Coping with Covid – short and long term views

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Disclosures….
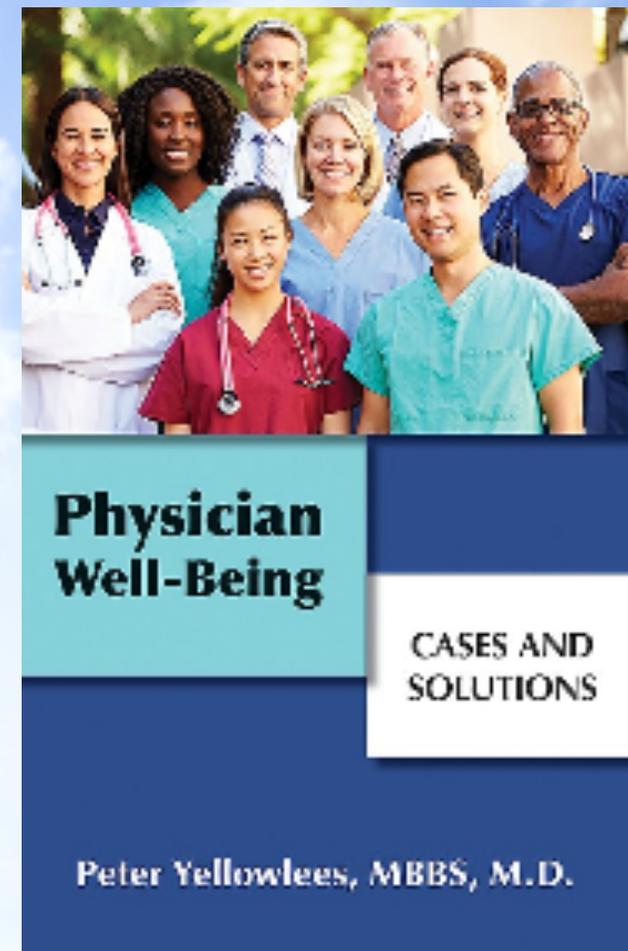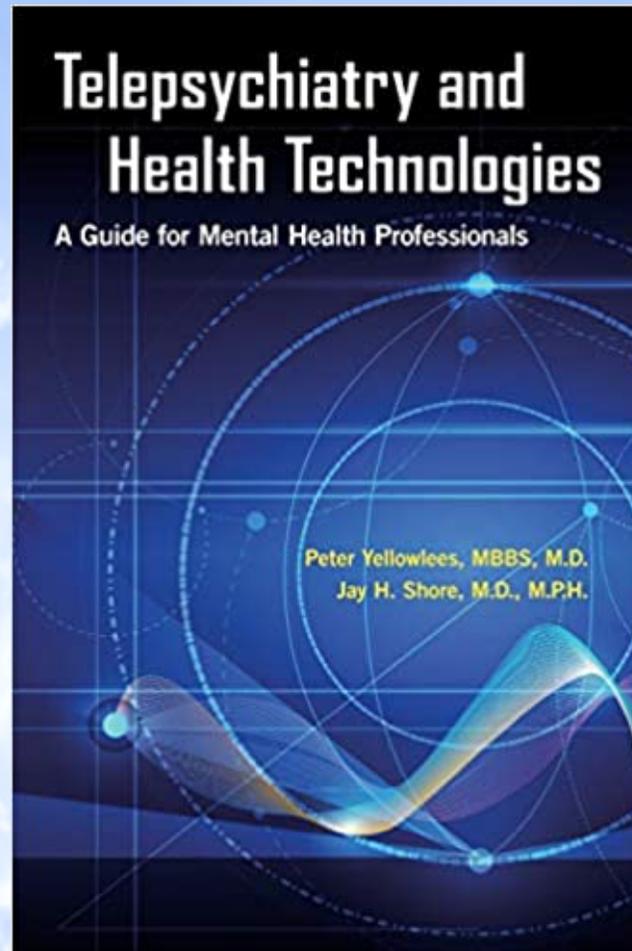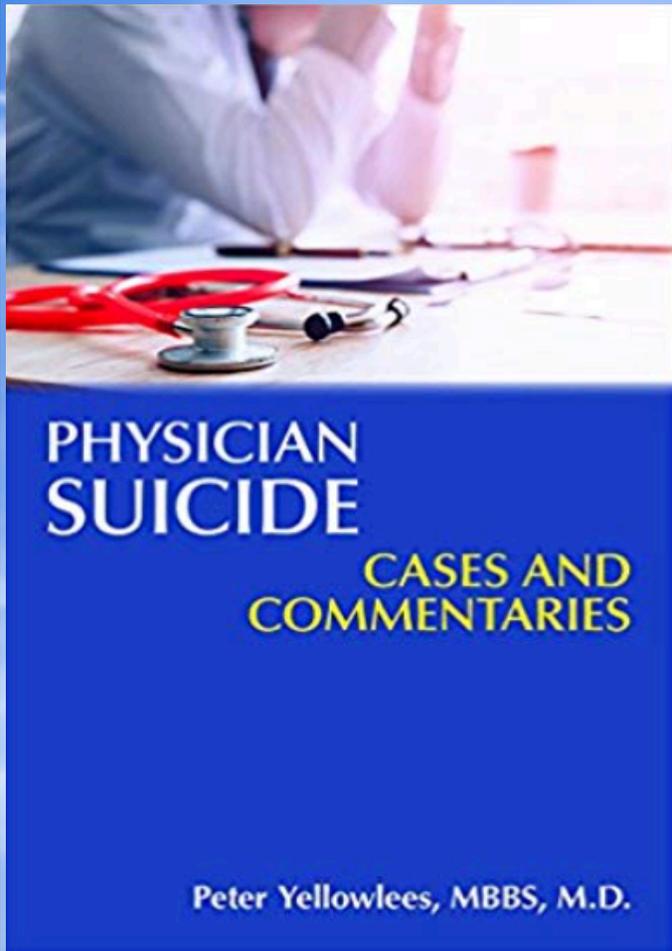
Overview

