Coping with Covid – short and long term views

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June 2020
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>
<thead>
<tr>
<th>Characteristics</th>
<th>Traditionalists</th>
<th>Baby Boomers</th>
<th>Generation X</th>
<th>Millennials</th>
<th>Generation Z</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of U.S. Population (% of U.S. Workforce), 2020</td>
<td>8% (&lt;1%)</td>
<td>22% (25%)</td>
<td>20% (33%)</td>
<td>22% (35%)</td>
<td>28% (6%)</td>
</tr>
<tr>
<td><strong>Defining Experience</strong></td>
<td>Great Depression, World War II, GI Bill</td>
<td>Cold War, Vietnam War, Apollo Moon Landing, Assassinations of JFK and MLK, Golden Age of Capitalism</td>
<td>Fall of Berlin Wall (End of Cold War), Globalization, AIDS, First PC introduced, Early cellular phones, Internet</td>
<td>9/11, Social Media, Smartphones, Startups and Dot-Com Bubble</td>
<td>COVID-19, Climate Change</td>
</tr>
<tr>
<td><strong>Defining Product</strong></td>
<td>Jukebox</td>
<td>Color TV</td>
<td>Sony Walkman</td>
<td>Apple iPod</td>
<td>Snapchat</td>
</tr>
<tr>
<td><strong>Experience with Technology</strong></td>
<td>No Digital</td>
<td>Early IT Adopters</td>
<td>Digital Immigrants</td>
<td>Digital Natives</td>
<td>Digital Natives/Technologists</td>
</tr>
<tr>
<td><strong>Cognitive Style</strong></td>
<td>Informational</td>
<td>Transformational</td>
<td>Self-Directed</td>
<td>Informal</td>
<td>Multi-Tasking</td>
</tr>
<tr>
<td><strong>Information Access and Use</strong></td>
<td>Newspapers and Magazines, Radio, Handwritten Letters</td>
<td>Color TV, Radio, Typewriters, Landline Telephones</td>
<td>Cable TV, Desktop Computers, Video Games, Internet, Cellular Phones</td>
<td>Streaming Content, Laptops, Smartphones, Internet, Social Media</td>
<td>Streaming Content, Tablets, Smartphones, Social Media, etc.</td>
</tr>
<tr>
<td><strong>Communication Preference</strong></td>
<td>In-Person</td>
<td>In-Person, Telephone</td>
<td>Telephone, Text Messaging, Email</td>
<td>Text Messaging, Email, Instant Messaging, Social Media</td>
<td>Instant Messaging, Social Media</td>
</tr>
<tr>
<td><strong>Communication Format</strong></td>
<td>Letter</td>
<td>Telephone</td>
<td>Email, Text Messaging</td>
<td>Text Messaging, Social Media</td>
<td>Social Media, Instant Messaging</td>
</tr>
<tr>
<td><strong>Learning Format</strong></td>
<td>Classroom Lectures, Textbooks, Encyclopedias, Slide Projectors, Chalkboards</td>
<td>Classroom Lectures, Textbooks, Encyclopedias, Slide Projectors, Whiteboards</td>
<td>Classroom Lectures, PowerPoints, Whiteboards, Internet</td>
<td>Self-paced Learning, Internet, Massive Open Online Courses (MOOCs)</td>
<td>MOOCs, App-based Learning</td>
</tr>
</tbody>
</table>
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 *not* 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)

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

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Figure 1. Timeline of Events Related to COVID-19

Patient Visits by Type during Telepsychiatry Conversion

- **Office Visit**
- **Phone Visit**
- **Video Visit (Epic MyChart, Zoom)**

- **Decision made to start conversion; staff started calling patients**
- **Transition completed; all patients seen virtually**
- **California Governor Newsom orders statewide shelter-in-place**
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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