

DHCF and Comagine Health Nursing Facility Quality
Improvement Collaborative

The Psychological Impact of COVID-19 on Nursing Home Staff

Presented by Beth Sperber Richie, Ph.D.
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Comagine Health



- Comagine Health, formerly Qualis Health and HealthInsight, is a national, nonprofit, health care consulting firm. We work collaboratively with patients, providers, payers and other stakeholders to reimagine, redesign and implement sustainable improvements in the health care system.
- As a trusted neutral party, we work in our communities to address key complex health and health care delivery problems.
- We serve people in Alabama, Alaska, Idaho, Mississippi, Nevada, New Mexico, Oregon, Utah, Washington, D.C., Washington State and Wyoming.

Presenter



Beth Sperber Richie, Ph.D.

Beth Sperber Richie, Ph.D. is a licensed psychologist and consultant in private practice in the Washington, D.C. area. Dr. Richie works with non-profit leaders on how to sustain their staff and their mission given the grind of social change work. She has a Bachelor's degree in Human Biology from Brown University and completed both her Master's and Doctorate in Counseling Psychology at the University of Maryland at College Park.

Dr. Richie has given workshops and presentations on managing stress and burnout, vicarious trauma and compassion fatigue, improving cross-cultural communication and counseling skills and setting boundaries for front-line employees. She has presented at national conferences including the American Psychological Association, Association for Women in Psychology, Amputee Coalition of America, and the International Society for Traumatic Stress Studies. In addition, Dr. Richie has taught both undergraduates and graduates at the University of Maryland, College Park, and guest lectured at Johns Hopkins, American University, and Towson State University. Dr. Richie's workshops and presentations focus on practical skills and engaged involvement of all participants.

Learning Objectives

Participants will learn how to:

- Recognize the psychological impact of the COVID-19 crisis and its impact on the personal and professional life of your staff
- Understand the impact of organizational culture on your staff's well-being
- Learn practical, stress-busting strategies to deal with this pandemic
- Review local community resources that support your staff's mental health and coping skills



Ground Rules and Assumptions

- We come from different experiences
- We come from different cultures
- We are all living through an anxious time
- COVID-19 is a marathon not a sprint

A QUICK GOOGLE SEARCH

New reporting rules

25% of nursing homes have at least one reported case



Residents and staff of nursing homes account for roughly half of 1 percent of the U.S. population, and more than a third of the covid-19 deaths

Increased infection-control inspections





What's the hardest thing right now?



Progressive Muscle Relaxation Exercise

Grounding Skills

- Count the number of objects around you, (tiles in the ceiling, number of cups).
- Find something that smells good.
- Breath can help center you. Don't start when hyper-ventilating. Count on both the in-breath and the out-breath.
- Grab a piece of ice and transfer it from one hand to the other.
- "It will all get done, it always does."
- Feel the pressure of your feet on the floor, hands on the chair etc.
- Focus on each of your senses: sound in the room, taste in your mouth right now, etc.

Signs of Burnout

Burnout looks different for each of us. It is natural to experience these symptoms when your coping strategies are overwhelmed, especially in caregiving fields.



- Feeling burdened by the suffering of others/your work
 - Ignoring the signs of distress or assuming one can simply push through them
 - Physical signs (insomnia, unhealthy eating, headaches, stomachaches, exhaustion, recurring colds/illness)
 - Emotional signs (sadness, prolonged grief, anxiety, depression, agitation, mood swings)
 - Isolation, cynicism, feeling overwhelmed/stretched too thin
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- Overworking, not taking breaks, less enjoyment of one's work
 - Boredom, disinterest, easily irritated
 - Overlooking personal needs and health
 - Difficulty concentrating
 - Feelings of hopelessness or powerlessness
 - Excessive use of drugs or alcohol
 - Beginning to receive a lot of complaints about your work or attitude

Burnout Prevention

Issue is staff retention – How can you offer person-centered care if there's a revolving door?

Agency's responsibilities

Informed consent when hiring new staff

Provide supervision, consultation, reasonable staffing and Continuing Education

Benefits – paid vacation, good health insurance with mental health coverage

Corporate culture that getting help is good

Pay raises and other acknowledgement of success of the staff

Take an active preventative role

Caseload management, both amount, intensity and variety

You know the folks on your staff are at risk, what are you doing for prevention?

Individual responsibility is self-care



Caring for myself is not self-indulgence. It is self-preservation, and that is an act of political warfare.

Audre Lorde

Develop An Individualized Self-Care Plan

- **Emotional**

- What are your healthy practices? Self-reflection, finding your “Zen center”, quiet time and an opportunity to process what comes up, personal therapy, watching movies/TV, virtual museum visits, concerts, listening to music, hobbies, journaling, using your vacation time to take a break, weekends “away”, time to process strong emotions (anger, anxiety, deep sadness, fear, confusion) limiting COVID-related media

- **Physical**

- What are your healthy practices? Nutrition, exercise, hiking, biking, walking, making love, medical appointments, massage, regular sleep/rest schedule, sleep hygiene, lifting weights, limited consumption of alcohol/drugs/nicotine, dance, Progressive Muscle Relaxation

- **Spiritual**

- What are your healthy practices? Religious practices, meditation, reading poetry, spending time in nature, yoga, listen to or make music, make art, dance, deep breathing, guided imagery