- We are all different, and respond individually – generation as an example

- Individual coping short term

- Changing practice to cope better long term

Table 1. Characteristics of Generations

| Characteristics	Traditionalists	Baby Boomers	Generation X	Millennials	Generation Z
Birth Years	1928 - 1945	1946 - 1964	1965 - 1980	1981 - 1996	1997 - Present
% of U.S. Population (% of U.S. Workforce), 2020	8% (<1%)	22% (25%)	20% (33%)	22% (35%)	28% (6%)
Defining Experience	Great Depression, World War II, GI Bill	Cold War, Vietnam War, Apollo Moon Landing, Assassinations of JFK and MLK, Golden Age of Capitalism	Fall of Berlin Wall (End of Cold War), Globalization, AIDS, First PC introduced, Early cellular phones, Internet	9/11, Social Media, Smartphones, Startups and Dot-Com Bubble	COVID-19, Climate Change
Defining Product	Jukebox	Color TV	Sony Walkman	Apple iPod	Snapchat
Experience with Technology	No Digital	Early IT Adopters	Digital Immigrants	Digital Natives	Digital Natives/ Technologists
Cognitive Style	Informational	Transformational	Self-Directed	Informal	Multi-Tasking
Information Access and Use	Newspapers and Magazines, Radio, Handwritten Letters	Color TV, Radio, Typewriters, Landline Telephones	Cable TV, Desktop Computers, Video Games, Internet, Cellular Phones	Streaming Content, Laptops, Smartphones, Internet, Social Media	Streaming Content, Tablets, Smartphones, Social Media, etc.
Communication Preference	In-Person	In-Person, Telephone	Telephone, Text Messaging, Email	Text Messaging, Email, Instant Messaging, Social Media	Instant Messaging, Social Media
Communication Format	Letter	Telephone	Email, Text Messaging	Text Messaging, Social Media	Social Media, Instant Messaging
Learning Format	Classroom Lectures, Textbooks, Encyclopedias, Slide Projectors, Chalkboards	Classroom Lectures, Textbooks, Encyclopedias, Slide Projectors, Whiteboards	Classroom Lectures, PowerPoints, Whiteboards, Internet	Self-paced Learning, Internet, Massive Open Online Courses (MOOCs)	MOOCs, App-based Learning
Healthcare Leadership Initiatives	Medicare Bill (1965) – Created Medicare, HIPAA (1996)	Medicare Modernization Act (2003) – Largest overhaul of Medicare, HITECH Act (2009) – EMR Meaningful Use	Early EMR Champions, EMRs introduced to healthcare systems	Digital Health App Development & Entrepreneurship	N/A

