



# COVID-19 Daily Update

**Maryland Department of Health**  
**Maryland Primary Care Program**  
**Program Management Office**

April 1, 2020

# The Crisis

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- ❖ Likely the worst medical disaster in history, the 1918 flu infected up to one-third of the global population and killed [up to 50 million](#) people. The pandemic revealed [just how many lives](#) can be saved by social distancing: Cities that cancelled public events had far fewer cases. Just as the outbreak was unfolding, Philadelphia threw a parade with 200,000 people marching in support of the World War I effort; by the end of the week, 4,500 people were dead from the flu. Meanwhile, St. Louis shuttered public buildings and curtailed transit; the flu death rate there was half of Philadelphia's.

# CME Accreditation and Designation

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- ❖ This activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of MedChi, The Maryland State Medical Society, and The Maryland Department of Health. MedChi is accredited by the ACCME to provide continuing medical education for physicians.
- ❖ MedChi designates this live webinar educational activity for a maximum of 1 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

# Key Takeaways

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- ❖ You remain on the front line against COVID-19 in Maryland
- ❖ This epidemic **most seriously affects the high-risk and elderly populations**, many of your patients
- ❖ You are uniquely positioned to identify these at-risk populations, provide important social distancing information to them, and serve their healthcare needs through telemedicine
- ❖ No one can do this better than you!

# Agenda

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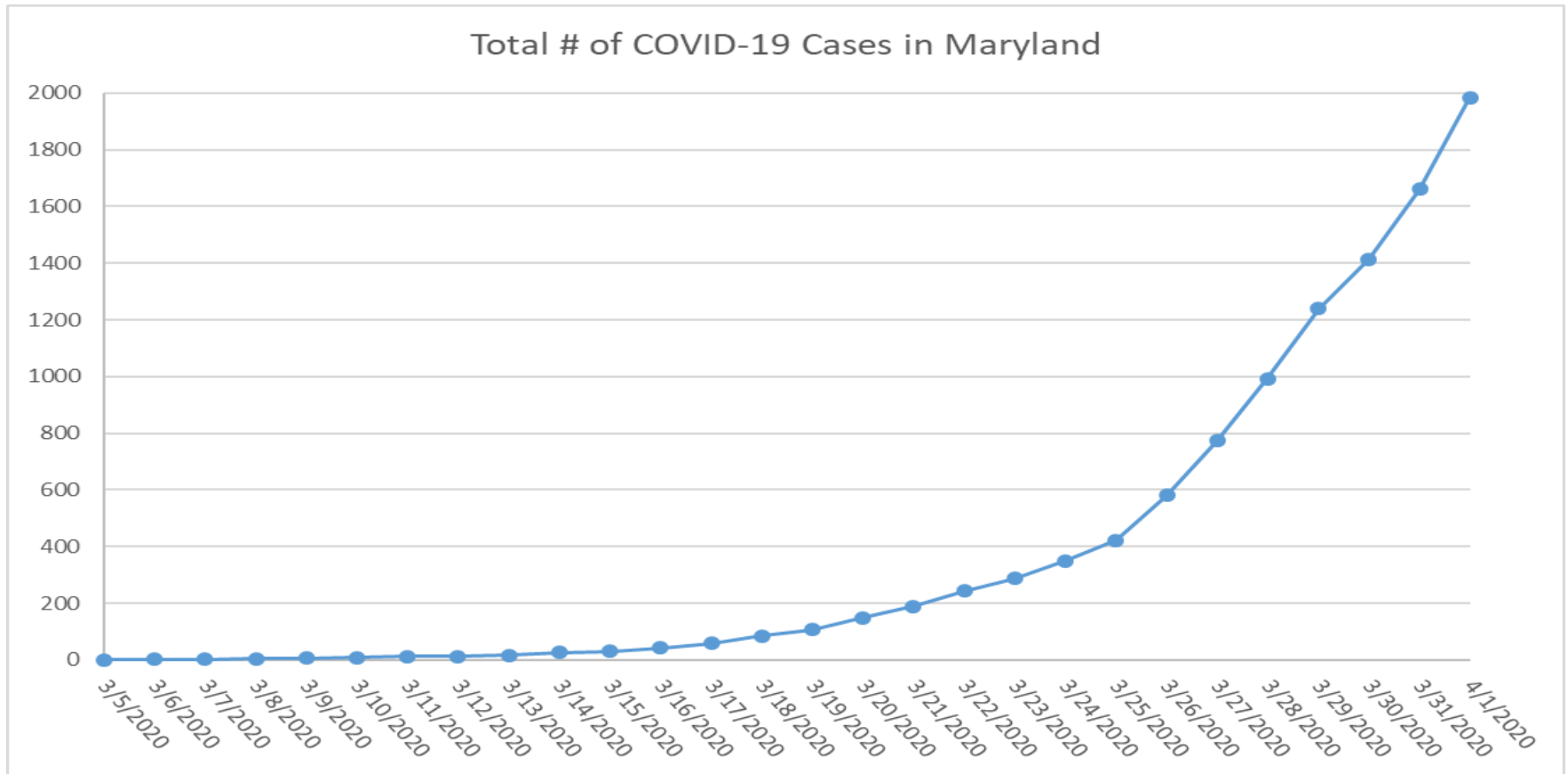
- ❖ Today's key updates
- ❖ General guidelines
- ❖ What's Important Now (WIN)
- ❖ Workflows
- ❖ Messaging
- ❖ Testing Locations
- ❖ Announcements
- ❖ Resources
- ❖ Behavioral Health Administration and Thrive Health  
Guest Speakers
- ❖ Q & A

