

BEHAVIORAL HEALTH IMPACTS OF COVID-19

Module 4: Resilience for Healthcare professionals

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Agenda



Understanding the transition into reconstruction and recovery



What to expect from a behavioral health standpoint over the next few months



How to increase resilience



ADAPT and THRIVE during reconstruction and recovery

Where are we trying to go?



Goals

- Move successfully into reconstruction and recovery
- To not just survive, but to **thrive**
- Strengthen resilience for future adversity



Road Map

- Understand where we are: What is normal right now and why?
- Understand what it takes to reach our goals: What ***internal strengths*** and ***external resources*** are needed?

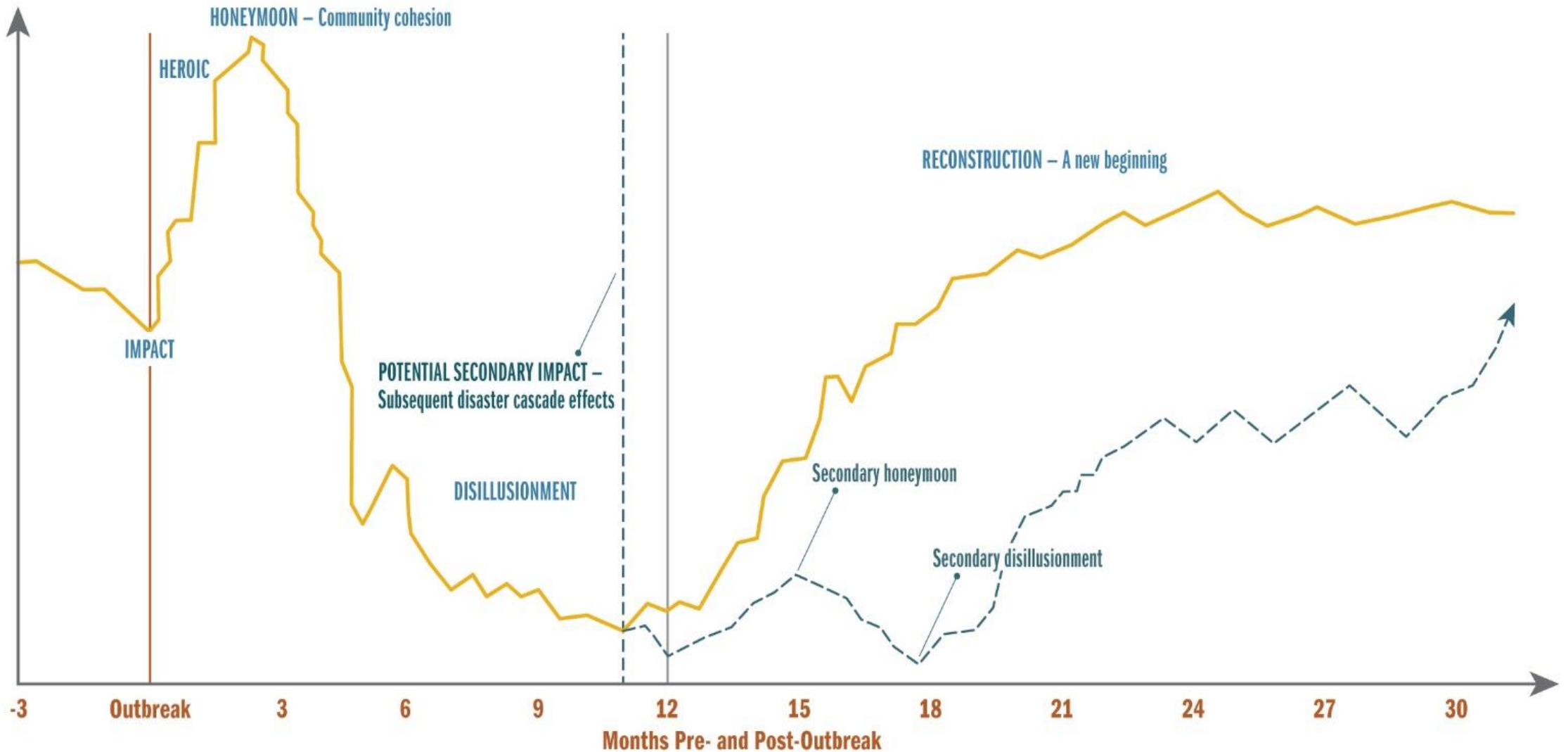


Key Issues on the Roadmap to Reconstruction and Recovery

- Content vs. process
 - When establishing the new normal, focus on processes (when content often remains unknown).
 - **How** do you want to feel about the choices and steps you are making, rather than **what** you want to do?
- Managing unknowns and associated fears
 - Return to workplace (excitement vs. anxiety)
 - Fear-related behaviors (resource hoarding)
- Maintaining effective communication
 - Zones of regulation
 - Active listening
- ADAPT & THRIVE