COVID-19 Stressors

COVID-19 outbreak contributes to stress for direct care providers:

- Fear of transmission and contamination
- Anxiety about your family, friends, health and work
- Increased physical and emotional work demands
- Possible separation from family members.
- Changing policies related to patient care standards , biohazards, and lack of PPE

Emotional Reactions to Stress

- Fear and anxiety
- Feeling disconnected (for example numb, indifferent, spaced out, or confused)
- These do not of themselves signal the need for additional intervention beyond ordinary supportive contact
- Feeling hopelessness, sad or guilty
- Grief and loss
- Shock
- Loss of confidence
- You may also see positive reactions, including appreciating life, family, and friends, or strengthening of spiritual beliefs and social connections
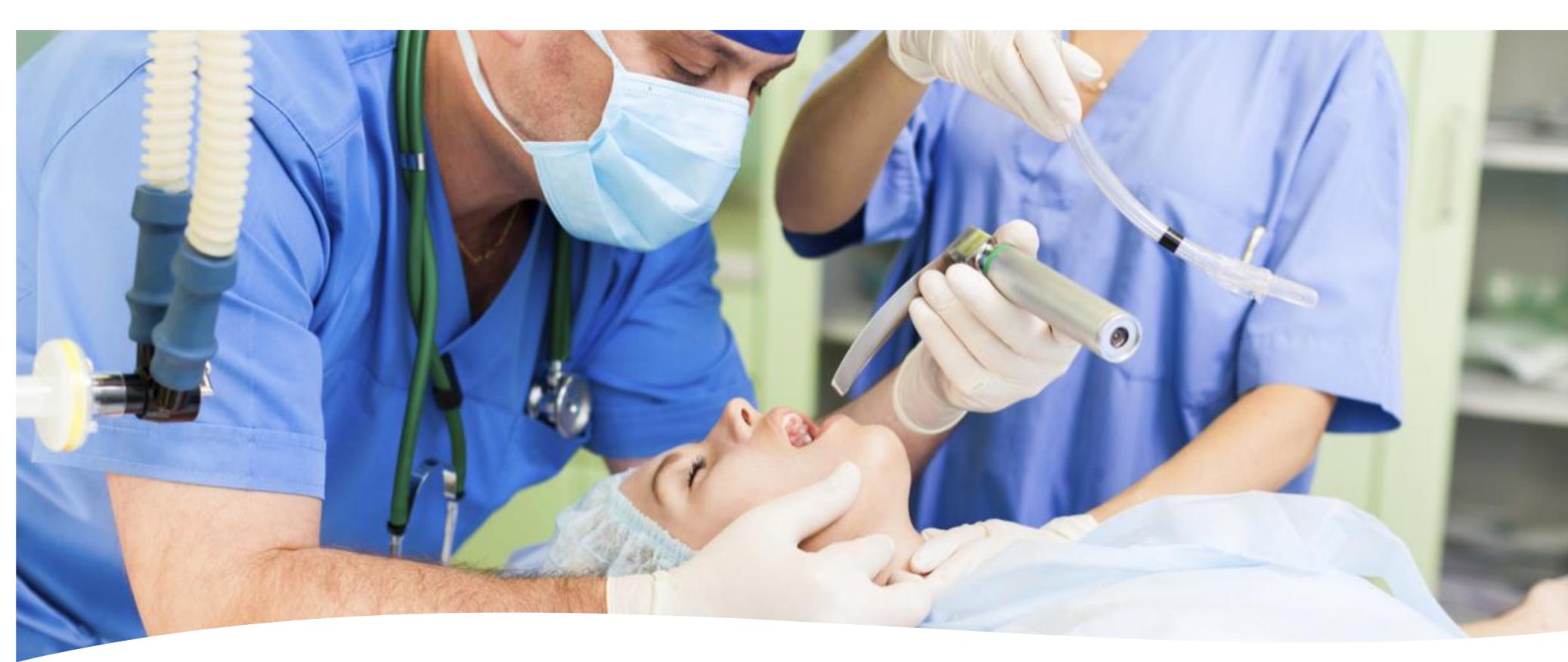
Physical Reactions to Stress