# Morbidity and Mortality Update

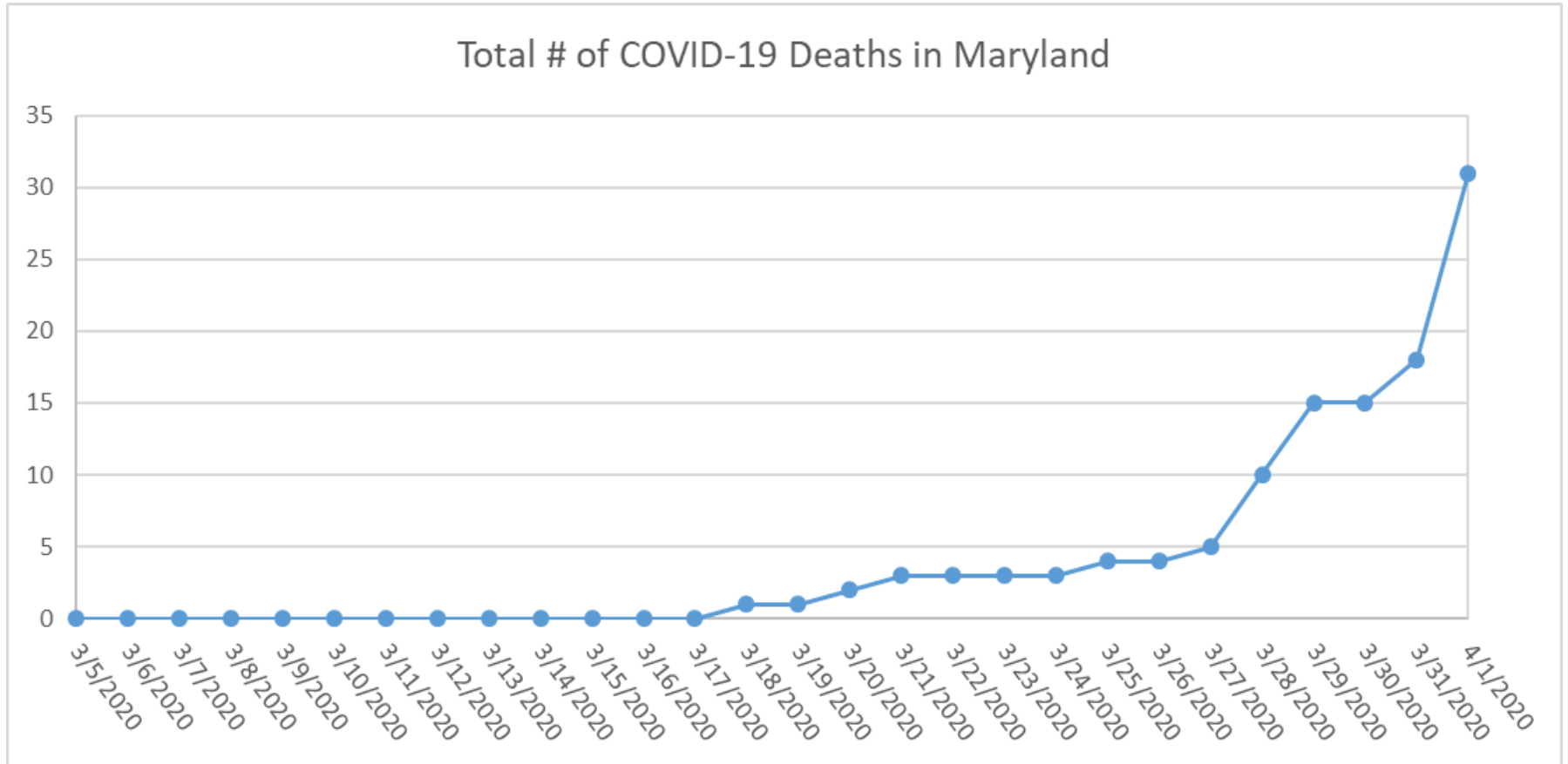
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	New Cases since March 31	Cumulative Cases	Cumulative Hospitalized	Cumulative Deaths
United States	22,562	186,101		3603
Maryland	325	1985	522	31

# Total COVID-19 Cases in Maryland



# Total COVID-19 Deaths in Maryland





# MD Governor's Stay-at-Home Order Effective 8 PM March 30, 2020

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- ❖ Maryland residents to leave homes only for essential jobs or essential reasons such as obtaining food or medicine, urgent medical care, or other necessary purposes
- ❖ Only essential businesses are allowed to remain open and those businesses must make every effort to scale down operations and limit interaction with customers; use telework as much as possible
- ❖ No Marylander should travel outside of the state unless travel is absolutely necessary

# Stay-at-Home Order - continued

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- ❖ Those who have traveled outside of the state should self-quarantine for 14 days
- ❖ Violators are subject to imprisonment, a fine <\$5000 or both
- ❖ Restaurants may continue selling food and drink on a carry-out basis, but curbside pickup from nonessential businesses is not permitted
- ❖ Campgrounds must close except for RV residents with no other viable place of residence

# What's Important Now (WIN)

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- ❖ Identify and contact high-risk patients
- ❖ Maximize non-face-to-face visits using telemedicine
- ❖ Maximize access to care
- ❖ Identify appropriate candidates for testing
- ❖ Clinical management of patients
- ❖ Stay current, stay safe

# Workflow – Care Manager Outreach

## Key Recommendations

- Reschedule non-essential appointments
- Recommend televisit appointments for sick visits if available and appropriate
- Use your Practice Risk stratification tool(s), Care Plans, EHR information, and the Pre-AH tool in CRISP reports as well as clinical intuition to reach out to your High Risk and Rising Risk patient population

## Care Manager Proactive Protocol

### Step 1: Collect Patient Population of High Risk and Rising Risk

- A. Patients of all ages with an underlying health condition;
  - 1) Persons with chronic pulmonary (including asthma), cardiovascular (except hypertension alone), renal, hepatic, hematological (including sickle cell disease), and metabolic disorders (including diabetes mellitus), or neurologic and neurodevelopment conditions (including disorders of the brain, spinal cord, peripheral nerve, and muscle such as cerebral palsy, epilepsy [seizure disorders], stroke, intellectual disability [mental retardation], moderate to severe developmental delay, muscular dystrophy, or spinal cord injury);
  - 2) Persons with immunosuppression, including that caused by medications or by HIV infection;
- B. Adults aged 65 years and older;
  - 1) With the above issues listed in A or any comorbidity.

### Step 2: Involve Tools and Care Team

- A. Use your Practice Risk Stratification tools, in conjunction with your EHR, Care Plans and the CRISP Pre-AH tool to assess which patient's to reach out to and check in on regularly.
- B. Huddle with your Provider and/or Care Team to utilize their clinical intuition.