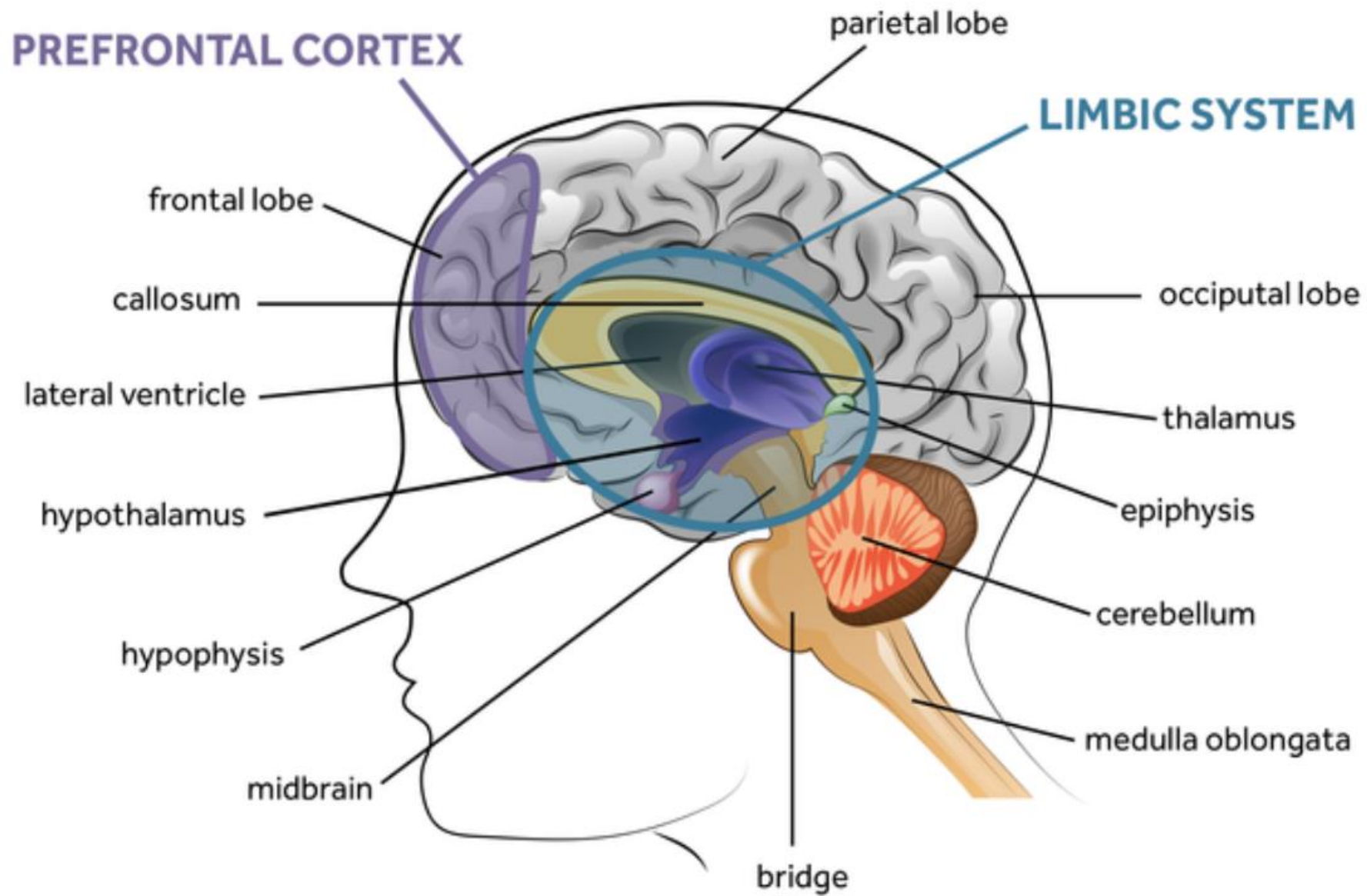
Reactions and Behavioral Health Symptoms in Disasters

