

Access Dr. Carr's bio here: <https://www.mountsinai.org/profiles/brendan-carr>

Access Dr. Ripp's bio here: <https://www.mountsinai.org/profiles/jonathan-a-ripp>

Access the webinar here:

<https://attendee.gotowebinar.com/recording/187486934540164875>

Access the transcript here:

<https://files.asprtracie.hhs.gov/documents/behavioral-health-speaker-series-carr-ripp-transcript.pdf>



T R A C I E
HEALTHCARE EMERGENCY PREPAREDNESS
INFORMATION GATEWAY

COVID-19 and Healthcare Professional Stress and Resilience- Speaker Series

November 2020

Unclassified//For Public Use

ASPR
ASSISTANT SECRETARY FOR
PREPAREDNESS AND RESPONSE

Physician Well-Being: *What's Changed and What's More Important than Ever in the Wake of COVID-19*

Jonathan Ripp, MD, MPH

Chief Wellness Officer, Mount Sinai Health System
Dean for Well-Being and Resilience, Icahn School of Medicine at Mount Sinai
Co-Chair, Collaborative for Healing and Renewal in Medicine (CHARM)

Brendan Carr, MD

Professor and System Chair of Emergency Medicine, Icahn School of Medicine at Mount Sinai and Mount Sinai Health System