### Step 3: Reach out to Patient Population

- A. Call, email, and use your Patient Portal or any other means to reach out to your patient population regularly.
- B. Screen your patients with regard to how they are feeling, ask if they need assistance with Social Determinants of Health.
- C. Ask about possible exposure to COVID-19.
- D. Educate about COVID-19 strategies and protocols.
- E. If necessary and/or applicable, schedule a Telemedicine Visit with their Provider.

# Process Map – Proactive Processes

## COVID-19 PRIMARY CARE PRACTICE PROCESS MAP

**PROACTIVE:** Practice outreach with a priority on High Risk Patients workflow  
(Call patients to check in)

Other High Risk individuals include older adults and people of any age who have serious underlying medical conditions (e.g. HIV, asthma, pregnancy) may be at higher risk for more serious complications from COVID-19 (Link: [CDC](#))

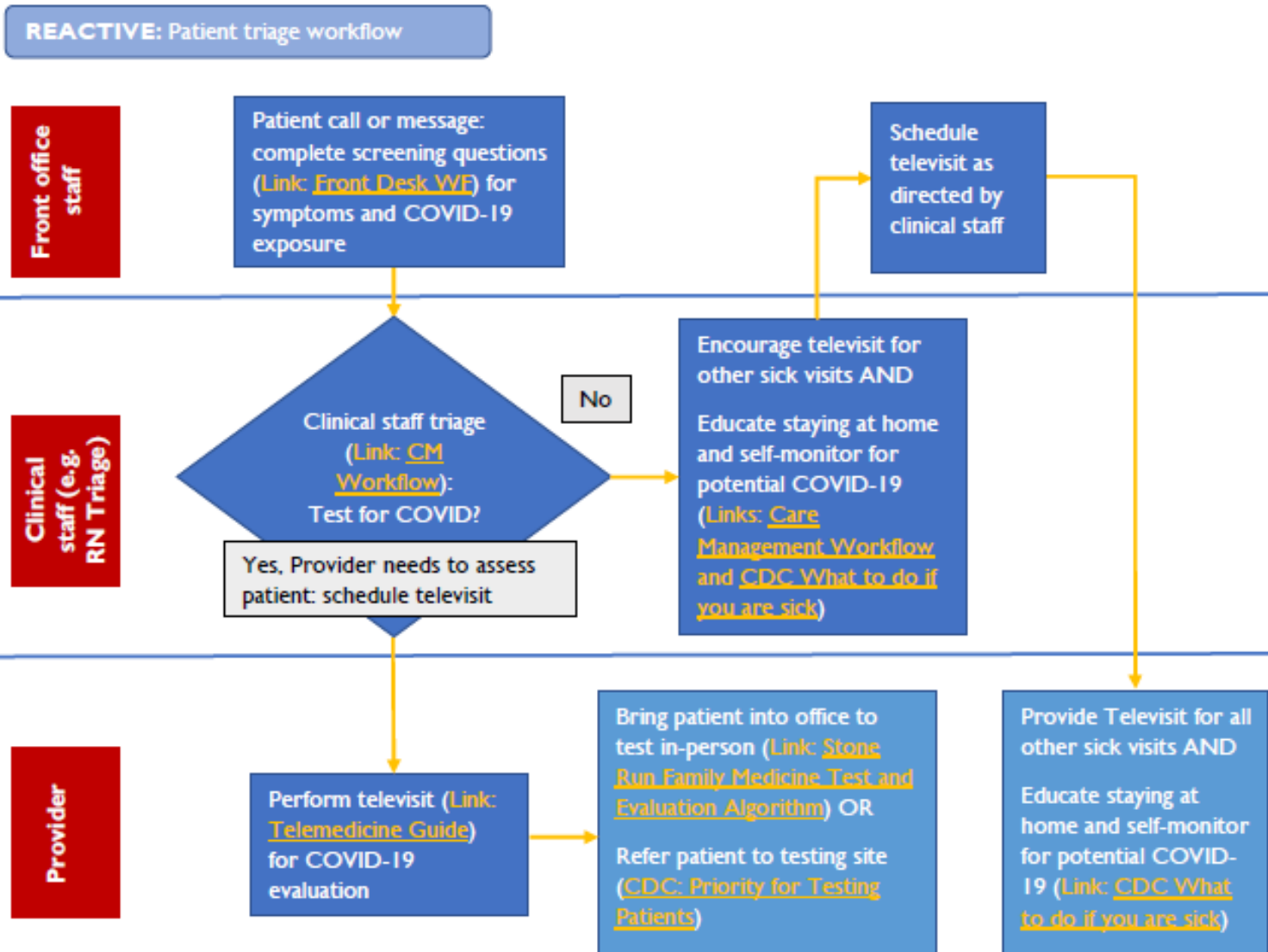
Practice Staff

Care Manager and/or Practice staff members call patients with instructions on how to stay safe and supported (with a priority on patients currently in Care Management and other High Risk Patients).

**\*\*EVERYONE CAN AND MUST PROACTIVELY OUTREACH!\*\***

- Continue with existing care management protocols
- Encourage televisit for sick visits
- Educate staying at home and self-monitor for potential COVID-19 (Links: [Care Management Workflow](#) and [CDC What to do if you are sick](#))

# Process Map – Reactive Processes



# Messaging to All Patients

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- ❖ Stay home, stay away from this virus – it can kill you, anyone can carry the virus
- ❖ We are here to support your medical needs - call
- ❖ Stay at least 6 feet away from everyone who do not live with you
- ❖ Ensure your caregiver is also maintaining distance from others and frequently handwashing
- ❖ Maintain at least a 2-week supply of food and medicine
- ❖ If you go out for a walk, keep your distance

# Support for Patients at Home

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- ❖ Meals on Wheels
- ❖ Visiting nurses and caregivers
- ❖ Support from family
- ❖ Phone calls and videochat to fight loneliness
- ❖ MD Department of Aging [Senior Call Check Program](#)



