



Central East (HHS Region 3)

MHTTC

Mental Health Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

COVID and Post-Trauma Care Part 3

Supports for Frontline Healthcare Workers and
First Responders Impacted by COVID-19 and
other Traumas

January 25, 2021



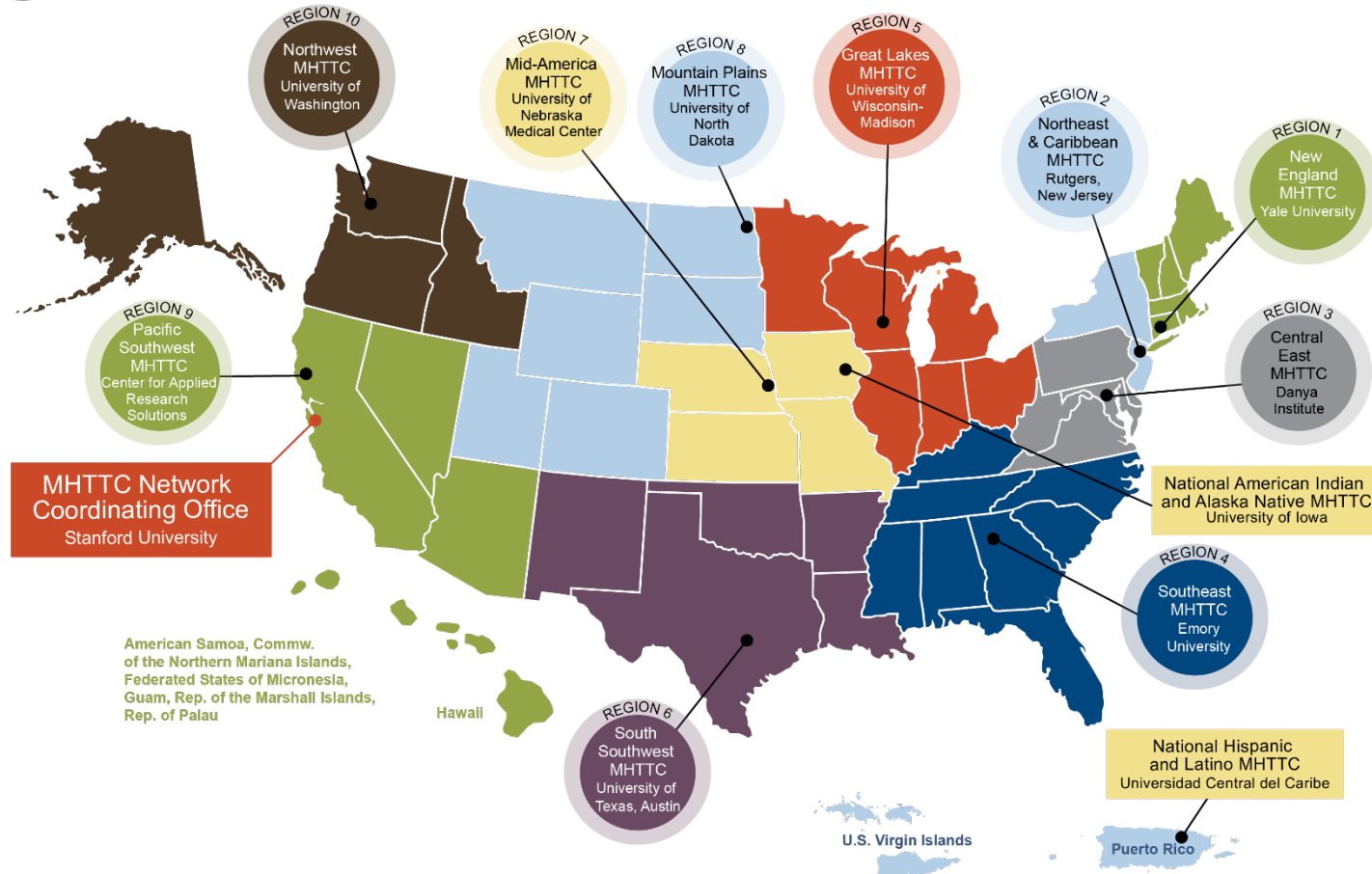
MHTTC Network



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MHTTC Purpose

The MHTTC Network vision is to unify science, education and service to transform lives through evidence-based and promising treatment and recovery practices in a recovery-oriented system of care.



