


**Stay Calm
Stay Prepared
Stay Informed
CALTCM.org**

**Webinar Series
COVID-19: CALTCM Weekly Rounds**

March 30, 2020


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COVID-19: Preparing for the Marathon



*Pausing to Care for
Ourselves and Our Team*


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Non-Profit Status
The California Association of Long Term Care Medicine (CALTCM) is currently exempt under section 501(c)(3) of the Internal Revenue Code. Contributions or charitable donations made to our non-profit organization are tax-deductible under section 170 of the Code.
To request a copy of our 501(c)(3) status letter or current Form W-9, please contact the CALTCM Executive Office at (888) 332-3299 or e-mail: info@caltcm.org

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Webinar Faculty & Moderator

Michael Wasserman, MD, CMD
Geriatrician, President, CALTCM,
Medical Director, Eisenberg Village,
Los Angeles Jewish Home




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Webinar Faculty

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

Swati Gaur, MD, MBA, CMD
Medical Director, New Horizons LTC
Chair, AMDA Infection Control Sub-Committee



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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

Dolly Greene RN, BSN, CIC
Infection Prevention & Control Resources
Expert Stewardship



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Objectives

- Describe a “Town Hall” approach to team building
- Discuss strategies to eliminate barriers and facilitate cooperation
- Identify strategies & resources for self care, team support and resilience building





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**“This is a Marathon,
not a Sprint”**



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**Dr. Gaur’s
COVID-19 Caregiving Team “Town Hall”**



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CALTCM Survey Questions (N = 16)

- 1. What team based challenges have you faced in the last few weeks?
 - Responses = 20 3 Categories
- 2. What are you doing to support yourself and/or your team?
 - Responses = 38 6 Categories

• Total Responses = 58
 • ~ 2x > response to questions re support than re challenges

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Team Based Challenges

- **40% – Organizational/Operational/Strategic Issues**
 - Insufficient access to supplies (PPE, N95 masks) (3)
 - Difficulty implementing recommended guidelines or new strategies (2)
 - Absent chain of command to ensure order
 - Duplication of assignments due to poor coordination
 - Corporate decisions influenced by fear of media coverage

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Team Based Challenges

- **35% - Staff-related issues**
 - Anxiety/stress/fear/hypervigilance
 - Fear of treating pts w/COVID-19 and/or contracting disease
 - Quarantine/disability may preclude staff’s ability to work & care for their own families
 - Desire to wear face mask at all times for protection
 - Team members presenting symptoms

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Team Based Challenges



- **25% - Communication Issues**
 - Staff physically separated, therefore hard to stay “connected”
 - Leadership did not convey PPE plan with providers
 - Discussion re use of masks in COVID-19 naïve building
 - Poor coordination of assignments -> duplication of services
 - Difficulty educating family members

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Strategies to Support Self and/or Team

- **24% - Operational/Strategic Planning**
 - Followed policies & procedures to fight COVID-19 spread
 - Daily huddles every shift for updates (2)
 - Reminders re contact/airborne precautions
 - Encouraged social distancing & hand washing
 - Daily calls updating information
 - Worked ridiculously long hours
 - Reaching out to alternative vendors including closed bakeries/tattoo parlors for gloves, gowns & masks






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Strategies to Support Self and/or Team

- **24% - Education/Communication**
 - Frequent education ...“In service” like crazy! (3)
 - Information sharing w/staff & from educational seminars (3)
 - Provide updated CDC & CMS guidelines to staff
 - Reminders re airborne/contact precautions
 - Communication with and updating supervisors






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Strategies to Support Self and/or Team

- **16% - Health-related Support**
 - Monitoring staff for COVID-19 symptoms & to keep safe
 - Reviewing/educating staff re PTO/sick leave
 - Free meals each shift
 - Advising team to get more rest
 - Advise frequent hand washing & stay at home if symptoms arise






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Strategies to Support Self and/or Team

- **11% - Personal or Self-Care**
 - Prayer (2)
 - Meditation
 - Yoga
 - Remain available to staff prn
 - Getting/sharing as much knowledge as possible






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Strategies to Support Self and/or Team

- **10% - Emotional Support**
 - Encouraging staff to express fears & concerns (2)
 - Redirecting staff fears and concerns when possible
 - Allowing time for prayer
 - Keeping up team morale & offering support






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Strategies to Support Self and/or Team

- **8% - “Big Picture”**
 - Finding ways to assist the “effort”
 - Being a consistent resource for our facilities
 - Accessing information from credible sources

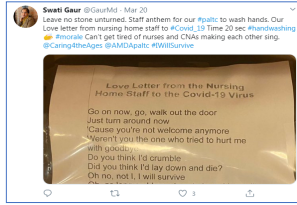



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As LTC Leaders, What Can We Do?

- Instill hope .. positive messaging
- Redirect focus on controllable vs. non-controllable factors
- "Give permission"
- Minimize guilt
- Share moments of joy
- Celebrate team successes
- Virtual provider support groups
- Walk your talk



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Caring for the LTC Team



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Providers & Their Families



American Academy of Child & Adolescent Psychiatry
AACAP Coronavirus Resource Library
 AACAP's Coronavirus Resource Library contains resources for parents, patients, and clinicians to help with the impact of the coronavirus (COVID-19).
AACAP Resources

- Talking to Children About Coronavirus
- Helping Kids Cope While Sheltering in Place
- March 27, 2020 - AACAP Advocacy Update - How the CARES Act Affects You
- AACAP Member Podcast Discussion: Coronavirus and Mental Health
- Facts For Families: News and Children
- Facts For Families: Stress Management and Teens
- Disaster and Trauma Resource Center



