



**ASPR**

# **Promoting Healthcare Provider Performance and Well-being in the Age of COVID-19: Exploring Novel Strategies**

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Foundation

**Preparedness Summit**

**August 26, 2020**

Unclassified/For Public Use

# Shayne Brannman, MS, MA

## Director, ASPR TRACIE

# ASPR TRACIE: Three Domains



- Self-service collection of audience-tailored materials
- Subject-specific, SME-reviewed “Topic Collections”
- Unpublished and SME peer-reviewed materials highlighting real-life tools and experiences



- Personalized support and responses to requests for information and technical assistance
- Accessible by toll-free number (1844-5-TRACIE), email (askasprtracie@hhs.gov), or web form (ASPRtracie.hhs.gov)



- Area for password-protected discussion among vetted users in near real-time
- Ability to support chats and the peer-to-peer exchange of user-developed templates, plans, and other materials



[asprtracie.hhs.gov](https://asprtracie.hhs.gov)



**1-844-5-TRACIE**



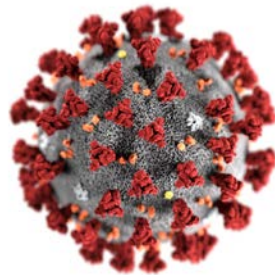
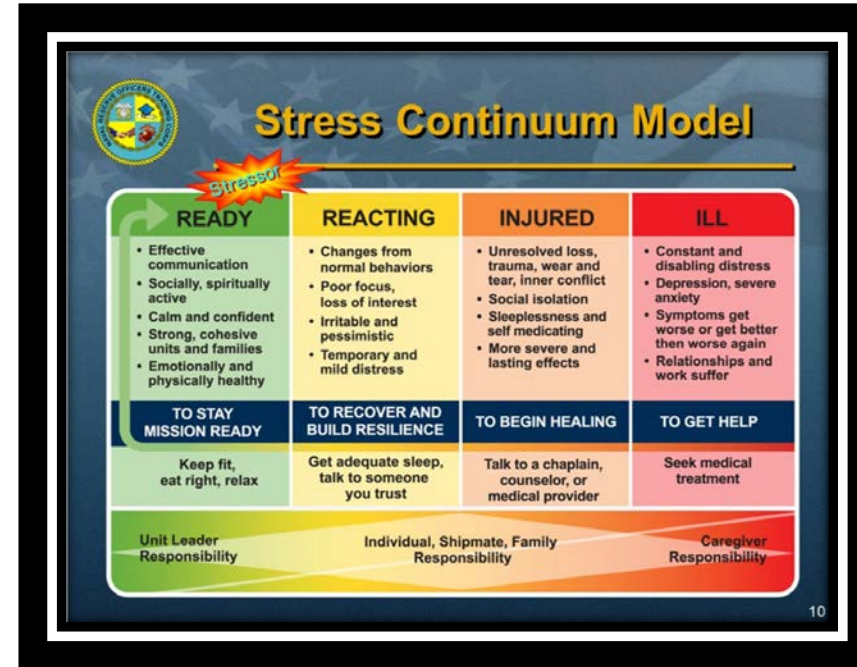
[askasprtracie@hhs.gov](mailto:askasprtracie@hhs.gov)

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Health, & Community Resilience (ABC)

# Reframing Stress in COVID-19

The standard model of how we understand stress is changing:

- A novel situation
- Long-term ambiguity
- Fear and uncertainty
- Isolation



Sustained Operational Stressors

**Corina Solé Brito, MA**  
ASPR TRACIE Technical Resources Lead and  
Communications Manager

# Self-care: Module Exercise



Access the recorded webinar here:  
<https://attendee.gotowebinar.com/recording/2442422551145846028>

**TRACIE**  
HEALTHCARE EMERGENCY PREPAREDNESS  
INFORMATION GATEWAY

**Mini Modules to Relieve Stress For Healthcare Workers  
Responding to COVID-19: Creating a Practical Self-Care Plan  
in Difficult Times**