Emotional Response – Lows to Highs

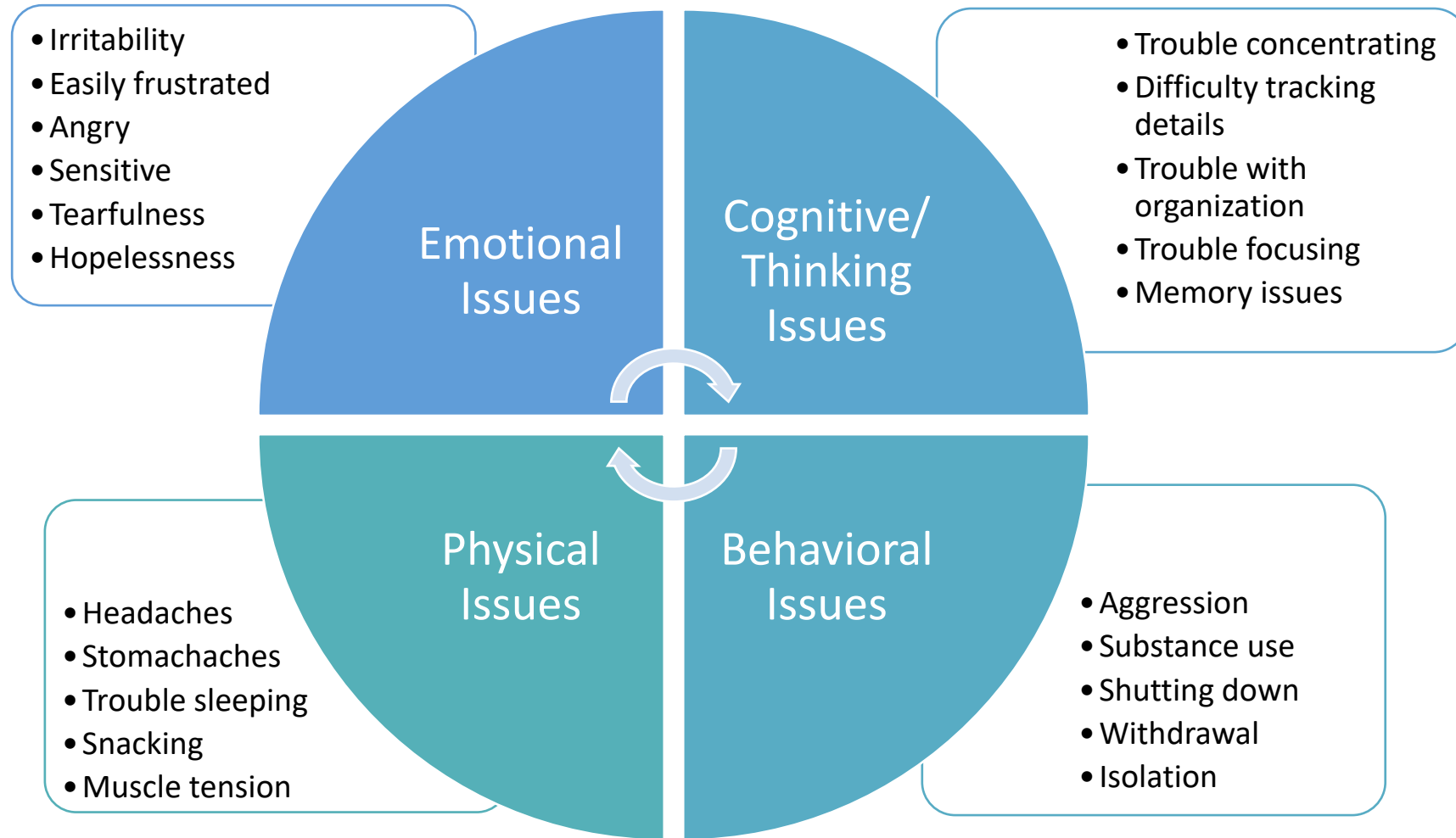


Factors that Influence the Reconstruction and Recovery Pathway

- Social marginalization
- Discrimination
- Economic status
- Access to resources and healthcare
- ACEs (adverse childhood experiences)
- Previous experiences in disasters or critical incidents
- Sociopolitical climate
- Additional waves of infection/illness/restrictions



Common Responses



How do we get there?