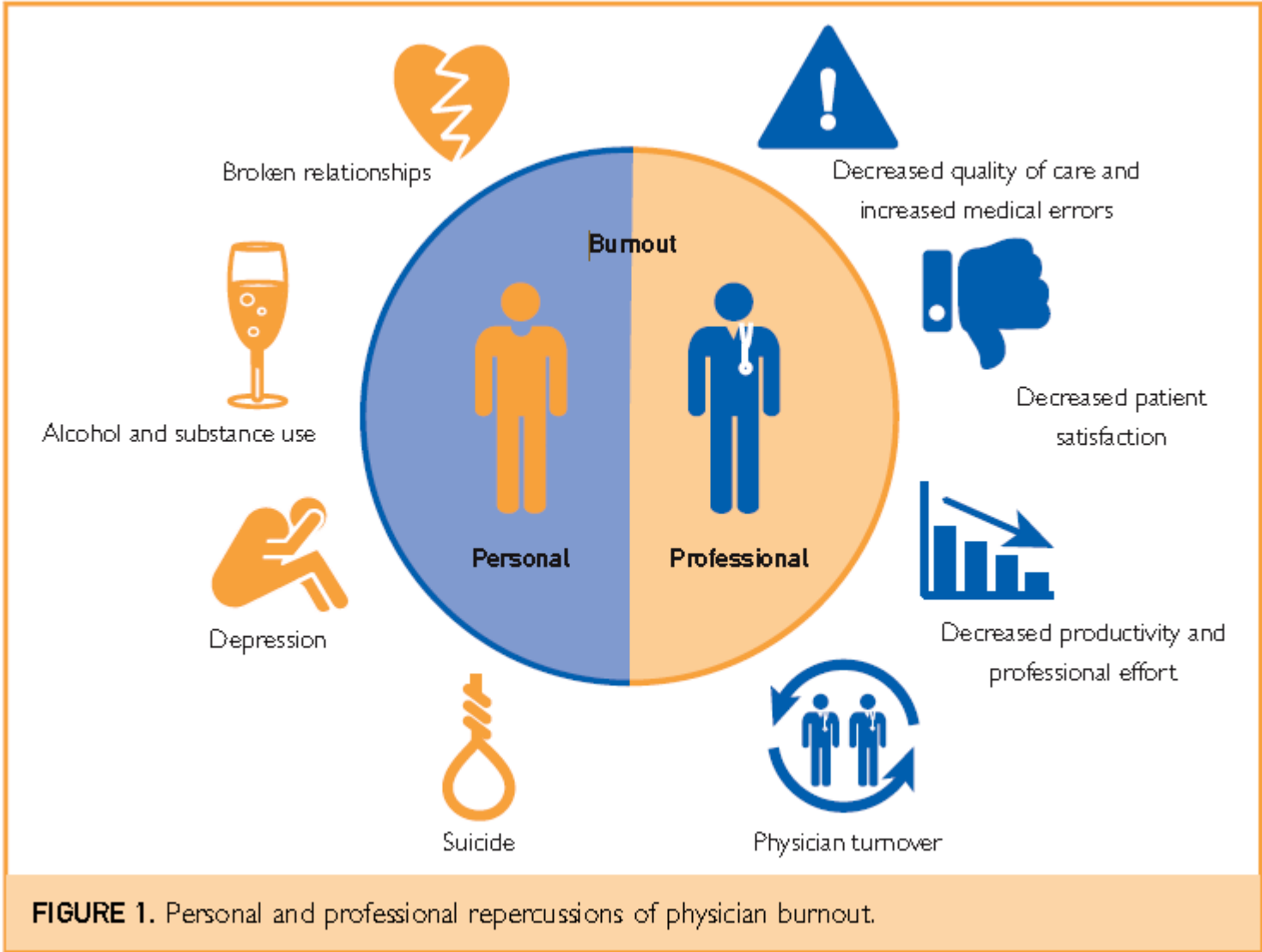


**Mount
Sinai**

Objectives

1. Describe factors affecting physician well-being
2. Consider how the COVID-19 pandemic impacted the emotional well-being of the healthcare workforce in NYC
3. Identify changes that were needed to clinician well-being initiatives in the context of the COVID-19 – what remains in the “new normal”
4. Make the case for continuing to prioritize physician well-being in the present circumstances
5. Be familiar with the resources available through national clinician well-being efforts

Consequences of Job Burnout



Shanafelt et al. Mayo Clin Proc. 2016

The Pandemic Curve and Associated Stressors

Greatest Stressors

1) Fear for Basic Needs

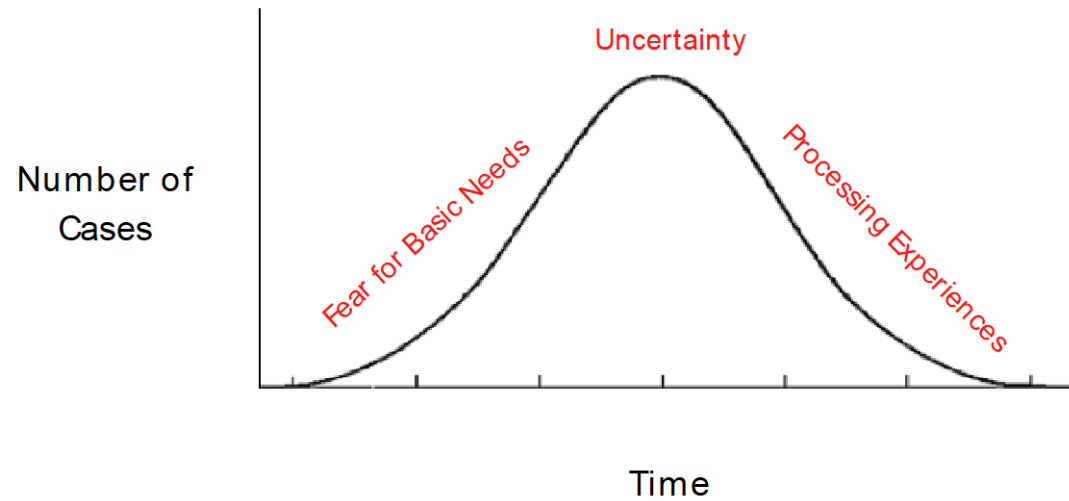
- When/what will I eat?
- How will I be kept safe and keep others safe?
- Who will care for my children?
- How will I get to and from work?

2) Uncertainty

- How long will this workload continue?
- Will I be able to do the job if redeployed?
- Am I doing enough?
- Will I be supported by my employer?
- Will I be able to make the difficult decisions?

3) Processing Experiences

- Grief and loss
- PTSD or PT Growth
- Catching my breath and time to reflect and facing the impact of societal upheaval around racial injustice