Central East MHTTC Goals

Funded by SAMHSA to:

- **Accelerate** the adoption and implementation of mental health related evidence-based practices
- **Heighten** the awareness, knowledge, and skills of the behavioral health workforce
- **Foster** alliances among culturally diverse practitioners, researchers, policy makers, family members, and consumers
- **Ensure** the availability and delivery of publicly available, free of charge, training and technical assistance

Central East Region

HHS REGION 3

Delaware

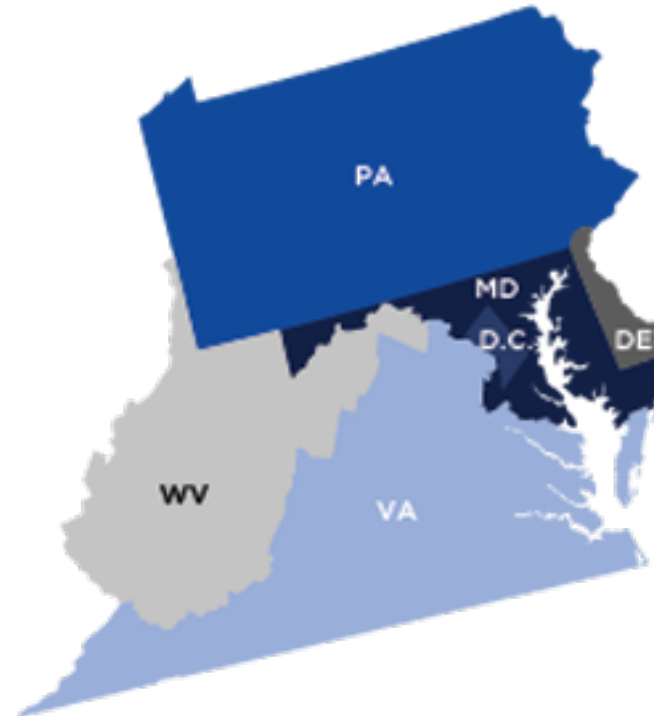
District of Columbia

Maryland

Pennsylvania

Virginia

West Virginia



The series . . .

COVID and Post-Trauma Care Series

December 7, 2020 - 2:00 – 3:00 pm (Eastern Time)

Part 1: Supports for Transitioning Young Adults impacted by COVID-19 and other Traumas

January 11, 2021 - 2:00 – 3:00 PM (Eastern Time)

Part 2: Supports for Individuals with Serious Mental Illnesses and/or Co-Occurring Disorders Impacted by COVID-19 and Other Traumas

January 25, 2021 - 2:00 – 3:00 PM (Eastern Time)

Part 3: Supports for First Responders Impacted by COVID-19 and Other Traumas

**Community
of Practice
Thursday,
January 28,
2:00 PM
Eastern**

Today's Presenter

Philip Rainer, MSW, LCSW-R, SAP

Senior Program Associate

Advocates for Human Potential



Objectives

- Identify **personal values and other factors** that heighten the need for behavioral health support to first responders and frontline medical workers
- Clarify **specific stressors** that present challenges for workers during the COVID-19 pandemic – now and in the future
- Describe **resources and techniques** to enhance timely and effective responses to address the needs of first responders and other frontline workers

Chat Questions -

Please use the chat boxes to share your ideas on the following

1. Helpful interventions for supporting healthcare workers and first responders
2. Obstacles to healthcare workers and first responders getting needed support

Behavioral Health Issues: Common but Often Ignored

Common Disorders:

1. EMS
 - Depression, Stress and Post-Traumatic Stress, Suicide/Suicide ideation
2. Firefighters
 - Depression, Stress and Post-Traumatic Stress, Suicide/Suicide ideation, Substance Use
3. Physicians
 - Depression, Stress and Post-Traumatic Stress, Suicide/Suicide ideation, Burnout
4. Police
 - Depression, Stress and Post-Traumatic Stress, Suicide/Suicide ideation, Substance Use

[First Responders: Behavioral Health Concerns, Emergency Response, and Trauma \(samhsa.gov\)](https://www.samhsa.gov)

[Physician Suicide and Support | Professional Well-being | AMA STEPS Forward | AMA Ed Hub \(ama-assn.org\)](#)

Causes of Clinician Burnout-AHRQ

- Over 50% report inadequate time for patient care
- Chaotic environments cause dissatisfaction with many considering leaving practice
- Physicians absorb stress to buffer impact of chaotic environment on patients and quality of care
- Implementation of EHR's increased stress and burnout
- Organizational support of physician health and family friendly policies improved well-being



[Physician Burnout | Agency for Healthcare Research and Quality \(ahrq.gov\)](https://www.ahrq.gov/physician-burnout/)

Professional Stigma around getting help

Stigma - a powerful social process characterized by labeling, stereotyping, and separation, leading to status loss and discrimination, all occurring in the context of power

Fear

- Confidentiality
- Negative career impact
- Highest stigma for mental health concerns

[Annual Review of Sociology \(2001\)](#)

COVID-19 Impact on Healthcare Workers

Mental Health America Survey (June - September 2020)

- Stressed out and stretched too thin
- Worried about exposing loved ones
- Emotionally and Physically Exhausted
- Not Getting Enough Emotional Support
- Struggling With Parenting

[The Mental Health of Healthcare Workers in COVID-19 | Mental Health America \(mhanational.org\)](https://www.mhanational.org/press-releases/2020/10/20/mental-health-america-survey-reveals-impact-of-covid-19-on-healthcare-workers)

Stressed Out and Stretched Too Thin



- 93% Stressed
- 86% Anxious
- 77% Frustration
- 76% Exhaustion and Burnout
- 75% Overwhelmed

[The Mental Health of Healthcare Workers in COVID-19 | Mental Health America \(mhanational.org\)](https://www.mhanational.org)