April 28, 2020

**ASPR**  
ASSISTANT SECRETARY FOR  
PREPAREDNESS AND RESPONSE

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# Behavioral Health Resource Examples

- COVID-19 Behavioral Health Resources
- Self-Care for Healthcare Workers Modules
- Disaster Behavioral Health: Resources at Your Fingertips
- Mental/Behavioral Health (non-responders) TC
- Opioids: Frequently Asked Questions
- The Exchange Issue 4: Disaster Behavioral Health and Resilience
- Tips for Retaining and Caring for Staff after a Disaster

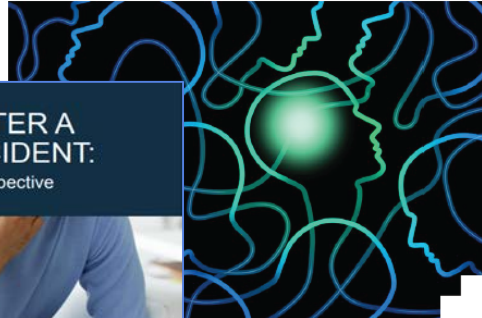
<https://asprtracie.hhs.gov/dbh-resources>

the EXCHANGE | 2017 VOLUME 2 ISSUE 1


## Disaster Behavioral Health: What Do the Feds Do?

Contributed by Rachel Kaul, LCSW, CTS, ASPR/OPP/ABC and Terri Spear, EdM, SAMHSA/OPPI/DPI

Emergency planners and responders recognize that disaster behavioral health (DBH) is an integral part of the overall public health and medical response.



### HEALING AFTER A TRAUMATIC INCIDENT: A Responder's Perspective



In November 2013, Ross Chávez was serving as the EMS Duty Chief for Hennepin EMS when he responded to the scene of a crash involving five children and a female driver who had lost control of her car and landed in a retention pond. All five children were in cardiac arrest when retrieved from the sunken car, although three survived. Ross shared his experience with identifying the need for and receiving mental health assistance after the incident with Dr. John Hick.

**John Hick (JH)**  
What immediate support did you receive from your agency and more formal chains?

**Ross Chávez (RC)**  
Just after the incident, the fire department hosted an immediate debriefing session with the various agencies that responded to the scene. Critical Incident Stress Management counselors directed the high-level debrief, which was beneficial for several reasons. First, while it wasn't so much an emotional debrief, it did allow everyone the opportunity to put the pieces together. We heard what firefighters saw when they arrived on scene; then we heard from the medics' and law enforcement's perspective. There were a lot of validating "a-ha!" moments for many of us, and we shared our challenges and experiences. For example, hearing the firefighters talk about having to use their feet to search for the children (because their suits made them buoyant and they couldn't go under water) made us appreciate their experience even more. Everyone reacted differently to the debrief; some were reluctant to attend, and for others, it was good for them to share.

Afterward, I stayed at EMS headquarters for most of the morning to continue managing the aftermath and support my team — the rest of the command staff were also supportive. I was personally struggling with my

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Office of Emergency Management (OEM) and the Office of Policy and Planning (OPP) work closely together to carry out the activities directed toward overall public health and medical coordination for ASPR.

OPP, Division for At-Risk Individuals, Behavioral Health, and Community Resilience (ABC)

Within ASPR OPP, the Division for At-Risk Individuals, Behavioral Health, and Community Resilience (ABC) is responsible for ensuring effective coordination and providing subject matter expertise so that DBH needs are identified and



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# Beyond Steady State Stress

Stress (Steady State)



Sustained Operational Stressors



## Potential Consequences:

- Compassion Fatigue
- Moral Injury
- Complex Grief



© Sarah Andersen

# Compassion Fatigue

- Related to exposure working with those suffering from traumatic or distressing events
- Presents:
  - Detachment/numbing
  - Over-engagement
  - Blurred boundaries/roles



# Moral Injury

The psychological, behavioral, social, and/or spiritual distress experienced by individuals who are performing or exposed to actions that contradict their moral values, such as implementation of crisis standards of care.