Shanafelt et al. JAMA. 2020; Ripp et al. Academic Medicine. 2020

The Pandemic Curve and Associated Stressors

Strategies to Address

1) Provide Basic Daily Resources

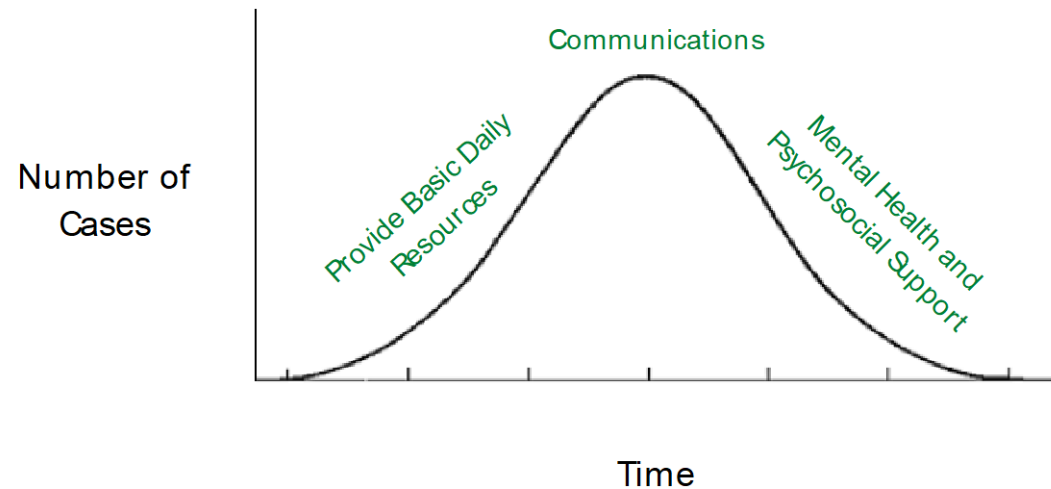
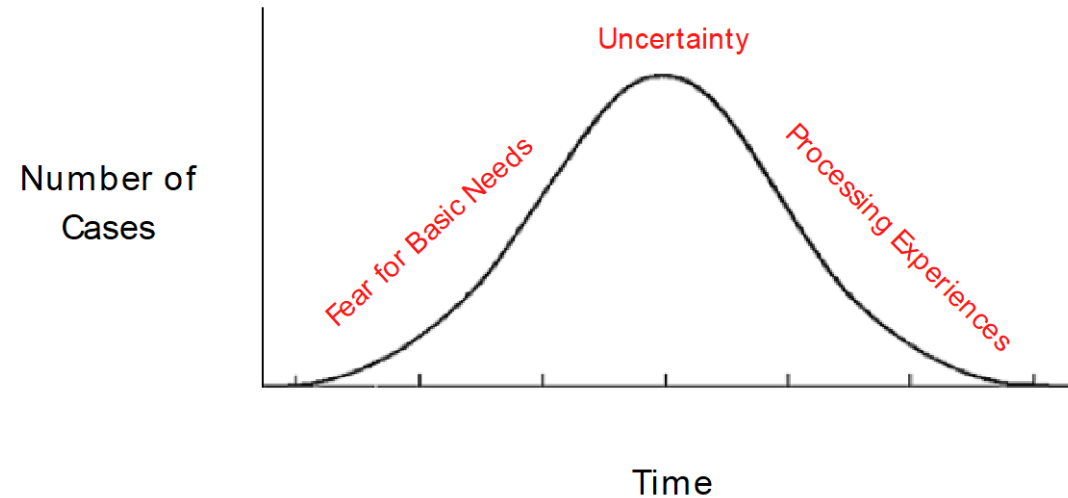
- Food (free and subsidized)
- PPE Clarity
- Childcare resource
- Transportation and Parking

2) Communication

- Weekly wellness messages
- Town Halls
- Transparency

3) Psychosocial & Mental Health

- Support Groups
- Phone Lines
- Telepsychiatry
- Mental Health “PPE”
- Frontline Relief



Mount Sinai Frontline Relief Program Snack Stations & Well-Being Centers

- ▶ Interactive recharge rooms
 - immersive spaces with music, scent, meditative visual elements, lighting and sound
- ▶ Nourishment and rest areas
- ▶ Facility Dog Visits



<https://www.mountsinai.org/files/MSHealth/Assets/HS/About/Coronavirus/MS-Staff-Support-Resources.pdf>



MOUNT SINAI EMPLOYEE AND STUDENT RESOURCES

A guide to mental, emotional, and spiritual help at work



CENTER FOR STRESS, RESILIENCE, AND PERSONAL GROWTH

Call for support, resilience training workshops, care referrals and help with navigating all MSHS resources
212-659-5564 | bit.ly/MS-CSRPG



EMPLOYEE ASSISTANCE PROGRAM

Short-term counseling and referral
212-241-8937



MOUNT SINAI CALM SELF CARE

Yoga, meditation, music, art, self-care
4calm@mountsinai.org



THE OFFICE OF WELL-BEING AND RESILIENCE

Facilitated discussions, narrative medicine, and mindfulness training
tiny.cc/wellness request



