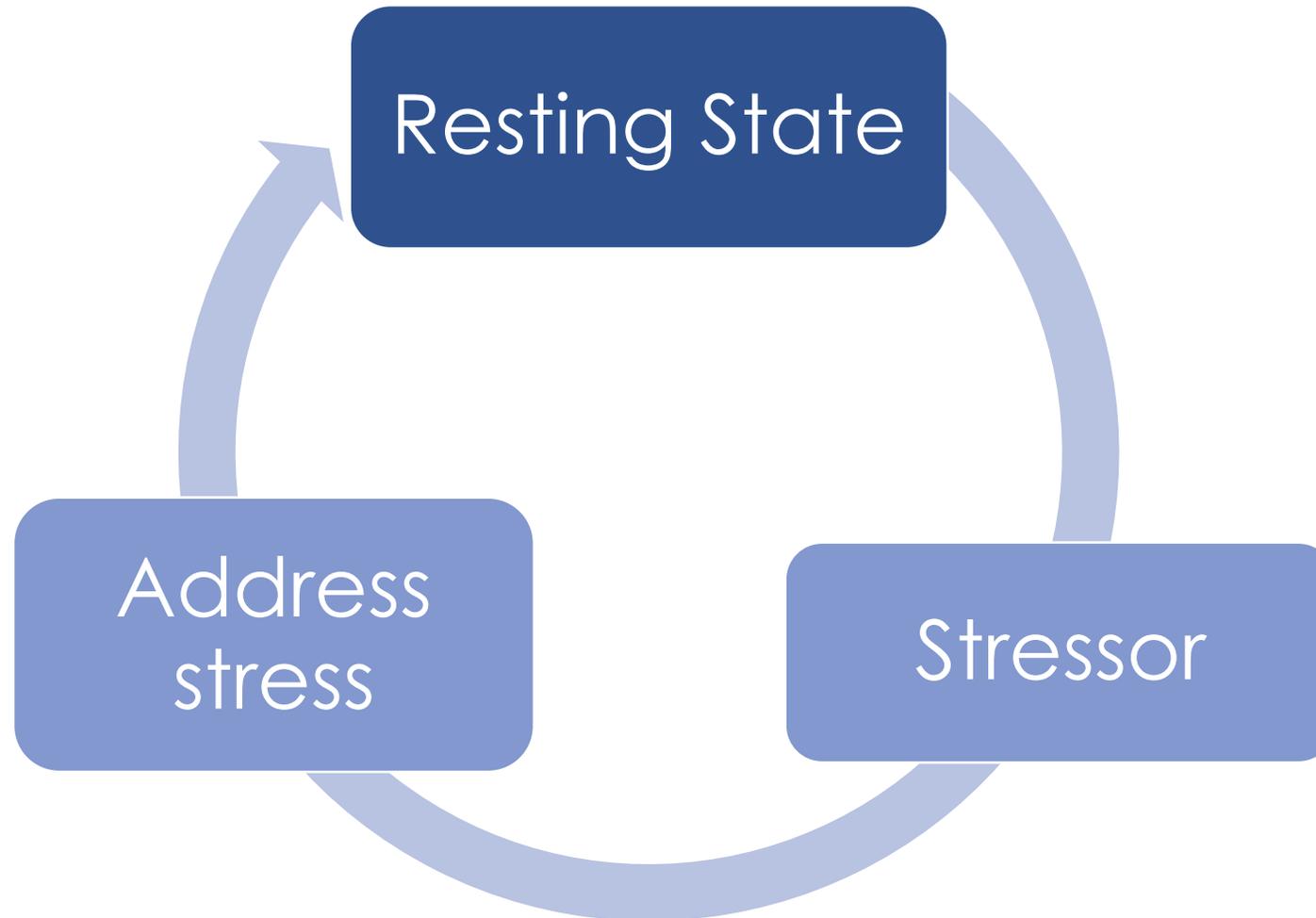


[re]build

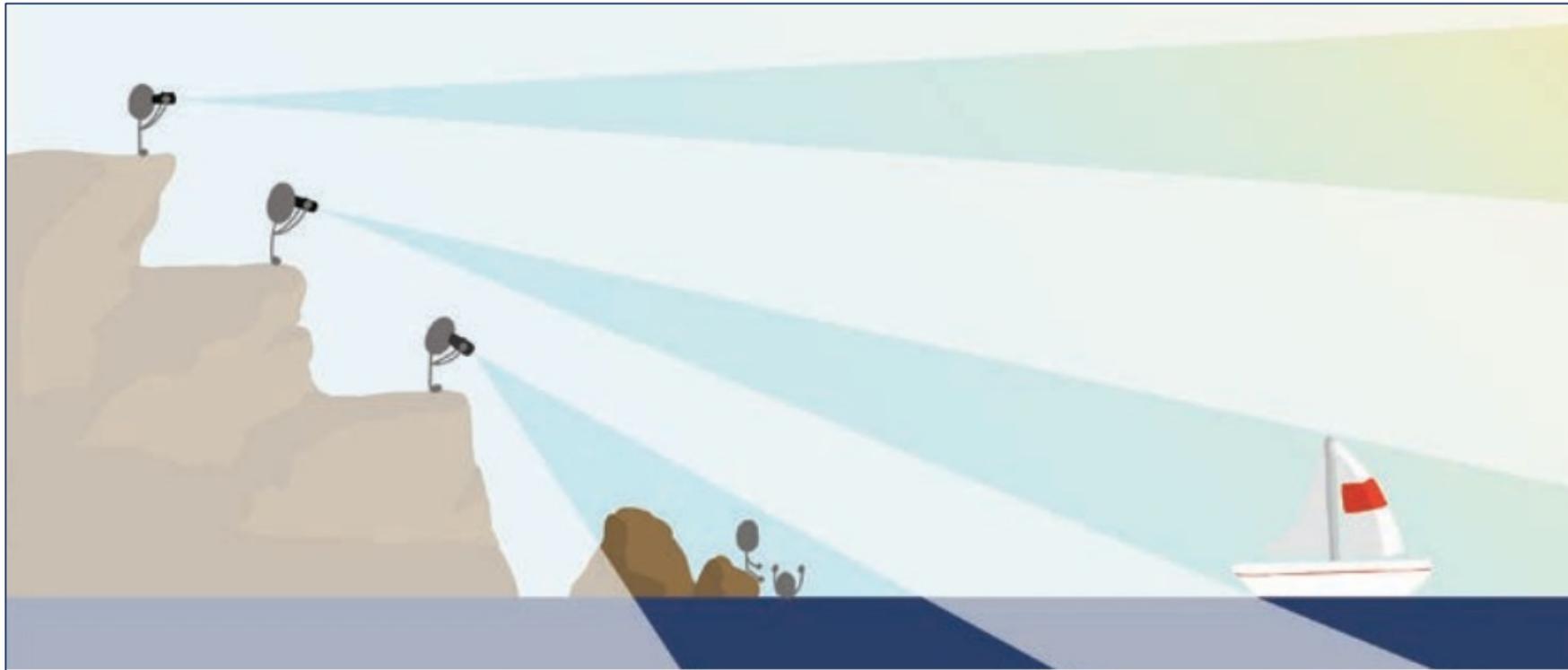
Reflect and *rebuild*—
identify the parts of our "old
normal" that weren't working, take
action to create a healthier, more
sustainable, and equitable future.



STRESS RESPONSE CYCLE



HORIZON METAPHOR



We can acknowledge & recognize that we have different horizons & different responsibilities.

Leadership
Values alignment
Voice/ input
Meaning in work
Community/ collegiality
Peer support
Appreciation
Flexibility
Culture of compassion



EHR usability
Triage
Scheduling
Efficient workflows
Patient portal
Documentation method
Team-based care
OR turnaround times
Staffing

Self-care (sleep, exercise, nutrition)
Self-compassion
Meaning in work
Work-life integration
Social support
Cognitive/ emotional flexibility

REFLECT

Emphasis on being deliberate

Fosters posttraumatic growth

Reduces negative influence of future psychological trauma

Builds more resilience workforce

1. What are 3 things that have changed?
2. What are 3 things that have stayed the same?
3. What is something that I want to remember or keep?