## Current Factors

- Resource shortages
- Decision-making
- Changing regulations
- Impact on family
- Surviving while others die



# Complex (Complicated) Grief

- A chronic, impairing form of grief
- Brought on by interference with the healing process



# Polling Exercise

**In your role, what are you most at risk for right now?**

- a) Compassion Fatigue**
- b) Moral Trauma**
- c) Complex Grief**
- d) Cumulative Stressors**
- e) All of the above**

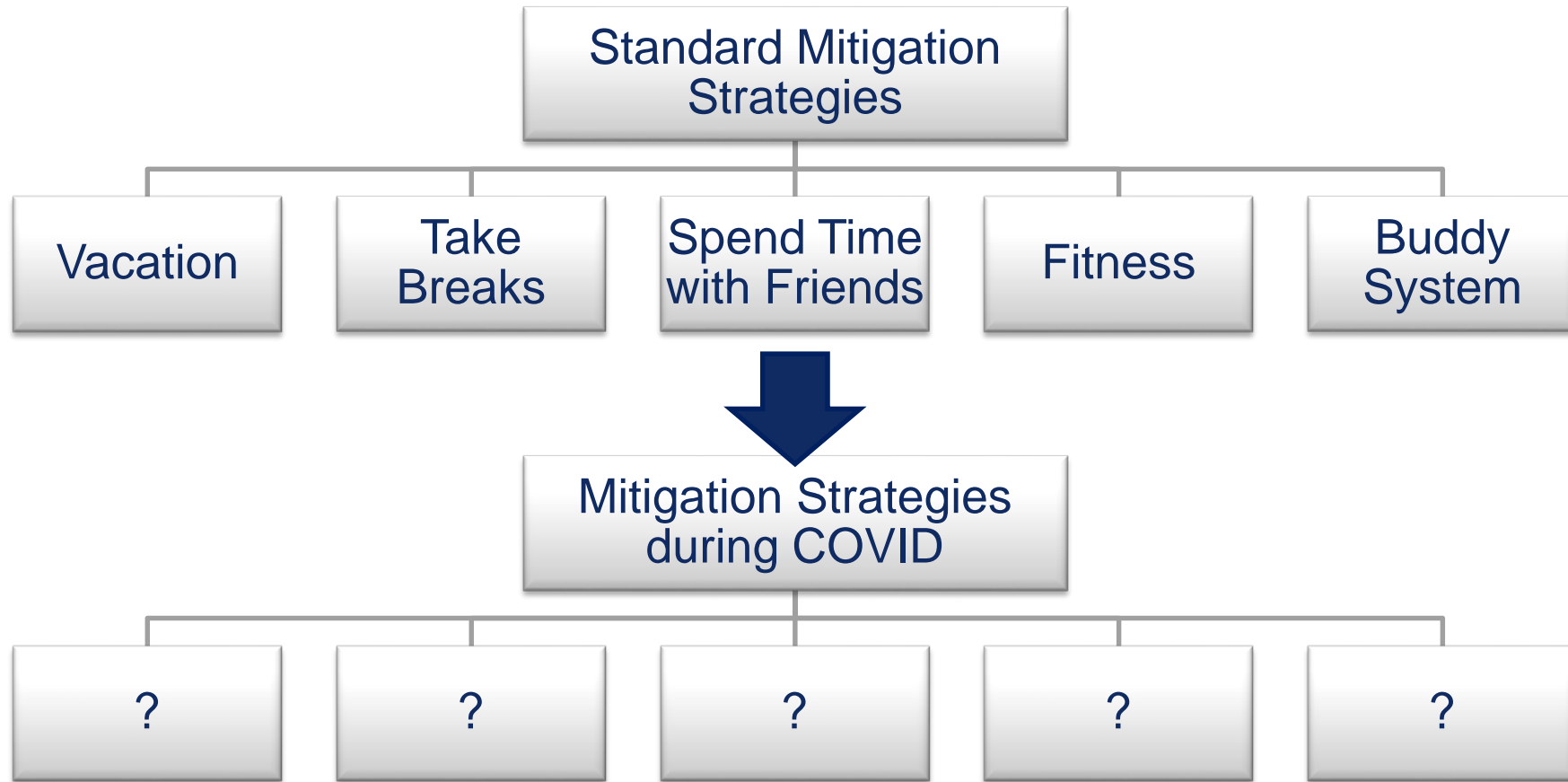


# Mitigation Strategies



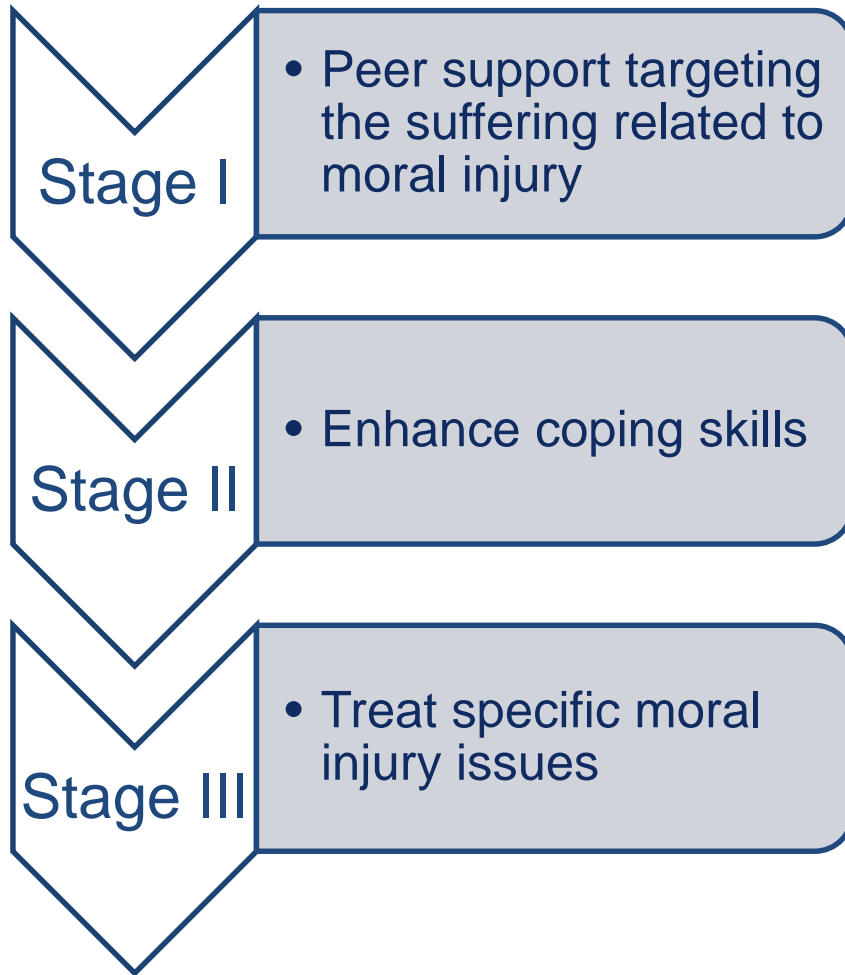


# Compassion Fatigue



What strategies have you or a friend used during COVID-19?

# Stepped Care Approach for Moral Injury



- Trauma Informed Guilt Reduction
- Adaptive Disclosure
- Impact of Killing Treatment Program

Source: Patricia Watson, Ph.D.