ICARE PEER SUPPORT

For all clinical employees and trainees
Peer emotional support
212-241-8989



SPIRITUAL CARE

Speak with a chaplain

Mount Sinai Downtown: **212-420-2759**
The Mount Sinai Hospital: **212-241-7262**
Mount Sinai West: **212-523-6920**
Mount Sinai Morningside: **212-523-2016**

For More
Please Visit



OUTPATIENT PSYCHIATRY TREATMENT

Call any site for a mental health evaluation and treatment

Mount Sinai Downtown: **212-420-2400**
The Mount Sinai Hospital: **212-241-5947**
for children and adolescents: **212-241-7175**
Mount Sinai Morningside/West: **212-523-8080**
for children and adolescents: **212-523-3082**

For More
Please Visit





PSYCHIATRY FACULTY PRACTICE ASSOCIATES

Mental health evaluation and treatment
212-659-8752 | psychiatryfpa@mssm.edu

UMR Insurance



LOUIS ARMSTRONG CENTER FOR MUSIC AND MEDICINE

Daily individual and group sessions
212-844-8387 | info@musicandmedicine.org



PAWS AND PLAY

Support for clinical teams with our facility dog, Moby
jaclyn.craig@mountsinai.org



WELLNESS SPACES AND RECHARGE ROOMS

Mount Sinai Downtown
Beth Israel 3 Linsky, Room 327
Tent on 16th Street near Beth Israel ED door

Mount Sinai Queens
Tent on 30th Road

The Mount Sinai Hospital
Family Waiting Rooms next to MICU5 and KCC9

Mount Sinai West
Eighth floor Family Waiting Room by the Neuro ICU

ADDITIONAL TRAINEE RESOURCES

students, post-docs, fellows, housestaff

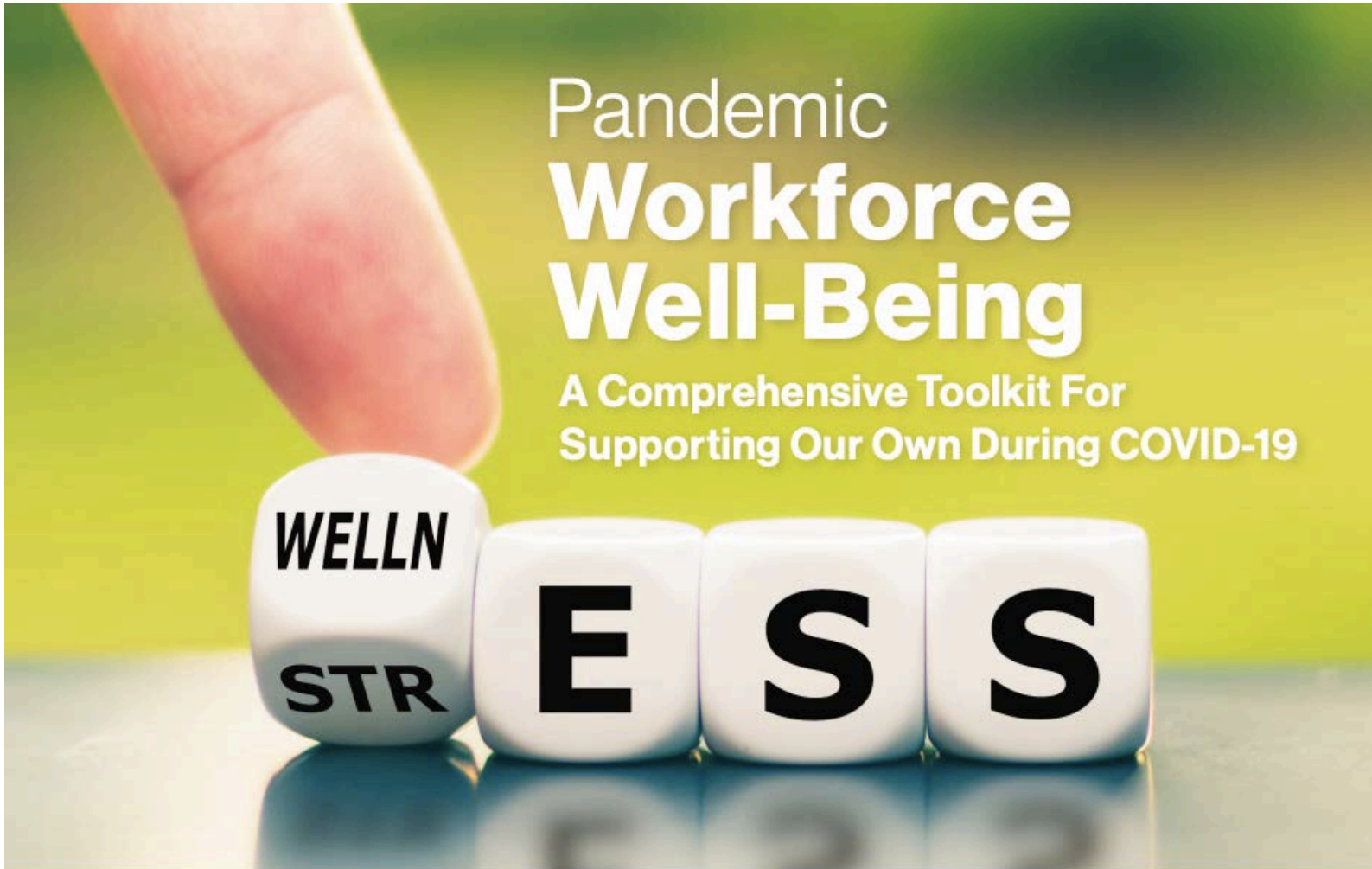
STUDENT AND TRAINEE MENTAL HEALTH
212-659-8805 | stmh@mssm.edu