RECOGNIZE

Individual

Assess Your Stress

TEAM HUDDLE

Assess Your Stress:
Where are you on the stress continuum?

Below are some simple action items for each stage on the stress continuum. It's important to note that it's okay to be at any stage of the continuum. This is about self-awareness, getting needs met, preventing symptoms from worsening and engaging in practical ways to bounce back.

Thriving "I got this."	Surviving "Something isn't right."	Struggling "I can't keep this up."	In Crisis "I can't survive this."
<ul style="list-style-type: none"> Calm and steady with minor mood fluctuations Able to take things in stride Consistent performance Able to take feedback and to adjust to changes of plans Able to focus Able to communicate effectively Normal sleep patterns and appetite 	<ul style="list-style-type: none"> Nervousness, sadness, increased mood fluctuations Inconsistent performance More easily overwhelmed or irritated Increased need for control and difficulty adjusting to changes Trouble sleeping or eating Activities and relationships you used to enjoy seem less interesting or even stressful Muscle tension, low energy, headaches 	<ul style="list-style-type: none"> Persistent fear, panic, anxiety, anger, pervasive sadness, hopelessness Exhaustion Poor performance and difficulty making decisions or concentrating Avoiding interaction with coworkers, family, and friends Fatigue, aches and pains Restless, disturbed sleep Self-medicating with substances, food, or other numbing activities 	<ul style="list-style-type: none"> Disabling distress and loss of function Panic attacks Nightmares or flashbacks Unable to fall or stay asleep Intrusive thoughts Thoughts of self-harm or suicide Easily enraged or aggressive Careless mistakes and inability to focus Feeling numb, lost, or out of control Withdrawal from relationships Dependence on substances, food, or other numbing activities to cope
Now what?	Now what?	Now what?	Now what?
<ul style="list-style-type: none"> Take time to savor the good Help others who are struggling Keep using your go-to coping strategies Let go of feeling guilty for feeling good [Yes, sometimes this happens!] 	<ul style="list-style-type: none"> Try to let go of some to-do list items Add 1-2 coping strategies (exercise, limit social media) Reconnect to purpose [What do I want to stand for right now?] Use deep breathing to hold steady during difficult moments Connect with support system 	<ul style="list-style-type: none"> Focus on meeting basic needs Establish boundaries where possible Inform supervisor and identify next steps for bouncing back Let support system know [FYI: You aren't a burden for doing this.] Consider a resilience consult: 801-213-3403 	<ul style="list-style-type: none"> Connect with a mental health professional or team: 801-213-3403 Arrange for time off, whether that is PTO or a leave of absence Ask support system for help, including supervisor Focus solely on the short-term Let go of self-criticism & engage in self-compassion

Team

Express Gratitude

Share Stories & Check-In

Use Going Home Checklist

Acknowledge one thing that was difficult: 1
Name it to work through it and let it go.

3 List three things that went well:
Take time to savor the good.

Check on your colleagues before you leave:
Are they ok? 

Reflect on how you're doing, too:
Your needs are valid. 

Now switch your attention to home: 
Rest, recharge and focus on the things that are important to you.

Leader/ Organization

Recognize Individuals & Groups

- Include the good & the difficult



Understand Drivers of Burnout

- Unsustainable workload
- Perceived lack of control
- Insufficient rewards for effort
- Lack of a supportive community
- Lack of fairness
- Mismatched values & skills

RECOVER

Individual

Use your vacation time

See your PCP

Engage in well-being

Connect with support system

Do something you haven't done in awhile



Team

Build in Breaks



Monitor Pace & Set Boundaries

Virtual Meetings

- Increase mobility
- Reduce eye contact
- Reduce mental load
- Reduce self-consciousness

Leader/ Organization

Focus on Pebble in Shoe

- What can you address today?

