

# BUILDING RESILIENCE AMONG PHYSICAL AND BEHAVIORAL HEALTHCARE PROVIDERS DURING A GLOBAL HEALTH PANDEMIC



## What's Happening?

- Stress being caused by caring for patients/clients
- Working in chaotic professional environments
- Increased tensions between healthcare team members Experiencing a decreased hope that the pandemic will soon end

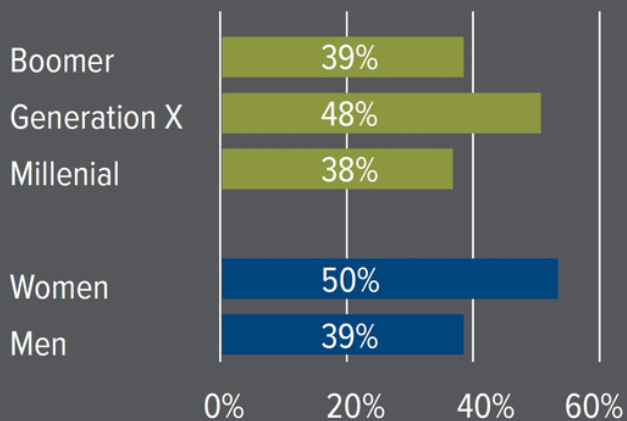
### What It Can Feel Like

- Sudden stomach/bowel problems
- Feeling sick more frequently
- Unexplained headaches
- Fatigue
- Eating and sleep difficulties
- Trouble concentrating

### What It Can Look Like

- Critical of others
- Increased impatience
- Isolating from others (beyond what is required)
- Short temper
- Feeling apathetic
- Sense of loss and grief

## PERCENT OF PROVIDERS REPORTING FEELING "BURNED OUT"

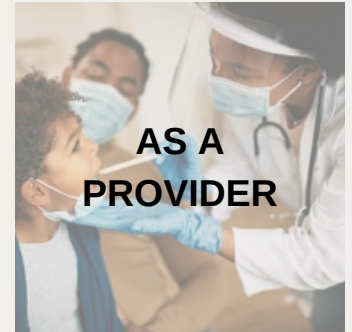


## Moral Injury

Beyond stress, some healthcare providers may experience moral injury. Moral injury is knowing the right thing to do, yet not being able to do it. During the pandemic, healthcare providers at times have been unable to provide the type of care they know is needed. This can be caused by constraints of the organization, societal expectations, or by simply feeling overwhelmed by the demands of the pandemic.

# WHAT CAN BE DONE?

- Develop a daily routine, allows for more effective time management and sense of prediction during a challenging pandemic
- Take care of your body, eat right/sleep right, exercise
- Stay connected to sources of support
- Seek professional assistance to cope with the challenges of the pandemic



- Promote the belief that the team can succeed by recognizing wins both large and small
- Buddy up to watch out for each other
- Implement quick successes within the control of your team
- Engage with administrators to address systems level issues



- Encourage the organization to provide the needed supports that allow providers to cope with the multiple challenges of care during the pandemic
- Encourage accessible supervision and provide an open environment for the sharing of concerns and issues
- Implement wellness programs
- Offer in-services and trainings on topics, such as, stress, burnout, moral injury, self-care
- Create peer support groups



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