Check in with the map:

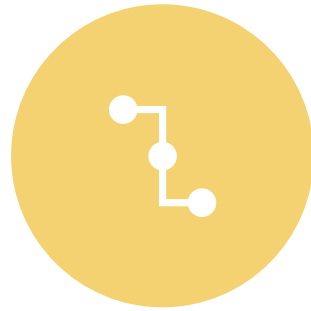
- Resilience development
- How do we ADAPT and THRIVE?



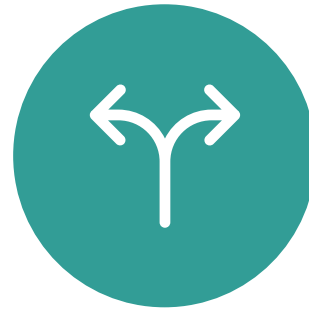
Resilience



Purpose



Connection



Flexibility and
Adaptability



Hope

Resilience Ingredients: **Purpose**

- Spend some time evaluating how your motivations have changed in the context of the disaster.
- What inspires or drives you now?
- What can you leverage to find a stronger sense of purpose?
- How is your sense of purpose tied to goal setting?
- Acknowledge that goals and sense of purpose differ drastically among and between groups and team members (perspective diversity).



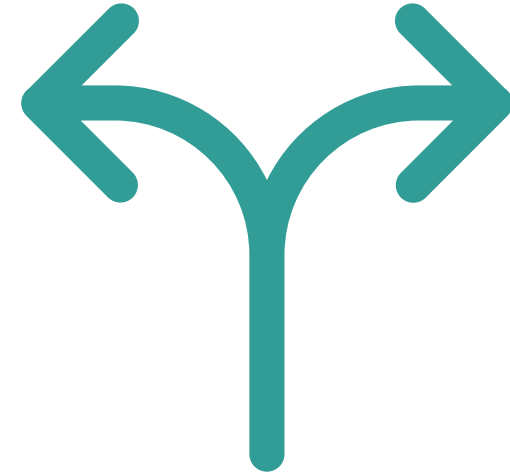
Resilience Ingredients: **Connection**

- To whom or what are you connected to?
- Are there others who feel similarly about various issues or topics?
- How do you maintain pre-pandemic connections?
How do you make new connections in this context?
- How do your networks meet your needs?
- How can you encourage active listening?



Resilience Ingredients: **Flexibility and Adaptability**

- ◉ Quickly becoming a highly researched variable that can predict many positive outcomes.
- ◉ Do you find it difficult or easy to adjust to unexpected, changing circumstances?
- ◉ What is the biggest obstacle for you personally when it comes to being more flexible or adaptable?



Resilience Ingredients: **Hope**

- Hope is not the same as optimism.
- Hope is grounded in realistic opportunity.
- Shift in thinking from a *threat* to a *challenge*.
 - Threats are dangerous.
 - Challenges can be overcome.
- Hope can be tempered by other pre-disaster experiences, such as discrimination and marginalization.



Resilience as a tree:

- Purpose: Fruit
- Connection: Roots
- Flexibility and Adaptability: Trunk
- Hope: Moss



Discussion

- What ingredient of resilience (purpose, connection, flexibility/adaptability, hope) is the most challenging for you personally? Why?
- Which ingredient is easiest for you? Why?
- How can you creatively increase and encourage **connection** among your employees and team members?
- How can you model **adaptability**?

To develop resilience
moving into
reconstruction and recovery,
we need to:

ADAPT

ADAPT is the **process** we
use.



Acquire information



Develop Options



Address Key Issues



Prioritize values



Talk about it

ADAPT: **A**cquire Information

Start by acquiring **accurate** information and tracking knowns and unknowns.

- What changes are coming? What is driving them at an organizational level?
 - Internal strengths and external resources on the organizational or team level
- What are your personal challenges? Make an inventory for yourself as a leader.
 - Internal strengths and external resources on an individual level
- What are the key issues that **need** to be addressed based on timeline, budget, or other variables that matter right now?

