


Stay Calm
Stay Prepared
Stay Informed
CALTCM.org

Webinar Series

COVID-19: CALTCM Weekly Rounds

December 7, 2020

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Upcoming Webinars

December 9:
Presentation on NUPLAZID®

December 14
Vaccine Open Mic: Talk to the Experts

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Housekeeping

- **To help keep background noise to a minimum, please mute your microphone when you are not speaking.**
- We invite you to turn on your cameras.
- During Q&A, you are invited to unmute your line to ask questions and participate in the discussion.
 - Feel free to raise your hand when you have a question.
 - Please do not talk over others.
- **Review your name** and make any necessary adjustments.
- **Close all other windows and apps**, especially mail and messaging programs.

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Webinar Moderator

Patricia Bach, PsyD, RN, MS
Clinical Psychologist; Assistant Professor
Eastern VA Med School; Chaplain, Placer
County Law Enforcement Chaplaincy




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Webinar Faculty

Lindsay Coate
Vice President Strategic Operations
Sierra Sacramento Valley Medical Society
Rocklin, California



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Webinar Faculty

Ernesto Chavez
CNA
Forest Hill Manor
Pacific Grove, CA



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Webinar Faculty

Jay Luxenberg, MD
Chief Medical Officer, On Lok
CALTCM, Wave Editor-in-Chief



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Webinar Faculty

Tina M. Meyer, DHSc, MS, PA-C
Associate Dean & Tenured Associate
Professor
College of Health Sciences,
Western University of Health Sciences



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Webinar Faculty

Shannon Scott-Vernaglia, MD
Pediatrics Residency Program Director
MassGeneral Hospital for Children
Assistant Professor at Harvard Medical School



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Webinar Faculty

Michael Wasserman, MD, CMD
Geriatrician,
Medical Director, Eisenberg Village,
Los Angeles Jewish Home
Immediate Past-President and Chair, Public
Policy Committee, CALTCM

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**Bent But
Not Broken:
Resilience
in the
Face of
COVID-19**



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Poll #1

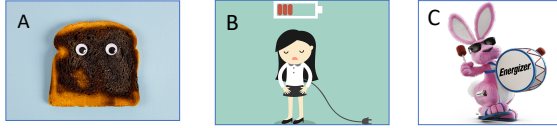
- Physician
- RN/DON
- NP/PA
- Pharmacist
- Social Worker
- Nursing Home Administrator
- Mental Health Professional
- Other ... Please include in chat

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Poll #2

Which of these best captures how you're feeling overall?



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COVID-19

We are not all in the same boat. We are all in the same storm. Some are on super-yachts. Some have just the one oar.

Damian Barr (@Damian_Barr)
April 21, 2020

<https://www.republicworld.com/world-news/rest-of-the-world-news/we-are-not-all-in-the-same-boat-story-behind-viral-post-and-poem.html>



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You just can't beat the person who never gives up – Babe Ruth

Session objectives

- Define resilience
- Review the concept of burnout
- Consider the LTC starting point before COVID 19
- Formulate post COVID 19 expectations: Consider persistence in place of resilience



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Define Resilience

Noun

1. The power or ability of a material to return to its original form, position, etc., after being bent, compressed, or stretched; elasticity.
2. The ability of a person to adjust to or recover readily from illness, adversity, major life changes, etc.; buoyancy.
3. The ability of a system or organization to respond to or recover readily from a crisis, disruptive process, etc.



(Dictionary.com)

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LTC Workforce: What was our starting point?

- ~ 1,230 licensed LTC nursing facilities in Ca (2019)
- ≥ 400,000 persons cared for annually in LTC facilities
 - Average daily cost per pt. in skilled care \$275/d (2018)
- SNF occupancy rate 84% in 2019
 - 39% = Age 45-74
 - 58% = 75 or older



(Ca Assoc HC Facilities, 2019)

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LTC Workforce: Our pre-COVID starting point?

- One in two LTC aide workers leave these jobs within 12 months. Turnover ≥ 69% (Bradford, 2019)
- Short staffed
 - In 2016 there were 5.7 LTC workers per 100 people aged 65 and over (Pt. ratio 17.5:1) (OECD, 2020)
- Nursing home admins
 - annual turnover 43%
- RN's
 - 36% in SNF are over age 50
 - 10% are over age 60.
 - Most in admin roles.
 - Annual turnover 49%
- LPN's
 - 46% of SNF nursing staff
 - ≥ 60% act as charge nurses in addition to providing direct pt. care.
 - Annual turnover ≥ 50%.
- Nursing vacancies in SNF
 - RN 18.4%
 - LPN 14.4%



NCQLTC Workforce Report, 2017

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Paraprofessionals:
“The hands, voice and face” of LT care

- 90% female
 - 50% racial or ethnic minority
 - 50% employed full time
 - Average age
 - Home care workers = 46;
 - SNF worker = 36
- Median earnings (FTE) in Ca in 2020
- Aides \$29,660
 - HH Aides \$26,170
 - LPN \$60,480
 - RN \$110,610
- (Occupational Network, 2020)

(NCQLTC, 2007)



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Pt Care Ratio

California Health & Safety Code § 1276.5 requires at least 3.2 nursing/direct care service hours per resident per day. (Some waivers are allowed)

- 1 licensed nurse for q 8 pt's
- Direct care staff
 - Day shift = 1 per 5 pt's
 - Evening shift = 1 per 8 pt's
 - Night shift = 1 per 13 pt's

Sections 1275, 1276, 1276.5, and 131051, Health and Safety Code; and Section 14110.7(c), Welfare and Institutions Code.