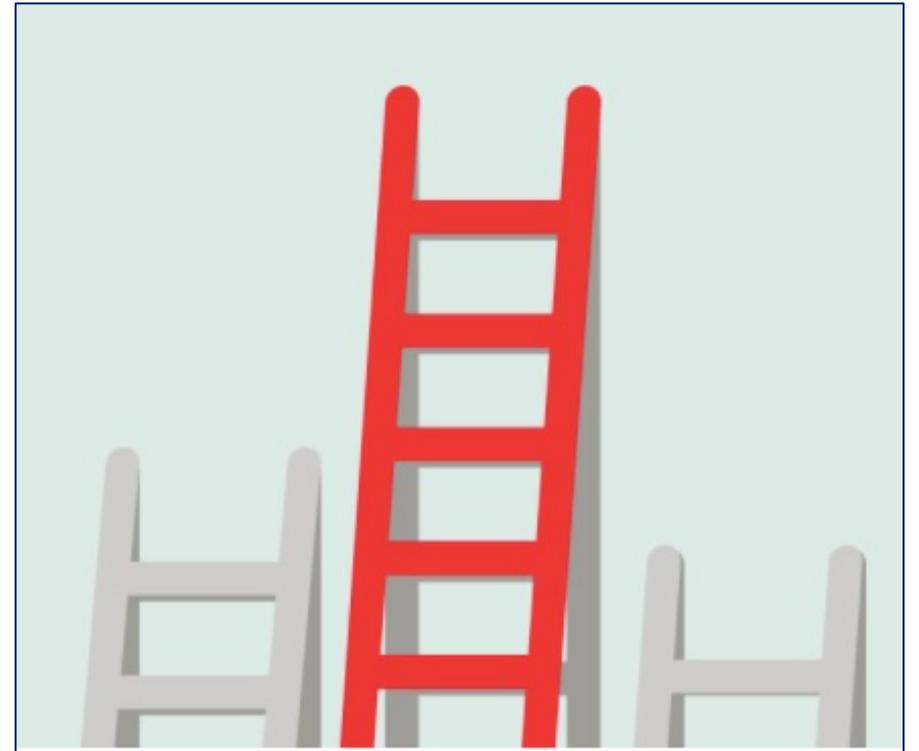


Factors that Prevent/ Reduce Burnout

- Feeling a sense of purpose
- Having a manageable workload
- Feeling like you can discuss your mental health at work
- Having an empathetic manager
- Having a strong sense of connection to family & friends

REBUILD

1. How have we been affected by the pandemic & what have we learned?
2. Who are our role models who have grown through adversity?
3. How can the pandemic serve as a catalyst for growth & change?
4. How are we connecting with humanity & the broader society?
5. Are there reasons to be optimistic?



SAY THIS

- That sounds really tough.
- That sounds frustrating/ sad/ scary.
- You're really worried.
- You're wondering what's going to happen.
- I can tell how hard you're working.
- Are you ok?
- What are you doing to take care of yourself?

NOT THIS

- At least you have a job.
- You'll get over it.
- You shouldn't feel that way.
- I don't know why you're so upset?
- You should think more positively.
- Unsolicited advice.
- Nothing.

WHEN DISTRESS IS HIGH

Reach out even if you're thinking

- I'll be better next week.
- I don't want to waste anyone's time.
- Other people have it so much worse than me.
- I don't want to disappoint.
- I'll just try meditating.
- I'll just read more about anxiety/ depression/ anger.
- Maybe I'm not cut out for this.

Email: hmhioutpatientpsychiatry@hsc.utah.edu

Huntsman Mental Health Institute Resources

Crisis Line: 801-587-3000 (24/7)

Warm Line: 801-587-1055 (8am-11pm)

Same Day Psychiatry Clinic: 801-585-1212

EAP Crisis Line: 801-262-9619

Resiliency Center

801-213-3403, resiliencycenter@hsc.utah.edu

GME Wellness

801-213-8753, GMEwellness@hsc.utah.edu

Medical Student Wellness

somwellness@hsc.utah.edu

University Counseling Center

801-581-6826