# Testing Locations – what is known

Testing Site Name	Location	Contact
MedStar St. Mary's Hospital	25500 Point Lookout Rd., Leonardtown, MD 20650	301-475-4911
UMMS, Upper Chesapeake Hospital	500 Upper Chesapeake Dr., Bel Air, MD 21014	443-843-8880
LifeBridge Health, Carroll Hospital	200 Memorial Ave., Westminster, MD 21157	410-601-2222
LifeBridge Health, Sinai Hospital	2401 W. Belvedere Ave., Baltimore, MD 21215	410-601-2222
Greater Baltimore Medical Center Health Partners	555 W. Towsontown, Blvd., Towson, MD	443-849-6819
Queen Anne's County Health Department	1000 College Circle, Wye Mills, Talbot, MD 21679	443-262-9900
Frederick Health Tollhouse	501 W. 7 <sup>th</sup> St., Frederick, MD 21701	240-215-6310
FedEx Field	Prince George's County	301-883-6627

# CDC Guidelines for Management

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- ❖ Healthy people can be monitored, self-isolated at home
- ❖ People at higher risk should contact healthcare providers early, even if illness is mild
- ❖ Older adults and people with severe underlying chronic medical conditions are at higher risk, need closer contact
- ❖ Emergency Department and Hospitals only when needed - not for screening or low risk/minimal disease
  
- ❖ **Guidelines are important and powerful tools, but remember providers' clinical experience and judgment are key to care**

# Personal Protective Equipment (PPE) Requests

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- ❖ Routed through Local Emergency Managers and Local Health Departments
- ❖ Priority as previously stated - may change over time
- ❖ Remain in scarce supply
- ❖ Find PPE request forms and local contacts [here](#)

# Announcements

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❖ Practitioner guest speakers webinar – April 3<sup>rd</sup> at noon

➤ Dr. Titus Abraham – Annapolis Internal Medicine

➤ Dr. Andrew Dobin, MD PA

➤ Dr. Allison Williams – Village Green Primary Care, LLC

❖ [CMS expansion of the Accelerated and Advanced Payments Program for Providers and Suppliers during the COVID-19 emergency](#)

❖ Opportunity to Volunteer - Maryland Responds Medical Reserve Corps (MRMRC)

➤ <https://mdresponds.health.maryland.gov/>

# Staying Current - Sources

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- ❖ [CDC](#)
- ❖ [MDH COVID-19 information page](#)
- ❖ [MDPCP COVID-19 webpage](#)
- ❖ Local Health Departments
- ❖ [CONNECT](#)
- ❖ Clinician Letters

# Resources and References

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- ❖ Maryland Department of Health Coronavirus Website (<https://coronavirus.maryland.gov>)
- ❖ CDC Coronavirus Website (<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>)
- ❖ CDC National data on COVID-19 infection and mortality (<https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cases-in-us.html>)
- ❖ CDC Interim Guidance for Homes and Communities (<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>)
- ❖ CDC Interim Guidance for Businesses (<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>)
- ❖ CDC Interim Guidance for Childcare and Schools (<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-for-schools.html>)
- ❖ CDC Travel Website (<https://wwwnc.cdc.gov/travel/>)

# Resources for Specific Groups

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- ❖ Community- and Faith-Based Organizations  
(<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-community-faith-organizations.html>)
- ❖ Mass Gatherings and Large Community Events  
(<https://www.cdc.gov/coronavirus/2019-ncov/community/mass-gatherings-ready-for-covid-19.html>)
- ❖ Non-Pharmaceutical Interventions for Specific Groups  
(<https://www.cdc.gov/nonpharmaceutical-interventions/index.html>)

# Food Resources

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❖ Nutrition: Inform patients that children can receive three free meals/day at sites listed on:

➤ [Maryland Summer Meals](#)

[Howard County](#)

➤ [Montgomery County](#)

[Anne Arundel County](#)

➤ [Prince Georges County](#)

[St. Mary's County](#)

➤ [Charles County](#)

[Harford County](#)

➤ [Frederick County](#)

[Calvert County](#)

❖ Free meals available from 42 rec centers in Baltimore

➤ Call 311 for locations and to schedule pickup time



# State Emergency Funds for Small Business

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- ❖ [Maryland Small Business COVID-19 Emergency Relief Loan Fund](#)
  - \$75 million loan fund (to be paid to for-profit business only)
  - Loans are up to \$50,000
  - No interest or principal payments due for the first 12 months
  - Thereafter converts to 36-month term loan of principal and interest payments, with interest rate of 2% per annum
- ❖ [Maryland Small Business COVID-19 Emergency Relief Grant Fund](#)
  - \$50 million grant program for businesses and non-profits
  - Grant amounts of up to \$10,000
  - Grant amounts not to exceed three months of demonstrated cash operating expenses for Q1 2020
- ❖ [Emergency Relief Fund FAQ](#)
- ❖ Questions or concerns  
email [fpaaworkflowcoordinator.commerce@maryland.gov](mailto:fpaaworkflowcoordinator.commerce@maryland.gov).

# State Emergency Funds for Small Business

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- ❖ [COVID-19 Layoff Aversion Fund](#) (from Maryland Governor Larry Hogan and Maryland Dept. of Labor)
  - Designed to support businesses undergoing economic stresses due to the pandemic by minimizing the duration of unemployment resulting from layoffs
  - Award of up to \$50,000 per applicant
  - Will be quick deployable benefit and customizable to specific business needs
- ❖ [View the One-Pager](#)
- ❖ [COVID-19 Layoff Aversion Fund Policy](#)
- ❖ [COVID-19 Layoff Aversion Fund Application](#) (Excel)
- ❖ Submit your completed application to: [LaborCOVID19.layoffaversion@maryland.gov](mailto:LaborCOVID19.layoffaversion@maryland.gov).