# Complex Grief

COVID-19 is creating interruptions to grief processes. Strategies for complex grief include:

- Self-observation and reflection
- Companionship
- Natural healing
- Imagery exercises
- Positive Emotions



COVID  
COACH

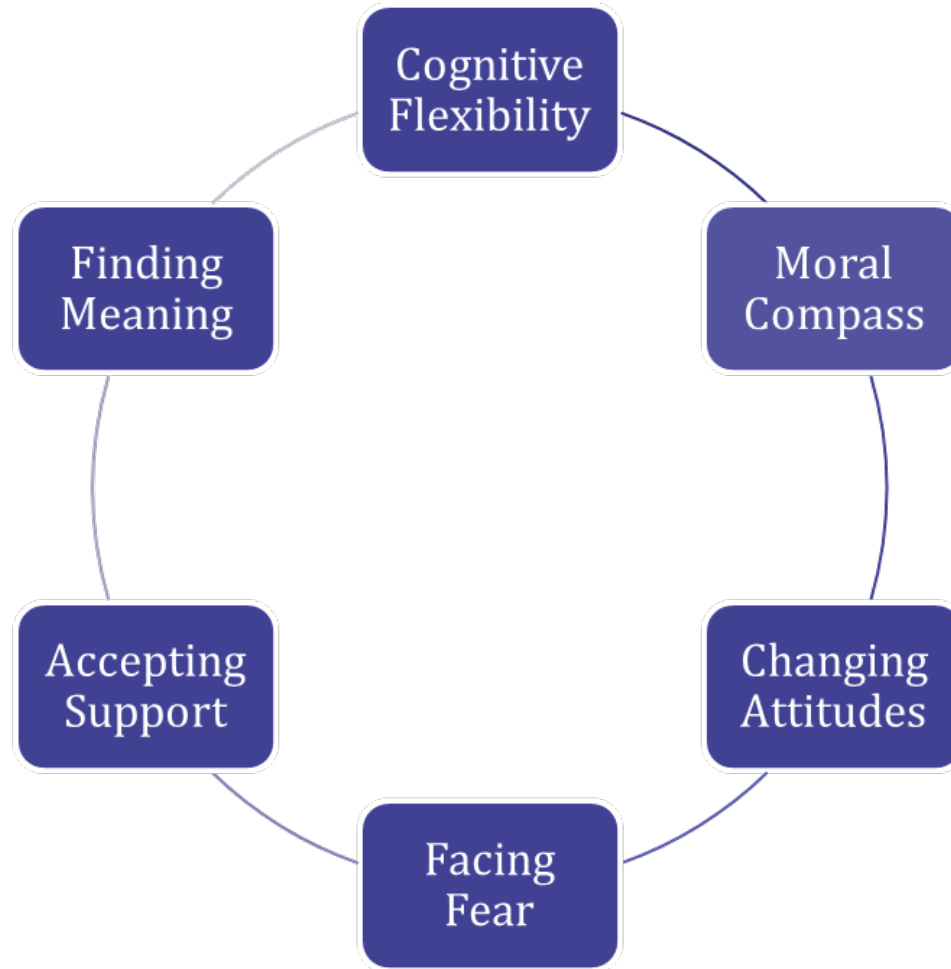


Smiling Mind

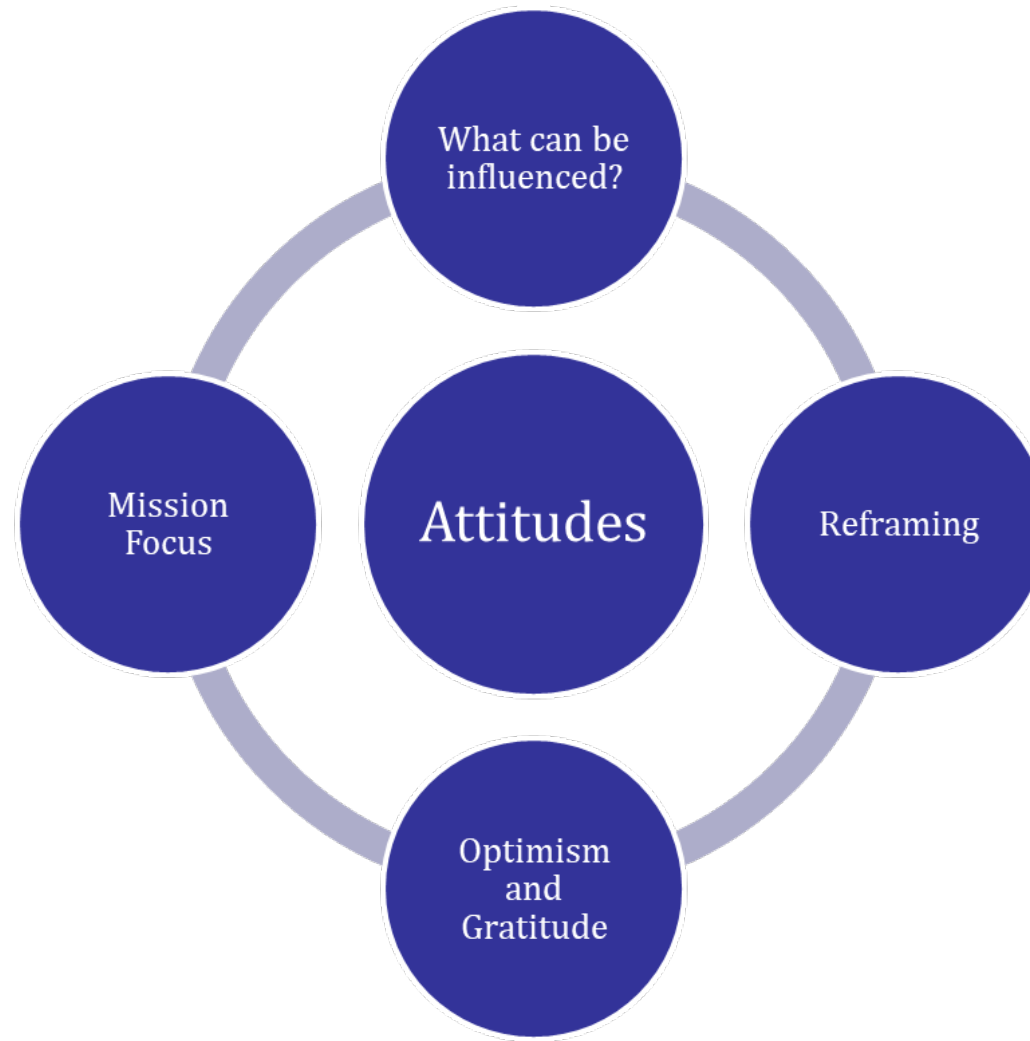


Virtual Hope  
Box

# Resilient Mindset



# Resilient Mindset



# Optimism

“The main concern of optimistic thinkers isn’t whether the glass is half full or half empty. Instead, they focus their energy where they have control to make a situation better.” - *CHAMP*



# Optimism Self-Check Reflection

## Optimism self-check

Optimistic or pessimistic thinking can shift based on the situation, your mood, or the other people involved. Use this self-check reflection to be more aware of how you approach a current adversity.

After each question, think about how a pessimist 🗿 might respond vs. an optimist 🌟. Which answers hit closer to home in this moment? Keep in mind this isn't an assessment but an opportunity to help you reflect on your approach to this adversity, evaluate if it's more aligned with optimistic thinking or pessimistic thinking, and decide where you might want to change course of action.

### 1. What are your thoughts?

- 🗿 My thoughts are consumed with past negative events or potential worst-case outcomes.
- 🌟 My thoughts are focused on where I have control in this situation and how I can take action to improve things.

### 2. What are you saying to others?

- 🗿 The majority of my conversations involve complaining about things outside of my control.
- 🌟 Most of my conversations are focused on problem-solving and finding potential opportunities.

### 3. How are you spending your time?

- 🗿 I'm avoiding this struggle by procrastinating or distracting myself with unproductive behaviors (for example, social media, drinking, shopping, etc.).
- 🌟 I'm taking on this struggle by developing a plan of attack.