ADAPT: Develop Options

- Make a list of reasonable, achievable outcomes and possibilities for the most pressing concerns.
 - Consider probable and possible courses of action.
- Remember SMART goals?
 - Specific, measurable, achievable, realistic, and timely
- A lot of anxiety comes from too much focus on worst case scenarios.
- Try to balance your thinking as you consider options on **both** ends of the spectrum of outcomes, positive and negative.
 - What may actually happen from any perspective?

ADAPT: Address Key Issues

Pick some things to focus on:

- Movement begins with a choice about where to start
- Keep focused on one or two key issues (not dozens) that you have identified by acquiring information and developing options
- Process over content

Find concrete, specific ways to address them:

- Establish a key workgroup
- Create a timeline
- Provide communication across levels about the issue
- Identify ways that you can model the outcomes you would like to see

ADAPT: **P**rioritize Values

- Guiding behavioral choices by core values works out well.
- Sit down with a mission statement (if doing this at an organizational level) or your own list (on a personal level).
- Do your best to make your communication, choices, behaviors, and interactions consistent with those core values.
 - Results of this can be felt immediately, particularly after challenging discussions or confrontation.

ADAPT: **T**alk About It

- Increasing transparent, process-oriented communication at and between all levels is usually a good idea.
- Embrace a culture of active feedback and participation.
 - Control rumors by offering consistent, simple messaging around what remains unknown as we move forward.
- Structure time for casual (non-agenda oriented) communication, as well as structured check-ins and reporting.

THRIVE

with a
focus on...

Transparency

Health

Resilience

Integration

Values & Vision

Education

THRIVE: Transparency



Modeling desired behaviors engages *social learning theory*, the process by which much of human behavior is learned.



Leaders, managers, and supervisors are in a unique position to influence large-scale individual and cultural change.



Walk the walk, not just talk the talk.



Transparency includes not-so-good news too, as well as coping strategies and struggles.

THRIVE: Health

Health and wellbeing/wellness are **mission critical**.



Small choices make a big difference.

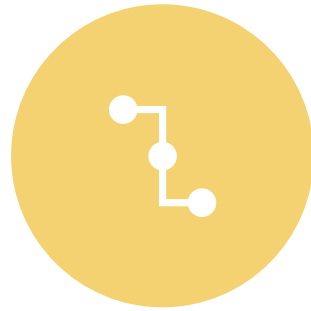


Cultural shifts are significant.

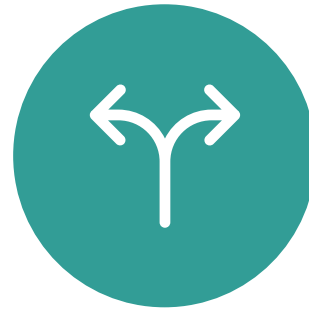
THRIVE: Resilience



Purpose



Connection



Flexibility and
Adaptability



Hope

THRIVE: Integration

- Cohesion is related to positive mental health outcomes
- Thoughts, feelings, and behaviors
- Across and between levels