# Federal Emergency Funds for Small Business

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- ❖ [Disaster Loan Assistance](#) (from Small Business Administration)
  - Low-interest financial disaster loans for working capital in small businesses suffering substantial economic injury due to COVID-19
  - [FAQs](#)
- ❖ [CARES Act](#) (pending federal legislation)
  - Sets up a \$350 billion loan program for small businesses
  - Small businesses can apply for low-interest loans that cover up to 2.5 months of expenses
  - Maximum loan amount is \$10 million
  - Loans can cover payroll, rent, utilities, or existing debt obligations
  - Interest rates cannot exceed 4%
  - If employer continues to pay workers through June, the amount of the loans that went toward eligible costs would be forgiven
  - Loans will be available through the [Small Business Administration](#) and Treasury-approved banks, credit unions, and some nonbank lenders

# CME Disclosures and Evaluation

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- ❖ Presenters and Planners: Howard Haft, MD, has reported no relevant financial relationships to disclose.
- ❖ MedChi CME Reviewers: The reviewers from the MedChi Committee On Scientific Activities (COSA) for this activity have reported no relevant financial relationships to disclose.
- ❖ Please complete an evaluation at: [COVID-19 Update Evaluation](#)

# MDoH Behavioral Health Administration - Guest Speakers

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- ❖ Aliya Jones, MD, MBA; Deputy Secretary of BHA
  - [aliya.jones@Maryland.gov](mailto:aliya.jones@Maryland.gov)
  - Office: 410-402-8452
- ❖ Richard Silver, MD; Director, Thrive Emerge
  - Outpatient mental health center in Columbia, MD, specializing in family and individual matters related to launching young adults
- ❖ Amy Paschane, PhD; Clinical Director, Thrive Emerge
  - Experienced assisting healthcare providers cope with compassion fatigue and trauma

# Stress & Distress During COVID-19

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- Managing the stress of being a physician during the COVID-19 pandemic, from the front-line or the office
- Managing financial stress caused by COVID-19
- Managing staff/patient distress during the COVID-19 pandemic

# COVID-19: Crisis Counseling Resources

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- Maryland Crisis Hotline: 211, then press 1
- Disaster Distress Helpline, call 1-800-985-5990 or text “TalkWithUs” to 66746
- National Suicide Prevention Lifeline at 1-800-273-8255
- Crisis Text Line by texting “HOME” to 741741
- National Parent Helpline 1-855-427-2736  
<http://www.nationalparenthelpline.org/> Operated by Parents Anonymous.
- National Suicide Prevention Lifeline 1-800-273-8255. • Option 1 for Military Crisis Text Line - text “MN” to 741741.

# BUILDING RESILIENCE DURING THE CORONAVIRUS CRISIS

Wednesday, April 1, 2020

Rick Silver, MD  
Amy Paschane, PhD

THRIVE EMERGE  
Columbia, MD





# TODAY'S TALK

GOAL:

TO PROVIDE TIPS AND RESOURCES  
THAT WILL HELP YOU BUILD RESILIENCE  
IN THE FACE OF THE UNKNOWN

# THE SENSE OF THREAT

- CV is unprecedented, overwhelming, unpredictable
- Personal impact compounded by professional impact
- Losses may be enormous – disruption of routines, loss of health, life, financial security, business continuity, dream
- Potential for psychological casualties is enormous – not only new onset, but exacerbation of existing mental illness

# MENTAL HEALTH CONCERNS IN MEDICAL COMMUNITY

- Fear of getting virus
- Fear of not getting paid
- Fear of not keeping office open, staff not paid
- Fear of insurance companies stopping, delaying
- Isolation if working at home full time doing telehealth
- Burden associated with high level of “emotional labor”

# MENTAL HEALTH CONCERNS IN MEDICAL COMMUNITY

- Concern what their practice will look like, will it return to “normal”
- Will the “new normal” not be acceptable, comfortable
- Older physicians – fear of retirement money being affected and having to work longer
- Worry about transmitting virus to family/ Lack of PPE
- Worry about separation from family/ decreased support



**Seema**

@seemathewombat



I'm a Dr.

I'm about to separate from my family within my home for ?? months.

So that I can keep treating you, whilst trying to keep my family safe.

It hurts.

No hugs from my girls, no cuddles from my partner.

PLS socially distance NOW, to make my sacrifice worth it.

♡ 445K 6:02 PM - Mar 16, 2020



💬 108K people are talking about this





**Rachel Patzer, PhD** @RachelPatzerPhD · Mar 16, 2020



My spouse is a physician in the emergency dept, and is actively treating #coronavirus patients. We just made the difficult decision for him to isolate & move into our garage apartment for the foreseeable future as he continues to treat patients. (1/5)



**Rachel Patzer, PhD**

@RachelPatzerPhD

We have a 3 wk old newborn and 2 young kids and just can't risk it. It pains me to wonder how many weeks will go by that he won't get to hold our new baby or see our older kids. This is one example of the sacrifice that healthcare workers are making for our communities. (2/5)

♡ 92.8K 9:35 PM - Mar 16, 2020 · Atlanta, GA



💬 7,947 people are talking about this



# STUDY: JAMA, March 23, 2020

- Survey-based study
- Mental health outcomes of 1,257 health care workers attending to Covid-19 patients in 34 hospitals in China
- Depression – 50%
- Anxiety – 45%
- Insomnia – 34%
- Psychological distress -- 71.5%

*Lai J et al. JAMA Network Open. 2020. 3(3). March 23, 2020. pp. 1-12*

# THE STRESS RESPONSE

FLIGHT OR FIGHT OR FREEZE OR FAINT

Well modulated: Our saving grace



# THE STRESS RESPONSE

Poorly modulated: The source of our woes

Excess stress:

Impairs performance

Decreases immunity

Makes rational problem solving more difficult



# HOW DO WE SHIFT?

FROM FEAR TO WISDOM?  
FROM SENSE OF CRISIS TO OPPORTUNITY?

# THE RELAXATION RESPONSE

## THE HOLY GRAIL

Source of calm, equilibrium

Source of perspective, intuitive wisdom

Source of rational problem-solving

Source of strength, agency

# OPPORTUNITY: GOOD THINGS WE MIGHT FEEL FROM CORONA

- A commitment to something bigger – sense of group purpose
  - Compassion for the struggles of others
  - A sense of our own resilience – we will adapt, get through this
  - Valuing what we have right now – the gifts and blessing of our lives
- “Gratitude is the attitude that gives you altitude”

TIPS AND RESOURCES FOR RESILIENCE  
or  
SHIFTING FROM FEAR TO FLEXIBILITY

# LIMITATIONS OF TODAY'S PRESENTATION

1. Crash Course – key ideas regarding how to be more resilient
2. Resources
  - List at end of slide show
  - Huge amount of excellent material on the internet

Taking care of our  
**PERSONAL**  
selves



# MEDIA COVERAGE OVERWHELMING?

- Thinking about the virus all the time
- Getting upset about what will happen
- Having trouble keeping up with daily tasks
- Snapping at loved ones
- Getting more tired than usual but can't sleep

<https://www.beaconhealthoptions.com/coronavirus/provider-resources/>

# REGULATE YOUR EXPOSURE

- Learn about the virus. Look for trusted healthcare sources. Stick with one or two of them to get updates.
- Limit the number of times each week that you check in.
- Keep on task. Listen to the news when it's not in the way of your daily routine.
- Skip catching up on the media update right before bed.
- Talk with a trusted peer > feel less alone in your concerns.