- Changes in cortisol levels and in immune system function
- Increased blood pressure, heart rate or breathing
- Muscle tension, even spasm
- Poor sleep and greater fatigue/physical exhaustion
- Changes in appetite and libido
- Headache, nausea, feeling faint or dizzy

Practicing Self-care : Using Adaptive Coping

Body-focused to counterbalance our stress-response system

- Exercise, yoga, Tai Chi
- Diaphragmatic breathing
- Cognitive Strategies
- Hydration, nutrition, sleep
- Leisure activities/hobbies
- Balancing work demands
- Utilizing support from friends, family and co-workers

What has worked for you?

Avoiding Maladaptive Coping

- Working "round the clock" or not taking breaks, or checking in with colleagues

- Bingeing on food, alcohol, gambling or ?

- Focusing on the negative or over-generalizing fears

Identify what behaviors you need to avoid?

The Power of Meditation

RELAX

- Breathing practices
- Learn to Meditate
- Enrich Your Life
- Leverage technology (apps, trackers, internet tutorials)
- Explore the power of your mind

Self-care at Work

- Self-monitoring and pacing, using breaks and time-outs
- Regular check-ins with colleagues, family, and friends
- Working in supportive partnerships and teams
- Regular peer consultation and supervision
- Brief relaxation/stress management strategies on the go
- Music and Humor at work

What has worked for you?

Managing Healthcare Stress Associated with COVID-19, National Center for PTSD

Transitioning from Fear to a Growth Zone during the COVID-19 Pandemic

What is Resilience?

- The *capacity* to resume positive functioning following adversity

- A person's *ability* to adapt successfully to acute stress, trauma, or more chronic forms of adversity

- The *process* of adapting in the face of trauma, threats, or significant sources of stress

- It is <u>not</u> an immutable trait or a limited resource

Healthy Habits: Ten Habits of Resilience

- Stay optimistic
- Practice altruism
- Cultivate a strong moral compass (i.e., set of beliefs that cannot be shattered)
- Embrace faith and spirituality
- Use your sense of humor
- Find positive role models
- Identify positive social supports
- Don't avoid anxiety-provoking situations (i.e., leaving one's comfort zone)
- Find meaning in life
- Embrace training (i.e., practice, practice, practice)

Charney DS. Dialogues Clin Neurosci. 2003 Sep;5(3):207-21.

Clinician Well-being Solutions

Provide Multiple Pathways to Care: *traditional, Urgent, EAP, Self-assessment, Resources, Peer Support, Coaching*

Culture of Wellness*: Shared values, behaviors, and leadership qualities that prioritize personal and professional growth, community, and compassion for self and others.*