THRIVE: Values & Vision

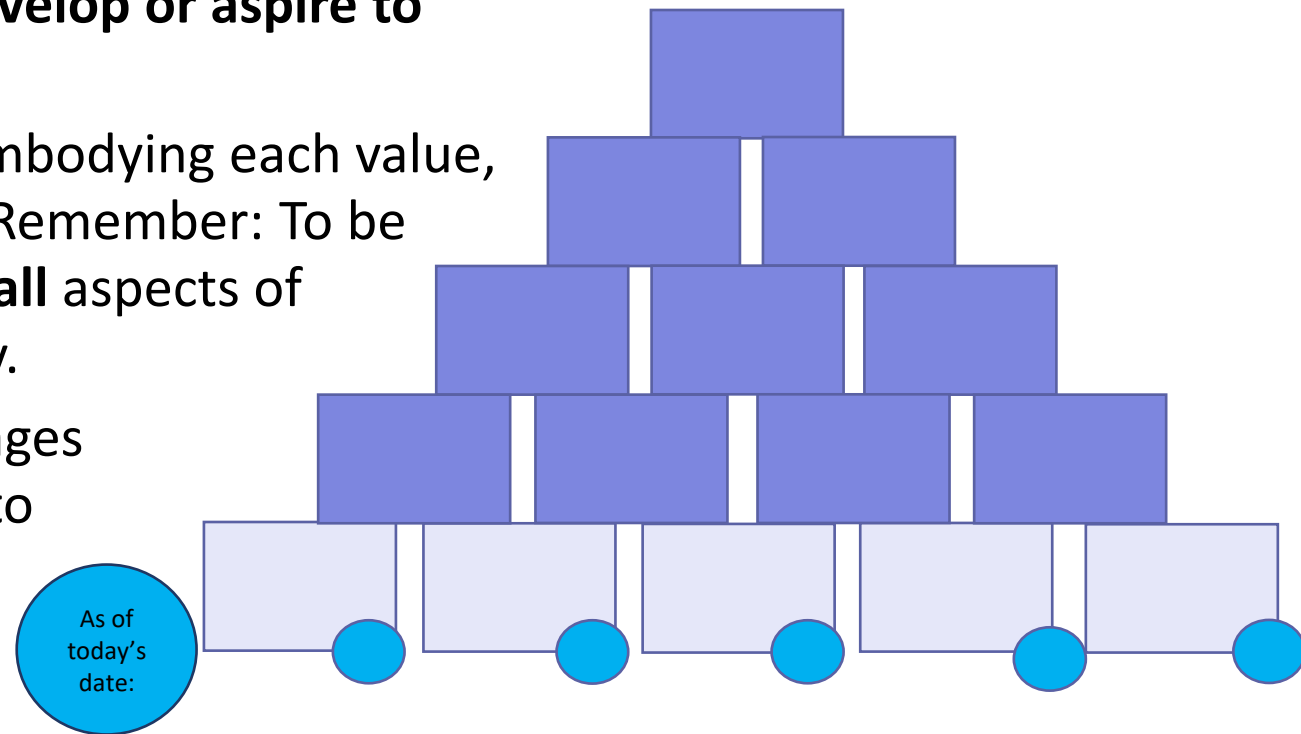
- Who do you want to be?
- How do you want your team to operate?
- What are your opportunities and challenges?
- Orientation toward core values (as an individual) and mission (as an organization) makes decisions, actions, and changes **easier**.

THRIVE: Effort

- Change expectations and priorities about performance success.
- Shift your thinking from large to small scale. Try to let go of long-held, large-scale expectations, and adapt them for the current situation.
- Supervisors and leaders: Call out and acknowledge effort.
- Individual and team applications: Opportunities to adjust expectations and focus on *effort toward the process*.

Core Values Pyramid Activity

- Pyramid represents characteristics of the best *you* that you can become. Not others' expectations or desires for who you are, but your own.
- Start with *only* the first five blocks on the bottom and leave the rest blank. **Identify a characteristic or descriptor (one in each of the bottom five blocks) that describes you as the person you would like to more fully develop or aspire to become (e.g., honest, kind).**
- Evaluate the percentage you feel you are embodying each value, ***as of today's date***, in the small blue circle. Remember: To be at 100%, you need to embody this value in **all** aspects of your life and in all the various roles you play.
- Once the values are identified and percentages evaluated, think about small *opportunities* to practice these each day.
- Build **your own** pyramid, not someone else's idea of one.



Resources

Training:

- Health Support Team (including train-the-trainer)
- PsySTART-Responder (frontline healthcare only)

Resources:

- MEDIC, REST, and SAFE models
- [Behavioral Health Group Impact Reference Guide](#)
 - Healthcare and behavioral health providers, outreach teams, post critical care individuals, etc.
 - Unique challenges and considerations
 - Support strategies (organizational, supervisory, and personal)
- Children and families: [Behavioral Health Toolbox for Families: Supporting Children and Teens During the COVID-19 Pandemic](#)
- Emergency and healthcare workers: [Coping During COVID-19 for Emergency and Healthcare Professionals](#)
- Businesses and workers: [COVID-19 Guidance for Building Resilience in the Workplace](#)

Resources (continued)

Webpages:

- DOH – Forecasts, situation reports, guidance, and other resources:
 - [Behavioral Health Resources Webpage](#)
- State – General mental health resources and infographics:
 - [Mental and Emotional Well-being Resources](#)
 - [Infographic Library](#)

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