<https://www.beaconhealthoptions.com/coronavirus/provider-resources/>

# TAKE CARE OF YOUR KIDS REGARDING MEDIA

- Kids are curious. Don't brush the topic off or make it taboo.
- Talk about plans that are in place to help keep everyone safe.
- Let them know the steps you are taking as a family to stay healthy, as well as what governments are doing to help prevent the virus's spread.
- Be a good role model -- your children will look to you to decide if their fears are grounded.
- Model good hygiene, reasonable precautions, and a calm attitude.

<https://www.beaconhealthoptions.com/coronavirus/provider-resources/>

# SOCIAL DISTANCING FOR THE SOCIAL ANIMAL

- All of us face loneliness as we social distance
- Isolation and loneliness: significant mental health challenges
- Connect to the human experience and the resiliency people can have to overcome challenges.

<https://www.beaconhealthoptions.com/coronavirus/provider-resources/>

# SOCIAL DISTANCING FOR THE SOCIAL ANIMAL

1. Connect to the human experience and the resiliency people can have to overcome challenges.
2. Mitigate your own risk. Young people are some of the highest risk for transmitting the virus to others.
3. Get together outdoors and not in tight crowded spaces.
4. Maintain virtual connections. Be proactive about staying in touch
5. Keep yourself busy -- a focused project, a crossword, or a puzzle

<https://www.beaconhealthoptions.com/coronavirus/provider-resources/>

# MANAGE CHILDREN'S RESPONSES TO STRESS

NOT ALL CHILDREN AND TEENS RESPOND TO STRESS IN THE SAME WAY.

- Returning to behaviors they have outgrown (for example, toileting accidents or bedwetting)
- Excessive worry or sadness; crying or irritation in younger children
- Unhealthy eating or sleeping habits
- “Acting out” behaviors in teens/ substance use
- Poor school performance or avoiding school
- Difficulty with attention and concentration
- Avoidance of activities enjoyed in the past

<https://www.beaconhealthoptions.com/coronavirus/provider-resources/>

# MANAGE CHILDREN'S RESPONSES TO STRESS

- Be informed – get up-to-date information about COVID-19.
- Ask, listen, and assure
  - Ask what they've heard correct any misinformation.
  - Acknowledge their feelings.
  - Ask questions to identify what they are afraid will happen
- <https://www.beaconhealthoptions.com/coronavirus/provider-resources/>

# MANAGE CHILDREN'S RESPONSES TO STRESS

Address your kids' fears calmly with these assurances

- Efforts to keep the disease from spreading.
- Your family will take extra care to stay healthy: washing your hands, keeping hands off your face, covering coughs and sneezes
- Experts are doing all they can to understand the virus, treat people who have it, and keep it from spreading.
- Remind your children that their bodies are built to fight off viruses.

<https://www.beaconhealthoptions.com/coronavirus/provider-resources/>



# MANAGE CHILDREN'S RESPONSES TO STRESS

- Limit news exposure
  - Be careful what you say about when young children are nearby.
  - Avoid graphic news coverage
  - Encourage your anxious teen to limit time spent watching news about the virus.
- Be a good role model -- good hygiene, reasonable precautions, calm attitude.
- <https://www.beaconhealthoptions.com/coronavirus/provider-resources/>

# TIPS FOR HOUSEBOUND FAMILIES

- Set expectations. Meet with your family to discuss roles: how to make this situation work
- Develop and stick to a routine. Treat the workday as a workday and let weekends be special.
- Be physically active.
- Set daily goals.
- Don't take things too personally. If you find your spouse or children are sticking to themselves alone in a room, they probably just need time to themselves.
- Take advantage of the time. Be productive, active, creative

<https://www.beaconhealthoptions.com/coronavirus/provider-resources/>

Taking care of our  
**PROFESSIONAL**  
selves

# RESPONDER SELF-CARE TECHNIQUES

To reduce secondary traumatic stress (STS) reactions:

- Acknowledge that STS can impact anyone helping families after a traumatic event.
- Learn the symptoms including physical (fatigue, illness) and mental (fear, withdrawal, guilt).
- Allow time for you and your family to recover from responding to the pandemic.
- Create a menu of personal self-care activities that you enjoy -- spending time with friends and family, exercising, or reading a book.
- Take a break from media coverage .
- Ask for help if you feel overwhelmed or concerned that COVID-19 is affecting your ability to care for your family and patients as you did before the outbreak.

# 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.

# DEVELOP A BUDDY SYSTEM

- Get support from team members: 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.

# DEVELOP A BUDDY SYSTEM

- 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.

# MENTAL HEALTH (PSYCHOLOGICAL) FIRST AID

## FIVE PRINCIPLES

- Safety
- Calming
- Connectedness
- Self and Community Efficacy
- Hope

App: [PFAMobile](#)



# FOR THE DOC, YOUR STAFF, YOUR PATIENTS

KNOW THE SIGNS OF SERIOUS PSYCHIATRIC CONDITIONS.

SEEK PROFESSIONAL HELP.

INTERVENE SOONER RATHER THAN LATER.