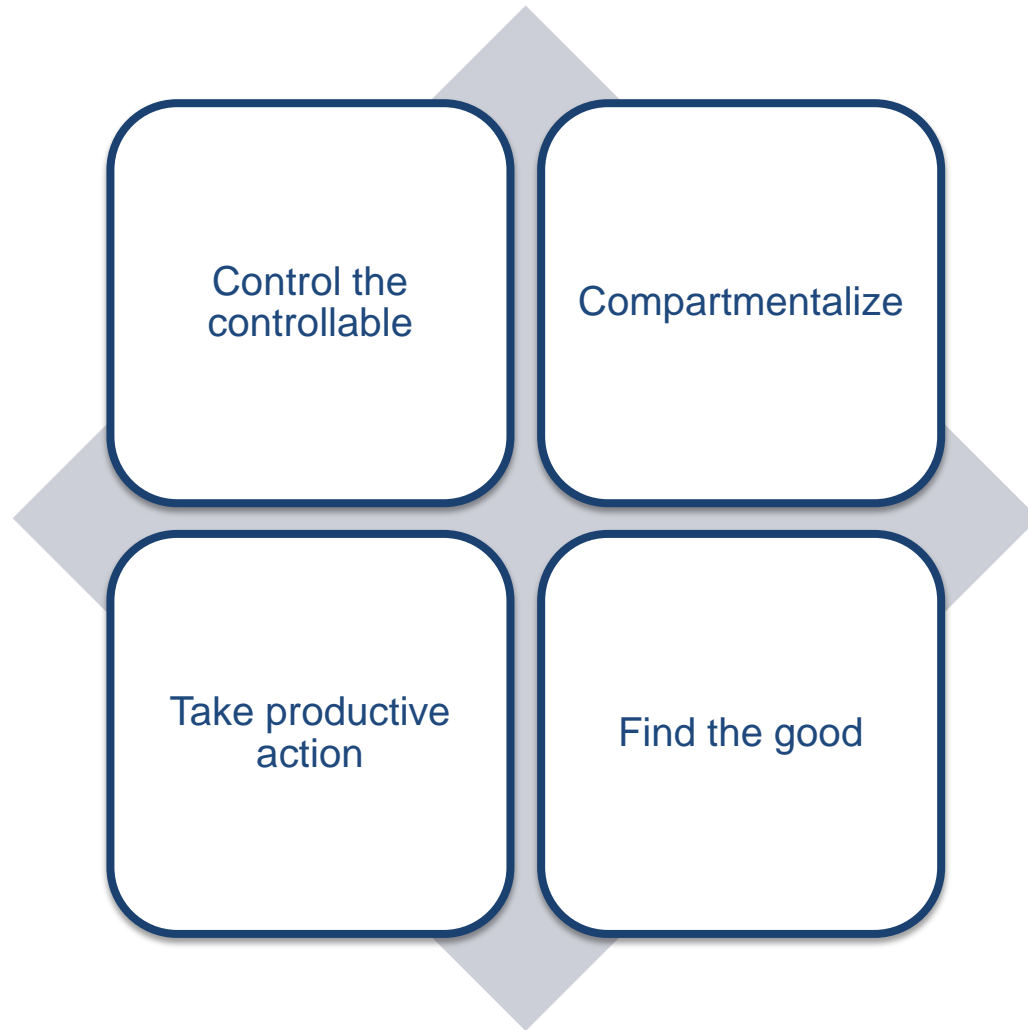
### 4. How are you persisting through this struggle?

- 🗿 If it gets hard, I'll likely give up.
- 🌟 I'm willing to push through adversity to find a way to grow.