24/7 SUPPORT AND CRISIS HOTLINE
212-241-2400 | 1-866-339-7725





The Office of Well-being and Resilience
OWBR@mssm.edu | 212-241-5057



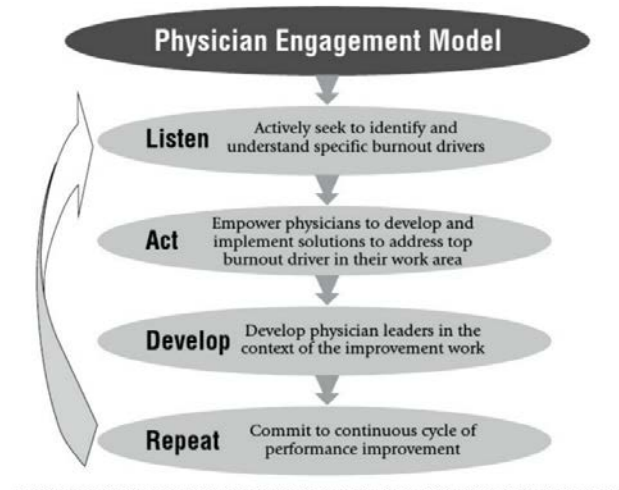
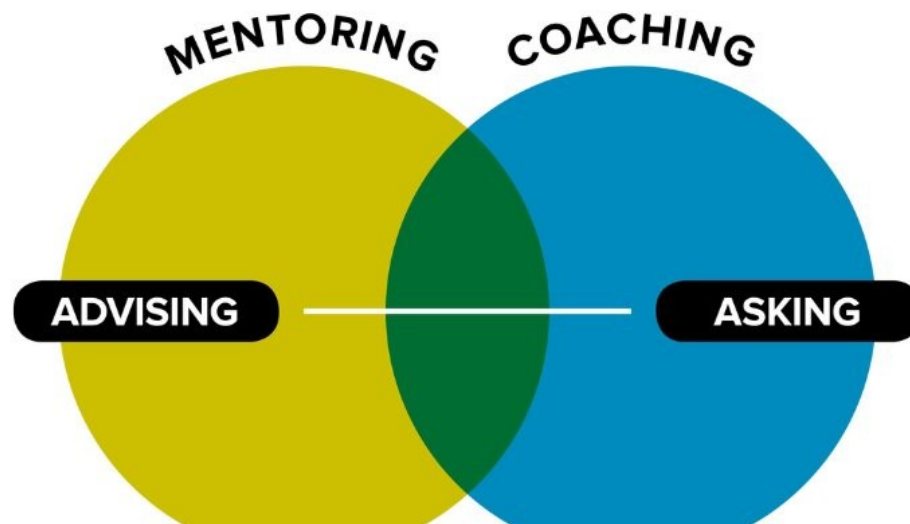
Pandemic **Workforce Well-Being**