Develop An Individualized Self-Care Plan

- **Intellectual**

- What are your healthy practices? Depth and breadth of your reading, reading for work vs. reading for fun/non-work intellectual stimulation, continuing education, research, book group, take a class, crossword puzzles/Sudoku, travel

- **Financial**

- What are your healthy practices? Making/keeping a budget for work and household, regularly balancing your checkbook/checking your on-line balances, saving for retirement, saving for a “rainy day”, setting financial goals in-line with your values, get a financial advisor

- **Interpersonal**

- What are your healthy practices? Leisure time with: spouse/significant other, children, parents, other family members, friends, phone calls to people you enjoy, taking care of your social support structure, chances to expand your network, surround yourself with people who support you, meet-up groups, join a club

Healthy Responses to COVID-19

- Take care of you
 - **Maintain Healthy Eating** (plenty of fluids, whole, unprocessed foods where possible, but be realistic)
 - **Dance and exercise classes** (Ailey extension, Down Dog app for yoga, HIIT, YMCA 360, Yoga with Adriene)
 - **Sleep**
- Check in with others
 - **Avoid Isolation** (Netflix party, virtual happy hours, quarantine karaoke on FB)
 - **Reconnect with your communities**
- Engage and connect wisely
 - **Stay Informed but Not Obsessed**
 - **Virtual Field Trips, Free Museum Tours**
- Relax and Reduce Stress
 - **Relax, Play and Move, Laugh** (Go Noodle, Pogo, Free2Play all good with kids)
 - **Step Outside**
 - **Mindfulness and Meditation** – Calm and Headspace
 - **Engage in Gratitude**
 - **Sustain Routines** (develop new ones with people you live with, set boundaries)

Breaks and Productivity

- Stanford – Cheri D. Mah – male basketball players sleeping 10 hours a night: free-throw and three-point shooting each increased by an average of 9 percent
- UC Riverside – Sara C. Mednick – 60- to 90-minute naps improved memory test results as fully as did eight hours of sleep
- Ernst & Young – for each additional 10 hours of vacation employees took annually, their year-end performance ratings from supervisors improved by 8 percent. Frequent vacationers were also significantly less likely to leave the firm
- FSU – K. Anders Ericsson – Studied elite performers in a variety of fields. Working in 90-minute intervals is a prescription for maximizing productivity



***When all else fails...
Take a breather***

DC Metro Area Mental Health & COVID-19 Resources

- Available Resources and Support for DC Children and Families in Response to COVID-19: <https://www.childrenslawcenter.org/COVID19resources>
- The District of Columbia Government COVID-19 Updates: <https://coronavirus.dc.gov/phaseone>
- Department of Health Care Finance. Medicaid COVID Updates: <https://dhcf.dc.gov/page/medicaid-covid-19-updates>
- Centers for Disease Control and Prevention (CDC). COVID-19 and Coping With Stress: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>
- US Department of Veterans Affairs Managing Healthcare Workers' Stress Associated with COVID-19 Virus Outbreak: <https://www.ptsd.va.gov/covid/COVID19ForProviders032020.pdf>
- American Health Care Association. Tips on Supporting Staff During the COVID-19 Pandemic: https://www.ahcancal.org/facility_operations/disaster_planning/Documents/Emotional-Support-HCW.pdf
- DC Psychological Association. COVID-19 Resources for Providers: <https://www.dcpsychology.org/covid19-for-providers>
- Center for the Study of Traumatic Stress . Sustaining the Well-Being of Healthcare Personnel During Coronavirus and Other Disease Outbreaks: <https://www.ama-assn.org/delivering-care/public-health/managing-mental-health-during-covid-19and>
- Substance Abuse and Mental Health Association (SAMSA). Taking Care of Your Behavioral Health: <https://store.samhsa.gov/product/Taking-Care-of-Your-Behavioral-Health-Tips-for-Social-Distancing-Quarantine-and-Isolation-During-an-Infectious-Disease-Outbreak/PEP20-01-01-007>
- <http://www.cafritzfoundation.org/covid19>
- Your rights as workers: <https://www.law.georgetown.edu/workers-rights-institute/coronavirus/http://www.cafritzfoundation.org/covid19>



Sustaining your non-profit staff for the long haul

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Nursing Facility Quality Improvement Collaborative Tools & Resources

DHCF Nursing Facility Collaborative Website

<https://dhcf.dc.gov/node/1390591>

Comagine Health DC Medicaid Nursing Facility QI Collaborative Website

<http://www.qualishealth.org/healthcare-professionals/collaborative-dc-medicaid>



Thank you!

Reminders:

- A post-event evaluation will be emailed to all participants following today's webinar, along with a Certificate of Attendance and a copy of today's handout. Please print, complete, scan & email your evaluation by tomorrow!
- If you haven't already done so, please contact me to schedule your Virtual Zoom Meeting.
- June Senior Leader Report due July 10th
- SAVE THE DATE - MDS WEBINAR: August 28, 2020 (1:00-2:00 pm ET)
- For questions, please contact: Gazelle Zeya, Comagine Health QI Consultant
Email: GZeya@comagine.org | Phone: 1-800-949-2992 ext. 2992