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Worried About Exposing Loved Ones

- 76% about their child
 - 50% about a spouse or partner
 - 47% about an older adult family member
- [The Mental Health of Healthcare Workers in COVID-19 | Mental Health America \(mhanational.org\)](#)

Emotionally and Physically Exhausted

- 82% Emotional Exhaustion
- 70% Sleep Difficulty
- 68% Physical Exhaustion
- 63% Work related Dread
- 57% Changes in Appetite
- 56% Physical Symptoms like headaches and stomach aches
- 55% Questioning Career Path
- 52% Compassion Fatigue
- 52% Hypervigilance to being exposed

[The Mental Health of Healthcare Workers in COVID-19 | Mental Health America \(mhanational.org\)](#)

Not Getting Enough Emotional Support

- 45% of Nurses
- 39% Overall



[The Mental Health of Healthcare Workers in COVID-19 | Mental Health America \(mhanational.org\)](https://mhanational.org)

Parenting Struggles

50% Report

- Lacking quality time with children
- Unable to support children
- Unable to be a present parent

[The Mental Health of Healthcare Workers in COVID-19 | Mental Health America \(mhanational.org\)](https://www.mhanational.org)

Employee Assistance Programs (EAP)

Workplace benefit program assist

- (1) work organizations in addressing productivity issues
- (2) "employee clients" in identifying and resolving personal concerns, including health, marital, family, financial, alcohol, drug, legal, emotional, stress, or other personal issues that may affect job performance

[Employee Assistance Professionals Association \(eapassn.org\)](http://eapassn.org)

EAPs Support Healthcare and First Responders

Firefighters form Behavioral Health Assistance Programs

- Peer counselors provide basic counseling and crisis intervention
- Triage and assess substance use, stress and anxiety, depression, family issues, career issues
- When indicated refer to appropriate clinical and specialty care

[Employee Assistance Unit - NYPD \(nyc.gov\)](http://nyc.gov)

[Employee Assistance Program Basics - FirefighterNation](http://FirefighterNation)

Healthcare and Medical EAP

- Peer support teams in medical settings
- More traditional EAP model
- Oriented to specific needs and culture of medical profession
- Provide a range of brief counseling and wellness resources

[HealthCare and Medical EAP Services – Capital EAP](#)

[Step Forward AMA](#)



Unique Culture

Professional cultures

- Unique; profession specific
- Need for support high prior to COVID-19 - higher in the future

Behavioral Healthcare providers preparations

1. Get to know medical healthcare and first responder cultures
2. Meet with EAP providers serving these professions
3. Meet with representatives such as peer counselors and Chief Wellness Officers
4. Speak at firehouses, medical facility grand rounds, union meetings, etc.

[What is a chief wellness officer? | American Medical Association \(ama-assn.org\)](https://www.ama-assn.org)

Self-Care

- Recognize symptoms of stress
- Know about stress related disorders, compassion fatigue, burnout
- Practice effective coping and build resilience
- Know where to go if you need help

[Healthcare Personnel and First Responders: How to Cope with Stress and Build Resilience During the COVID-19 Pandemic | CDC](#)

Online Resources

[#FirstRespondersFirst : Supporting Healthcare Workers in the Fight Against Coronavirus - Thrive Global](#)

- Offers an extensive list of supports including free counseling, helpful apps, discounted services, mediation exercises, and a lot more for healthcare providers including those not on the frontlines who can be overlooked and first responders.

[COVID-19 - Frontline Workers | Mental Health America \(mhanational.org\)](#)

- Offers excellent articles, webinars, blogs, and podcasts focused on supporting frontline healthcare workers and non-medical hospital employees addressing the emotional and physical challenges of coping with COVID-19. Also lists discounted and free services for nurses and a free counseling program for healthcare workers - [The Emotional PPE Project](#)

[Information for Healthcare Professionals about Coronavirus \(COVID-19\) | CDC](#)

- Guidance on coping with stress, care of patients and workers, return to work issues, resources for community health workers, clinical care, and extensive training resources including psychological first aid.

Treatment Issues



Frontline healthcare providers evidenced symptoms

- depression
- panic
- paranoia
- suicidality
- acute stress disorder

Significant issues prior to COVID-19; now greatly increased

[As COVID-19 cases increase, so does trauma among health providers \(apa.org\)](https://www.apa.org)

Treatment Guidance

[Treating front-line workers: A step-by-step guide \(APA Services.org\)](#)

- Well designed protocol for teletherapy

[VA Community Provider Toolkit](#)

- Excellent resources for addressing trauma, depression, anxiety, substance use, and cultural considerations like those in first responder and healthcare professions

Future Considerations

- Fundamentally rethink the long-term health and mental health provision for healthcare workers
- Embed mental health and resiliency training in education
- Deploy regular risk assessments for students, trainees, staff
- Prioritize mental health and well-being in the organizational structure
- Establish dedicated safety net resources during and after traumatic events

[Rebuilding clinician mental health after COVID-19 | McKinsey](#)

Questions



Appreciation



Contact Us



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