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Mitigate Anxiety Contagion

- Stop obsessively checking the news
- Check validity of your information sources
- Download relaxation apps
- Don't contribute to the panic
- Maintain social relationships
- Establish a daily routine
- Separate work space from living space
- Leave the house
- Get out into nature
- Exercise
- Distract, soothe, and stay busy
- Get support
- Whiskey



From Zeffness, R. (2020). Anxiety Contagion: Tips for Relief. Psychology Today 3-25-2020

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CDC Centers for Disease Control and Prevention
 CDC/NIH Saving Lives. Reducing Hassles.SM

Emergency Preparedness and Response

Emergency Preparedness and Response Resources for Emergency Health Professionals - Emergency Planners and Responders

Emergency Responders: Tips for taking care of yourself

Responding to disasters is both rewarding and challenging work. Sources of stress for emergency responders may include witnessing human suffering, risk of personal harm, intense workloads, life-and-death decisions, and separation from family. Stress prevention and management is critical for responders to stay well and to continue to help in the situation. There are important steps responders should take before, during, and after an event. To take care of others, responders must be feeling well and thinking clearly.

People with preexisting mental health conditions should continue with their treatment plans during an emergency and monitor for any new symptoms. Additional information is found at the Substance Abuse and Mental Health Services Administration (SAMHSA)'s website.

- Substance Abuse and Mental Health Services Administration's (SAMHSA's) Disaster Distress Helpline: 1-800-985-5999 or text: TALK2US to 66746.
- People with deafness or hearing loss can use their preferred relay service to call 1-800-985-5999.

See the SAMHSA tip sheet, [Tips for Disaster Responders: Preventing and Managing Stress](#)

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Reaching At-Risk Populations

Disaster Relief Volunteers

Health Alert Network (HAN)

Social Media

What's New

During a Response: Understand and Identify Burnout and Secondary Traumatic Stress

Limit your time working alone by trying to work in teams.

Responders experience stress during a crisis. When stress builds up it can cause:

- **Burnout** - feelings of extreme exhaustion and being overwhelmed.
- **Secondary traumatic stress** - stress reactions and symptoms resulting from exposure to another individual's traumatic experience, rather than from exposure directly to a traumatic event.

Coping techniques like taking breaks, eating healthy foods, exercising, and using the buddy system can help prevent and reduce burnout and secondary traumatic stress. Recognize the signs of both of these conditions in yourself and other responders to be sure those who need a break or need help can address these needs.

Signs Of Burnout:

- Sadness, depression, or apathy
- Easily frustrated
- Blaming of others, irritability
- Lacking feelings, indifferent
- Isolation or disconnection from others
- Poor self-care (hygiene)
- Tired, exhausted or overwhelmed
- Feeling like:
 - o "A failure"
 - o "Nothing you can do will help"
 - o "You are not doing your job well"

Signs of Secondary Traumatic Stress:



- Excessively worry or fear about something bad happening
- Easily startled, or "on guard" all of the time
- Physical signs of stress (e.g. racing heart)
- Nightmares or recurrent thoughts about the traumatic situation
- The feeling that others' trauma is yours

Limit your time working alone by trying to work in teams.

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What CDC is Doing
[Blog: Public Health Matters](#)

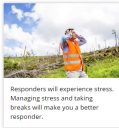
Get support from team members: Develop a Buddy System
 In a buddy system, two responders partner together to support each other, and monitor each other's stress, workload, and safety.

- Get to know each other. Talk about background, interests, hobbies, and family. Identify each other's strengths and weaknesses.
- Keep an eye on each other. Try to work in the same location if you can.
- Set up times to check in with each other. Listen carefully and share experiences and feelings. Acknowledge tough situations and recognize accomplishments, even small ones.
- Offer to help with basic needs such as sharing supplies and transportation.
- Monitor each other's workloads. Encourage each other to take breaks. Share opportunities for stress relief (rest, routine sleep, exercise, and deep breathing).
- Communicate your buddy's basic needs and limits to leadership - make your buddy feel "safe" to speak up.

Read [more](#) about the buddy system.

Responder Self-Care Techniques

- Limit working hours to no longer than 12-hour shifts.
- Work in teams and limit amount of time working alone.
- Write in a journal.
- Talk to family, friends, supervisors, and teammates about your feelings and experiences.
- Practice breathing and relaxation techniques.
- Maintain a healthy diet and get adequate sleep and exercise.
- Know that it is okay to draw boundaries and say "no."
- Avoid or limit caffeine and use of alcohol.



Responders will experience stress. Managing stress and taking breaks will make you a better responder.

<https://emergency.cdc.gov/covid19/responders.asp>

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Suggestions for Self Care & Team Care Strategies?

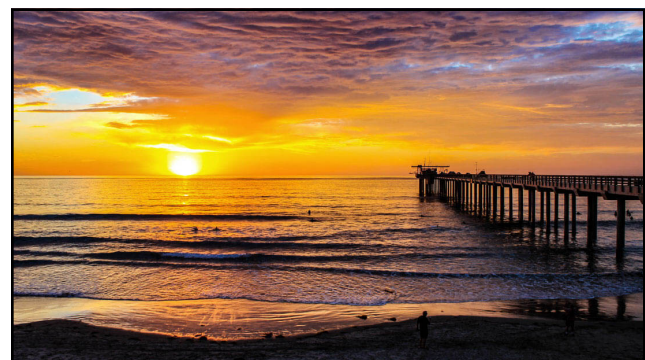
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BE PREPARED SAVE A LIFE!


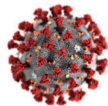


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Check the CALTCM Website regularly for updates.
<https://www.caltcm.org/covid-19>



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