Efficiency of Practice: Workplace systems, processes, and practices that promote safety, quality, effectiveness, positive patient and colleague interactions, and work-life balance.
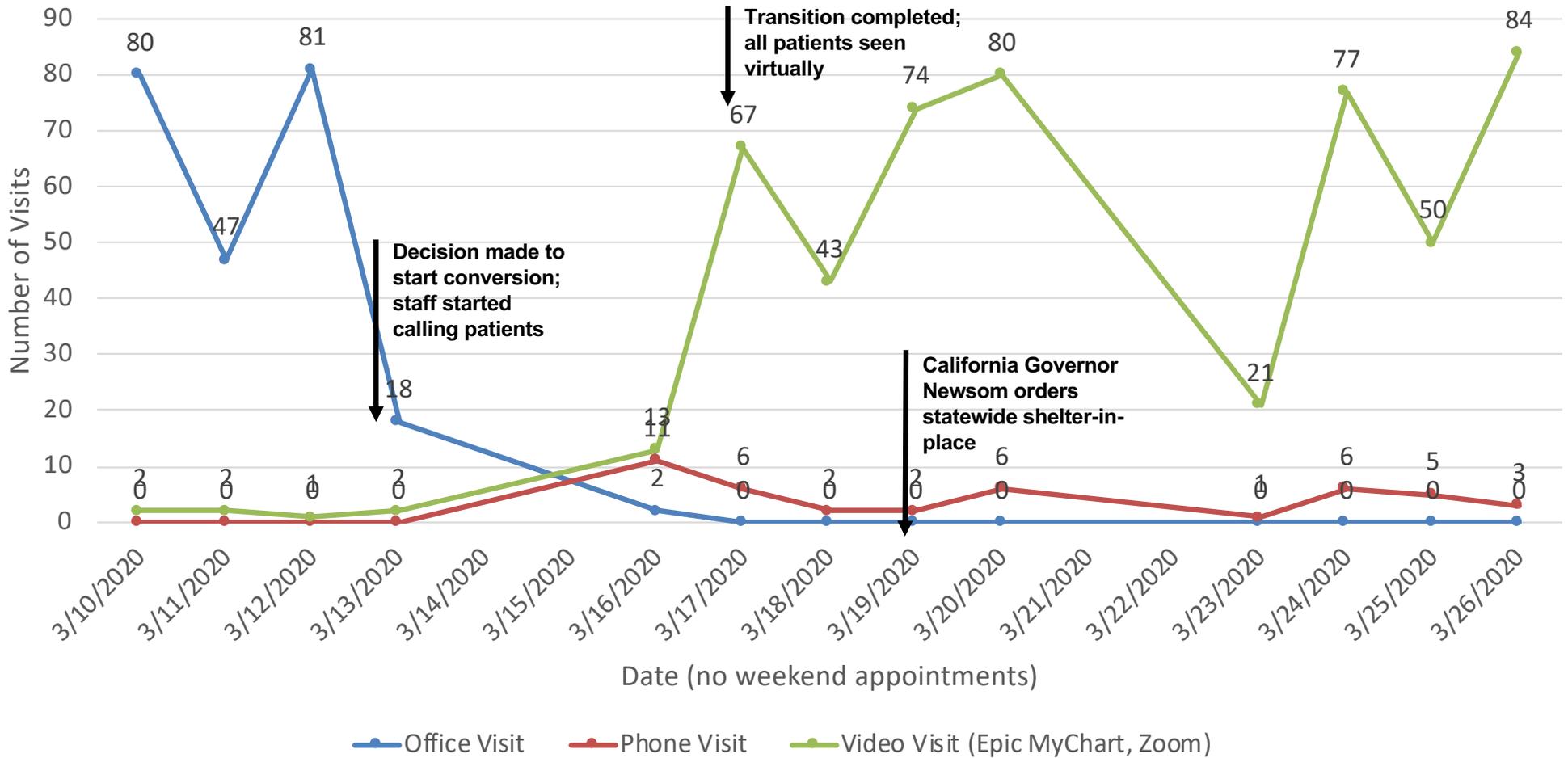
Personal Resilience*: Individual skills, behaviors, and attitudes that contribute to physical, emotional, and professional well-being*

Culture of Wellness

Efficiency of Practice

Personal Resilience
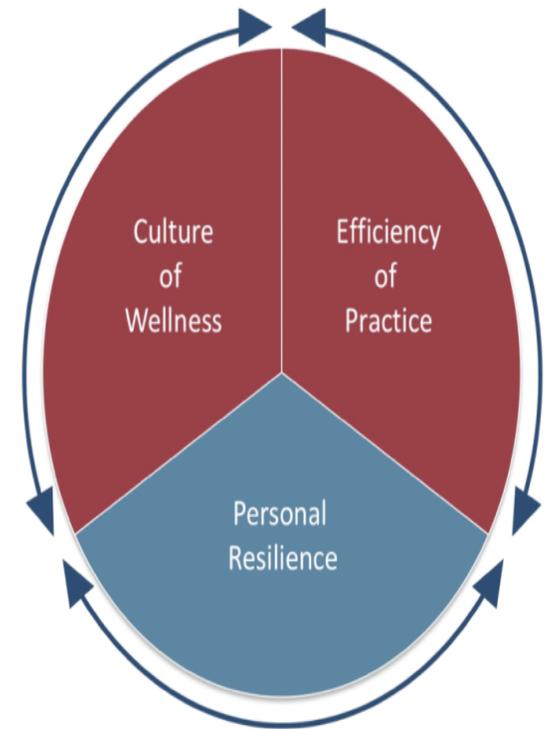
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Figure 1. Timeline of Events Related to COVID-19