### 5. How are you approaching others during this struggle?

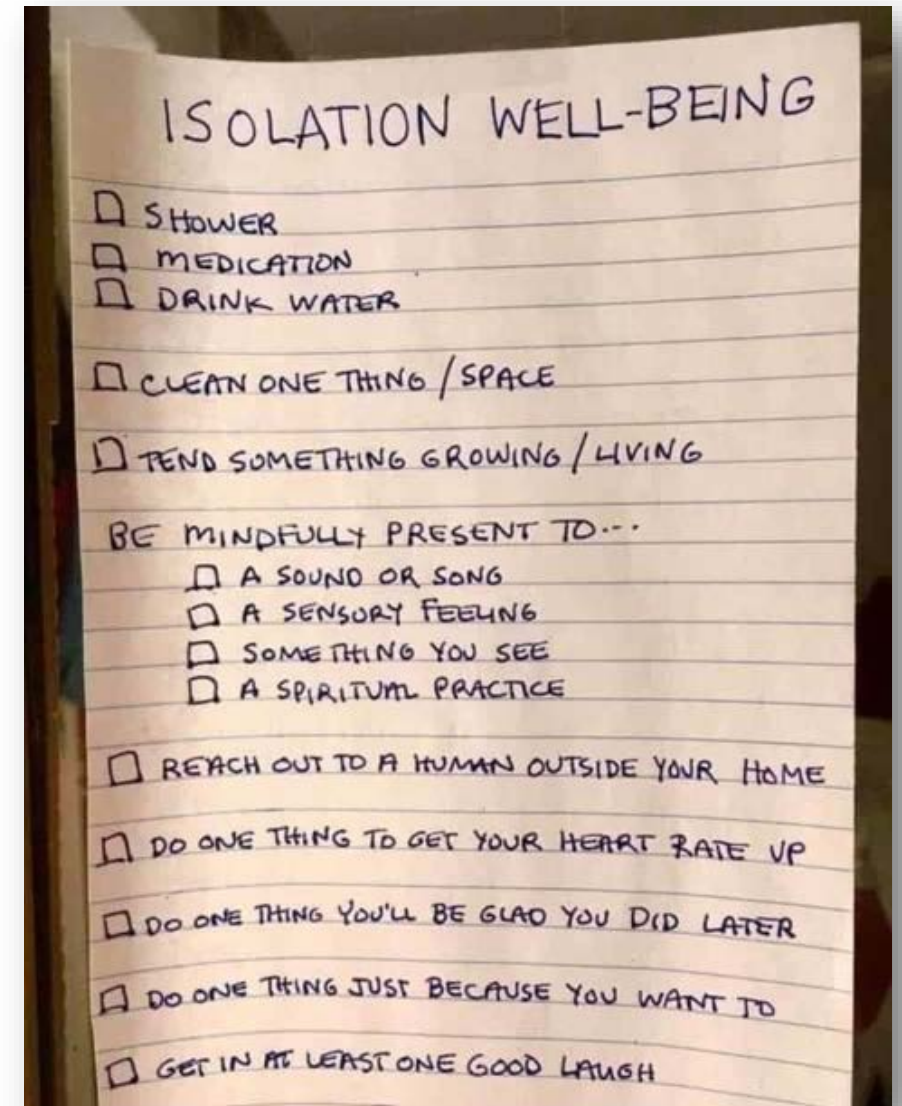


# Optimism: How Does it Work?



- Where do I have control to make things better?
- What must I accept?
- How can I take productive action now?
- How can I keep one issue from affecting other parts of my life?
- What's good?

# Pulling the Pieces Together



# Questions?



# Resources

- [ASPR TRACIE: COVID-19 Behavioral Health Resources](#)
- [Preventing and Addressing Moral Injury Affecting Healthcare Workers During the COVID-19 Pandemic](#)
- [Mini Modules to Relieve Stress For Healthcare Workers Responding to COVID-19: Stress Management Exercise](#)
- [NCPTSD: Moral Injury](#)
- [Learned optimism \(Seligman\)](#)
- [The Resilience Prescription](#)
- [CHAMPS: 5 Ways Power Your Performance Optimism](#)
- [CHAMPS: Active Constructive Responding](#)