Depression

Anxiety Substance and Process Addictions

# COMPASSION FATIGUE

# SYMPTOMS OF COMPASSION FATIGUE

- Reduced feelings of sympathy or empathy
- Dreading working for or taking care of another and feeling guilty as a result
- Feelings of irritability, anger, or anxiety
- Depersonalization

# SYMPTOMS OF COMPASSION FATIGUE

- Hypersensitivity or complete insensitivity to emotional material
- Feelings of inequity toward the therapeutic or caregiver relationship
- Headaches
- Trouble sleeping
- Weight loss

# SYMPTOMS OF COMPASSION FATIGUE

- Impaired decision-making
- Problems in personal relationships
- Poor work-life balance
- Diminished sense of career fulfillment

# MANAGING COMPASSION FATIGUE

- Commit to a healthy diet
- Therapy
- Spend time with people you love
- Listen to/watch inspiring music or programming
- Alter shift patterns
- Cut out any toxic relationships
- Create a calming/safe space to come home to
- Journal about your days and leave the bad experiences on the page
- Create a list of self-affirmations
- Spend time in nature

# MANAGING COMPASSION FATIGUE

- Take plenty of breaks Identify individuals who can check in on you
- Good sleep hygiene
- Think about the positives at work
- Make sure to laugh and cry; don't hold emotions in
- Create lists of things that give you hope/faith
- Create an online peer support group
- Spend ample time with trusted people
- Engage in a physical activity you enjoy
- Confide in a friend/colleague
- Post inspirational quotes in your personal space

# MANAGING COMPASSION FATIGUE

- Ask for mentor/mentee/supervisor meetings
- Seek support from your partner/spouse
- Take time away from work
- Keep a running list of moments that made you feel strong
- Take part in a religious service Listen to a mindfulness podcast
- Engage in grounding techniques
- Create/ Maintain boundaries with patients and coworkers



Taking care of our

# PRACTICE AND STAFF

# TAKING CARE OF ORGANIZATION AND STAFF

Our staff are our most important resource

We will only get through to the degree that  
leadership creates a sense of team and community

We all need each other

# TAKING CARE OF ORGANIZATION AND STAFF

1. Have Covid response team on staff – meet daily
2. Be realistic – this is hard – you are doing your regular practice plus building systems and dealing with issue that arise from covid
3. Expect that to add at least 20 hrs per week to your work schedule
4. Leadership – someone has to assume “war time” responsibilities – key decision maker who sits at 30K feet and oversees the entire operation
5. Have specific person(s) that are responsible for answering staff q’s about any concerns – IT changes, their own health, financial security, medical, etc

# TAKING CARE OF ORGANIZATION AND STAFF

1. Assign someone in org to be “Den mom” – keeping an eye on staff emotional needs > intervene early
2. Appoint a communications person – who does daily updates to staff by email
3. Set clear policies for people – send them out, reinforce them, ask for feedback
4. Be firm and clear with your expectations – this is a team effort – leave your attitude at the door

# TAKING CARE OF ORGANIZATION AND STAFF

1. Love, support, praise –
  - Everyone is trying their hardest
  - Leaders must support people and create a climate of trust and caring so we can get through – COMMUNITY
2. Provide mental health resources for those in need
3. Virtual Happy Hour

# FINANCIAL ISSUES/ BUSINESS CONTINUITY

IDENTIFY RESOURCES IN THE BUSINESS COMMUNITY WHO:

- Specialize in medical practices
- Can assist practices with business continuity issues during crisis
  - billing and coding changes
  - available loan packages from the state and fed
  - cash flow projections to get them through quarantine

# TIPS FOR SUPERVISORS

- Walk around the office to check in on staff and ask how they are doing that day or if they need anything
- Suggest that staff take mini breaks throughout the day to get fresh air, have a snack, stretch
- Engage staff in team huddles, meetings to debrief and allow for support of each other

# TIPS FOR SUPERVISORS

- Empower staff to start their own staff support group
- Ensure that staff has opportunities for learning inside and outside of the work setting - feeling competent to do own work reduces stress
- Give staff the tools and resources they need to do their jobs
- Celebrate individual and collective successes



# RESOURCES

# GENERAL INFO: IMPACT OF CORONAVIRUS ON MENTAL HEALTH OF HEALTH CARE WORKERS

## GENERAL INFORMATION ON CORONAVIRUS AND HEALTH CARE WORKERS' MENTAL HEALTH

Treating coronavirus takes serious toll on health-care workers' mental health, study finds

<https://www.inquirer.com/health/coronavirus/coronavirus-covid19-mental-health-doctors-20200327.html>

Doctors, nurses risk mental health issues amid COVID-19 outbreak

<https://wwmt.com/news/local/doctors-nurses-risk-mental-health-issues-amid-covid-19-outbreak>

## ORGANIZATIONAL GUIDELINES

Interim Guidance for Healthcare Facilities: Preparing for Community Transmission of COVID-19 in the United States

<https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/guidance-hcf.html>

# BUILDING RESILIENCE, REDUCING STRESS

Taking Care of Your Emotional Health

<https://emergency.cdc.gov/coping/selfcare.asp>

Helping Children Cope with Emergencies

<https://www.cdc.gov/childrenindisasters/helping-children-cope.html>

Daily Life and Coping

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/index.html>

Stress and Coping

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>

Coronavirus Resources

<https://www.mhamd.org/coronavirus/>

# BUILDING RESILIENCE, REDUCING STRESS

Coping with Stress During Infectious Disease Outbreaks

<https://store.samhsa.gov/product/Coping-with-Stress-During-Infectious-Disease-Outbreaks/sma14-4885>

Protecting Your Mental Health During COVID-19: A Message from the Maryland EIP

<https://marylandeip.com/news>

Suicide Prevention Resource Center

Resources to Support Mental Health and Coping with the Coronavirus (COVID-19)

<http://www.sprc.org/news/resources-support-mental-health-coping-coronavirus-covid-19>

Supportive Practices for Mental Health Professionals During  
Pandemic-Related Social Distancing

<https://mhttcnetwork.org/sites/default/files/2020-03/MHTTC%20Social%20Distancing%202020%20Product%20FINAL.pdf>

Resources for Recovery Supports During the Pandemic

<http://www.mdcoalition.org/blog/resources-for-recovery-supports>

# BUILDING RESILIENCE, REDUCING STRESS

Resources for Recovery Supports During the Pandemic

<http://www.mdcoalition.org/blog/resources-for-recovery-supports>

COVID-19 And Mental Illness, NAMI Releases Important Information

<https://www.nami.org/Press-Media/Press-Releases/2020/COVID-19-and-Mental-Illness-NAMI-Releases-Important-Information>

Coronavirus: Mental Health Coping Strategies

<https://www.nami.org/Blogs/NAMI-Blog/March-2020/Coronavirus-Mental-Health-Coping-Strategies>

National Center for School Mental Health (NCSMH)