Past Barriers to using Video Visits

1. Patient satisfaction/capacity
2. Technological
3. Regulatory (reimbursement, licensing, prescribing, HIPAA)
4. Provider attitudes

Efficiency of Practice

Video visits are more efficient, and improve quality (+- hybrid).

1. Saves time – typing/sharing EMR notes and rooming
2. Saves money – clinic space and admin support, less no-shows
3. More flexible – time and place – anywhere, anytime - better workflows
4. Relationship safe, more intimate, more equal - allows objective view and joining
5. Home visits – learn more – better Rx (cats/cars)
6. Better certain groups – children, anxiety, PTSD
7. Reduces cognitive load – use 3 screens
8. Wider choice of type of practice
9. Easy teamwork, groups and family involvement
10. Enables live three-way teaching/observation (and recorded)
11. Asynchronous recorded – video is data – new model of care – more efficient – e-consults answering specific questions, or atp, cross language, record for AI facial/voice recog screening

Video Visits Summary Advantages for Providers

- **Time** Savings

- **Cost** Savings

- Improved **Quality**

- Better **Relationships**

- Increased **Variety**

- Improved **Safety and Teamwork**

- **Flexibility**, Independence, and Autonomy

- Better **Work-Life Balance** and **Well-being**
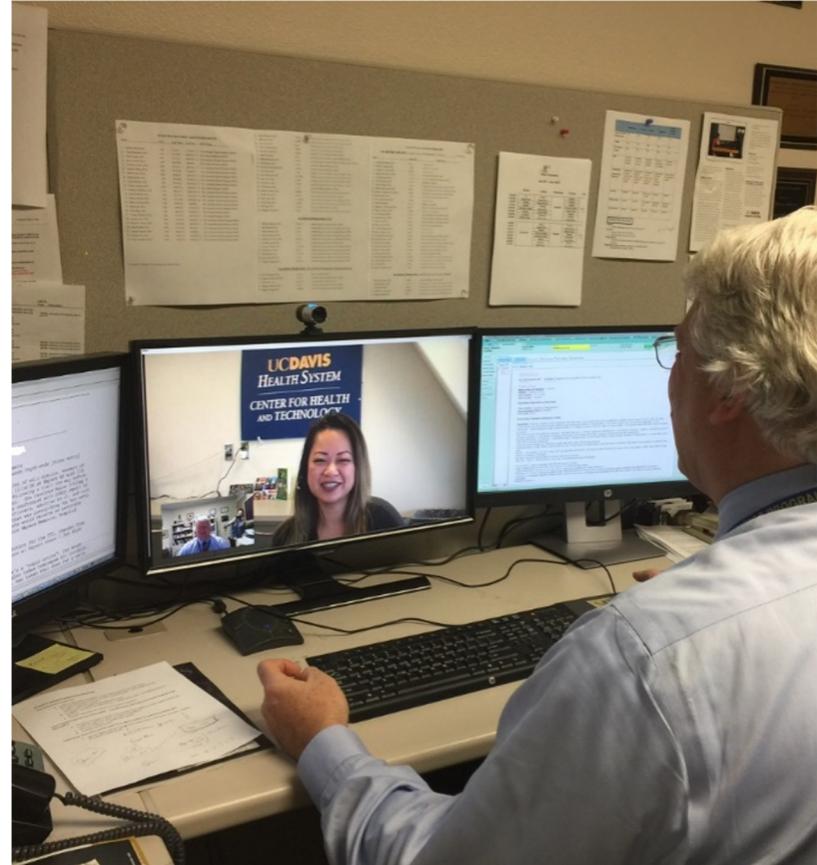
Thank you

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