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Burnout: I.E., “Emotional Exhaustion” (2017)

- Physicians ≥ 50%
 - The AMA referred to physician burnout as “epidemic” in *Physician Health*
 - Intent to leave increased more than 200% for those with low job satisfaction
 - Only 1 point increase in emotional exhaustion correlated with 67% likelihood of reduction of professional effort.
- Burnout correlated with 25% increased odds of EToH and 200% increased odds of suicidal ideation.
 - Suicide among male physicians 40% higher than the population
 - Suicide among female physicians 130% higher than the population
- Nurses
 - Burnout in LTC 37%

(National Academy of Medicine, 2017)



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**Healthcare Worker Resilience 6 Months
 into COVID 19**

- Burn out (*emotional exhaustion)
- Depression
- Anxiety
- Contagion fears
 - Don't want to see patients
- Feelings of failure in the face of poor prognosis, insufficient resources, etc.
- Layoffs
 - Hospital census is down leading to furlough of pharmacists and others
- "Moral injury"
 - Triage pressures
 - Placement challenges
 - Palliative care challenges
- Insufficient resources



*Singh, Tadi & Mariowe (2020); Aymes, S. (2020)
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Persistence not resilience

**Persistence
 (Noun)**

Firm or obstinance in a course of action in spite of difficulty or opposition.

- Commitment
- Endurance
- Tenacity
- Determination
- Resolve
- Resolution
- Patience
- Diligence
- Dedication
- Stamina
- Steadfastness



Tinline Bay, Abel Tasman National Forest. Photo by Marie Armstrong
 December 7, 2020



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**You just can't beat the person who
 never gives up – Babe Ruth**

We're bent, not broken.



How will we get here?



Tinline Bay, Abel Tasman National Forest. Photo by Marie Armstrong

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Shannon Scott-Vernaglia, MD



<https://meridian.allenpress.com/jgme/article/11/3/353/421161/One-of-the-Many>

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Resources



As the Covid-19 pandemic has unfolded, the stressors on our healthcare workers have been on-going and complex. These unprecedented times are having a significant impact on the well-being and mental health of healthcare workers across the state.

There is help and resources available for healthcare workers.



https://covid19support.com/?fbclid=IwAR1AGXNedD3ND7Ozih_tEX_1TBz24u87ZIDam=50uIT7Ea3QsSMOKPfo

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Forest Hill Manor Retirement Community



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Sierra Sacramento Valley Medical Society

- Promote the art and science of quality medical care
- Proudly representing 6,000 physicians and their patients in the Sacramento Region
- Enhance the physical and mental health of our entire community through charitable services



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JOY OF MEDICINE

- Free to All Physicians in the Region
- Resiliency Consultations (therapy)
- Physician Peer Groups
- Balint Groups
- Virtual Physician Lounge
- Annual Educational Summit
- Online Wellness Resource Center, www.JoyofMedicine.org
- Joy of Medicine Podcast



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Resiliency Consultations

- Vetted psychologists and life coaches provide up to 6 lifetime sponsored visits
- Initiated by physicians only
- Appointments are quickly and easily available at physician friendly times
- Completely confidential
- No insurance is billed
- Physicians seeking psychiatric services can be fast tracked to care at UC Davis using self-pay or insurance



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Physician Peer Groups

- Small groups monthly in physician's home, 6 locations, now virtual
- Facilitated by Joy of Medicine vetted psychologist
- Open discussion about the stressors and successes of practicing medicine
- 100+ physician participants
- New – Balint Group



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Virtual Physician Lounge

- Facilitated
- 8-15 physicians per session
- Re-wiring JOY using the 4 R Approach
 - Resiliency: Emphasizing personal strategies and characteristics for overcoming obstacles
 - Resourcefulness: Expanding one's own effectiveness by growing and learning
 - Relationships: Relating to family, friends, colleagues and other people who have come to be the primary sources of influence in one's life
 - Relevance: Seeing yourself and your work as an integral part of your organization and related to a larger societal contribution



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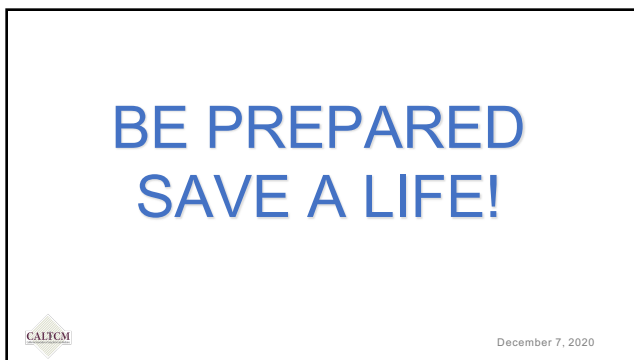
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