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:

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

November 2020

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
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

FIGURE 1. Personal and professional repercussions of physician burnout.

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

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
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
applying to MHMH courses.
212-659-5564 | bkJ@MS-CSFPG

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
thuy@mountsinai.org

ICARE PEER SUPPORT
For all clinical employees and trainees
Peer emotional support
212-241-8936

SPIRITUAL CARE
Speak with a chaplain.
Mount Sinai Downtown: 212-420-2759
Mount Sinai West: 212-431-7262
Mount Sinai Morningside: 212-523-2370

WELLNESS SPACES AND RECHARGE ROOMS
Mount Sinai Downtown
Booth 1A, 5th floor, Room 327
Tele from 4th floor near Beth Israel ED door
Mount Sinai Queens
Teach 500, 7th floor
Mount Sinai Hospital
Family Waiting Rooms next to MICUS and ICC C9
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
212-241-3400 | 1-866-359-7725

MT SINA DIAGNOSIS AND TREATMENT
Call any site for a mental health evaluation
and treatment
Mount Sinai Downtown 212-420-2400
Mount Sinai Hospital: 212-241-5947
for children and adolescents: 212-241-7175
Mount Sinai Morningside/West: 212-523-8050
for children and adolescents: 212-523-3082

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