<http://www.schoolmentalhealth.org/COVID-19-Resources/>

SAMHSA Disaster Distress Helpline

<https://www.samhsa.gov/find-help/disaster-distress-helpline>

# COMPASSION FATIGUE

Professional Quality of Life Measure  
The ProQOL is free and has been used for 15 years  
<http://proqol.org/>

[compassionfatigue.org](http://compassionfatigue.org)

<https://www.goodtherapy.org/blog/psychpedia/compassion-fatigue>

[“Overcoming Compassion Fatigue,” American Academy of Family Physicians](#)

[“Compassion Fatigue Test,” HealthyPlace.com](#)

Laura van Dernoot Lipsky  
Ted Talk – Beyond the Cliff  
[www.youtube.com/watch?v=uOzDGrcvmus](http://www.youtube.com/watch?v=uOzDGrcvmus)

Book  
Trauma Stewardship  
<http://traumastewardship.com/laura-van-dernootlipsky/>

# FINANCIAL/ BUSINESS/ ORGANIZATIONAL

Work Issues -- Coping with Anxiety and Work-Related Stress, Parents with Children at Home, Employees, Supervisors, Businesses, Unemployment, Insurance

<https://www.mhamd.org/coronavirus/work-issues/>

COVID-19: A Guide for Supervisors Who Need Support While Dealing with Disruptions to Employment of Their Team Members

<https://businesshealthservices675.sharepoint.com/BHS%20Team%20Library/Forms/AllItems.aspx?id=%2FBHS%20Team%20Library%2FTS%5FCOVID%2D19%20%E2%80%93%20A%20Guide%20for%20Supervisors%2Epdf&parent=%2FBHS%20Team%20Library&p=true&originalPath=aHR0cHM6Ly9idXNpbmVzc2hlYWx0aHNlcnZpY2VzNjc1LnNoYXJlcG9pbmQuY29tLzpiOi9nL0VWSE1LSHJzczRGThnJoVIBWsk9TcllvQnVIUzh1SWRFUGlCc2FEOS1GQVR0Snc%20cnRpbWU9eGRqVHlON1YxMGc>

# FINANCIAL/ BUSINESS/ ORGANIZATIONAL

Managing telecommuters in a pandemic? Here are 8 management tips

<https://www.zdnet.com/article/managing-telecommuters-due-to-novel-coronavirus-here-are-8-management-tips/>

A Guide to Managing Your (Newly) Remote Workers

<https://hbr.org/2020/03/a-guide-to-managing-your-newly-remote-workers>

Tips for setting up a remote working environment

<https://azbigmedia.com/business/workforce/tips-for-setting-up-a-remote-working-environment/>



# PROFESSIONAL

Provider Resources

<https://www.beaconhealthoptions.com/coronavirus/provider-resources/>

Emergency Responders: Tips for taking care of yourself

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

Resources for Emergency Health Professionals

<https://emergency.cdc.gov/health-professionals.asp>

NIOSH Fact Sheet: The Buddy System

<https://www.cdc.gov/vhf/ebola/pdf/buddy-system.pdf>

Stress Appraisal and Coping Framework/ Psychological First Aid

<https://www.ncbi.nlm.nih.gov/pubmed/10668055>

Mental Health (Psychological) First Aid

App: PFA Mobile

# RELAXATION/ MINDFULNESS

## [Guide to Well-Being During Coronavirus](#) — Greater Good Science Center, UC Berkeley

Practices, resources, and articles for individuals, parents, and educators facing COVID-19.

## [Practicing in a Pandemic](#) — Tricycle

Six new practices, plus a live talk series, and other timely resources for Buddhist practitioners.

## [Coronavirus Sanity Guide](#) — Dan Harris / Ten Percent Happier

Daily live practice sessions w/ Q&A, plus podcasts, blog posts, meditations and talks.

## [4 Live Meditation Gatherings Each Day](#) — Open Heart Project / Susan Piver

15-20 Minute sit followed by a discussion to share our hopes, fears, ideas, and predicaments

## [Pandemic Care Resources](#) — Dr. Tara Brach

A wealth of talks and guided practices, including some specific to the pandemic, as well as a free half-day home retreat. Tara also leads a weekly class each Wednesday night at 7:30 eastern time live on [Facebook](#) and [Youtube](#).

# RELAXATION/ MINDFULNESS

## [How to Work with Anxiety During the COVID-19 Pandemic](#) — NICABM

Three therapists share ways to help clients reduce anxiety and find some relief from ruminating thoughts.

## [Healthy Minds Program – Free Mindfulness App](#) — Dr. Richard Davidson / Center for Healthy Minds

Neuroscience-backed meditation app / training program. By donation.

## [Live Online Meditation Teachings and Community Gathering](#) — Boulder Shambhala Center

Nightly live dharma talks & meditation sessions, plus a variety of weekly offerings and special programs including BIPOC Meditation Collective, and Learn to Meditate class. Plus, a COVID-19 Support & Process Group if offered every Monday, Wednesday, & Friday Noon–1PM MDT: [Click here to join via Zoom.](#)

## [Yongey Mingyur Rinpoche message on COVID-19 outbreak](#) — Yongey Mingyur Rinpoche

Yongey Mingyur Rinpoche shares his thoughts on the coronavirus outbreak around the world and offers an inspiring message to all those learning to live with awareness, compassion, and wisdom.

# RELAXATION/ MINDFULNESS

## [Creating a Home Retreat: Finding Freedom Wherever You Are](#) — Tara Brach

A heartfelt message from Tara Brach in response to the coronavirus pandemic, guidelines and advice for creating a home retreat, and a link to a free half-day program (below)

## [Free Half-Day At-Home Mindfulness Retreat](#) — Tara Brach and Jack Kornfield / Sounds True

The material is divided into three segments of approximately 45 minutes each. With the scheduled breaks and walking meditation sessions, you will need a little more than three hours to complete this retreat.

## [Guided Compassion Meditation For Anxiety](#) — Ethan Nichtern

A practice and contemplation about what you can do for yourself and others during this time of pandemic and social distancing.

## [Free Mindfulness Apps Worthy of Your Attention](#) — Mindful

Recommendations and reviews of five free meditation apps.

Q&A

# Questions and Answers

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Please type into the Questions box on the right side of your screen.