A Comprehensive Toolkit For
Supporting Our Own During COVID-19

Feel free to review and circulate this [downloadable toolkit](#)

The COVID Pivot

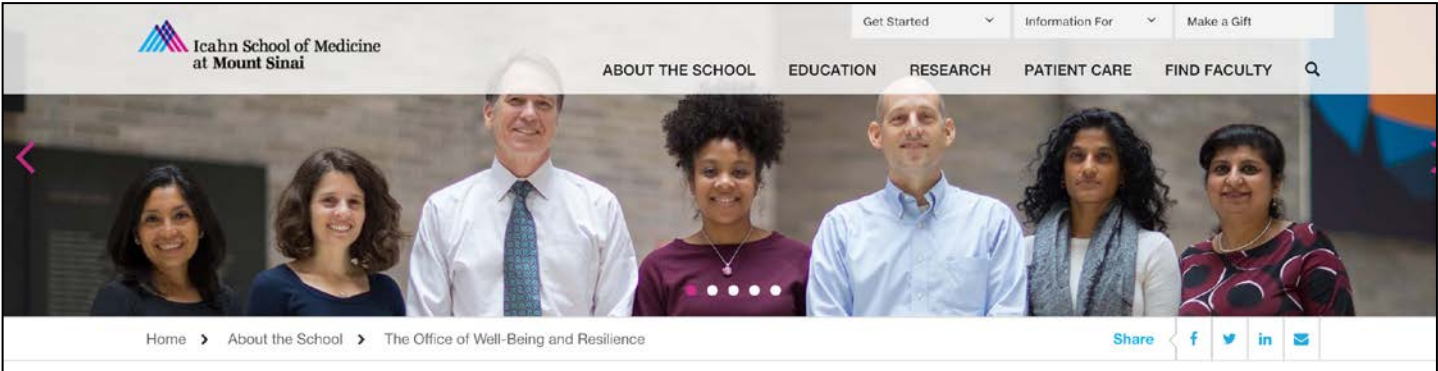
- ▶ Greater Attention to the Individual (appropriate)
- ▶ Shifting Back to Systems Approach
 - Culture and Efficiency: *What are the low/no cost options?*
 - Coaching
 - Appreciation
 - Learning from your own – “Listen-Act-Develop” (Swensen et al. J Healthc Manag. 2016)



Lessons Learned and Next Steps

- ▶ The approach to clinician well-being almost certainly requires a pivot in light of the pandemic
 - Be aware that we've all just experienced (are experiencing) a communal trauma.
 - Shifting Needs and Drivers of Well-Being may lead to shifting priorities
 - But, pre-COVID models can still apply in many respects...
- ▶ Uncertainty is a huge source of anxiety and stress during a pandemic
 - Regular, authentic, transparent and supportive communications can't be overemphasized
- ▶ Moral Distress may lead to significant long-term consequences
- ▶ Where to from here?
 - Diagnose your institution's readiness for change
 - Identify Allies, Develop Collaborations, Make the Case
 - Try to Pivot back where appropriate with a focus on Culture

Questions?



The Office of Well-Being and Resilience

The Office of Well-being and Resilience believes that your professional fulfillment is essential to your well-being and the delivery of the best education, research, and patient care. Our mission is to drive change by promoting initiatives aimed at removing barriers to your well-being and reconnecting you with the meaning of your work.

Located within the Office of the Dean, the Office of Well-being and Resilience of students, trainees, researchers, and faculty within the Mount Sinai Health System. Our team is composed of

- ▶ Crisis Text Li
- ▶ Suicide Prev



Inaugural Newsletter from The Office of Well-Being and Resilience

Greetings from the newly formed Office of Wellbeing and Resilience for the Mount Sinai Health System!

Please take a moment to read on, to find out what we do and how we can support your well-being at Mount Sinai.

Who we are

Located within the Office of Dean Charney, the Office of Well-Being and Resilience is a new initiative dedicated to the well-being and resilience of students, trainees, researchers, and faculty within the Mount Sinai Health System.

We firmly believe that your professional fulfillment and personal well-being are essential elements of Mount Sinai's mission to provide the highest quality care, conduct world-class research and train tomorrow's health care leaders. Through this office we encourage the development and advancement of initiatives aimed at promoting your well-being, enhancing the meaning you derive from your work and supporting you during times of distress.