Nurturing the Well-Being of Our Caregivers During the COVID-19 Response

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PROVIDER/DISCLOSURE STATEMENT

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To receive CNE contact hours learners must complete the evaluation form and be in attendance.

Conflict of Interest: Authors attest that no relevant financial relationship exists between themselves and any commercial supporting entity which would represent a conflict of interest or commercialize the presentation content.
Objectives

1. Learner will be able to define the current physical and emotional challenges that healthcare workers are currently facing during this pandemic
2. Learner will be able to articulate the 5Cs of crisis leadership and apply the concepts to their daily practice
3. Learner will be able to identify the warning signs of caregiver emotional distress and utilize support therapies to help caregivers cope post pandemic.
Preparing for the Storm
CURRENT CHALLENGES

• Physical Challenges
  o Strain of protective equipment (dehydration, heat, exhaustion)
  o Isolation (restrictions on touching others, even after working hours)
  o Constant awareness and vigilance regarding infection control procedures
  o Longer hours with decreased downtime

• Communication challenges
  o Rapid policy changes
  o Decreased time to communicate
  o Inability to communicate with families/patients
All in this Together
Emotional Care for the Caregivers

5Cs of Crisis Leadership

- Clarity
- Consistency
- Calmness
- Connections
- Confidence
Clarity

• Prioritize your messages
• Be clear with the messages you deliver
• Assume confusion
• Maintain positive messaging
• Ear to the ground for rumors/hub bub
Consistency

• Have a cadence to your messages
• Make sure that AM/PM gets the same messages
• Use multiple mediums
• Be vulnerable
Calmness

• Staff will take their cue from you
• Emotional intelligence – self regulation
• Find your own avenues of expression
Connections

• Socialize with a purpose

• Relieve people from unnecessary work

• Monitor behaviors and check in post shift

• Don’t stop celebrating the little things

• Find ways to have fun
Find ways to have fun
Confidence

• Confidence breeds hope

• Have confidence that you and your team will get through this

• Have confidence that you are doing all you can to support your fellow caregivers

• Have confidence in nursing— that has once again stood up to the challenge
Self Care is Required

• Mindfulness, quiet space, meditation
• Maintain social connections – Home & Work
• Meaningful distraction- focused on things we can control
• Decrease exposure to social media
• Its OK to not be OK
Emotional Agility

a process that allows us to
BE IN THE MOMENT,
changing or maintaining our
behaviors to live in
WAYS THAT ALIGN
WITH OUR
INTENTIONS AND VALUES.

Emotional Agility
Susan David, PhD
Show up

- IDENTIFY your thoughts, emotions and behaviors with curiosity and kindness

- We have lost people, friends, co-workers, neighbors and for some family

- Also lost human connections, proms, sports, weddings, even funerals. We have lost normalcy

- Some losses are delayed some are gone forever
Step out

- ACKNOWLEDGE & ACCEPT

- DETACH & OBSERVE your thoughts and emotions

- Thoughts are just emotions and no emotion last forever

- Emotions can’t be controlled – Don’t be ashamed of the emotion
Walk Your Way

- Let your CORE VALUES be your compass
- Retain your core values resilience, relentless, adaptive
- Be aware of negative tendencies and avoid
- Get back to WHY you choose healthcare
Course Correct

- Set small **DELIBERATE TWEAKS** to your mindset and habits

- Reset your emotions by finding comfort in familiarity

- Know what that means for you—music, warm bath, exercise
Daily Practice

- Get into the habit of checking your emotional state several times a day

- If you feel unsettled. Identify, acknowledge, detach, observe and then
  ▪ take 10 deep breaths
  ▪ notice your environment and label
  ▪ rather than being swept up

- Pay attention to which thoughts and feelings you avoid and which you buy in to. Awareness is key
Dealing with Stress in the Aftermath of the Outbreak

1. Frequent check-ins with Colleagues – may have to be done virtually
2. Scheduling time off work for gradual reintegration into personal life
3. Look for signs of negative coping mechanisms
   - Working too much/absenteeism
   - Change in personality
   - Frequent outbursts
   - Negatively assessing work contributions
4. Observing for signs of Moral injury
Moral Injury

Occurs when we perpetrate, bear witness to, or fail to prevent an act that transgresses our deeply held moral beliefs. In the health care context, that deeply held moral belief is the oath each of us took when embarking on our paths as health care providers.
Moral Injury

Additional Loss - personal loss contributes to work culture
- our daily structure
- for some jobs
- serious financial despair
- social contacts.

While often not identified as the issues they are precipitating causes for moral injury
Moral Injury

Identifiable symptoms

- Inability to self-forgive

- grapple with emotions such as guilt, shame, embarrassment

- Inability to prevent your mind from clouding with unwanted emotions

- Self punishing behaviors
Moral injury

How to help

- Re-establish a sense of community among clinicians

- Help Caregivers process grief
  - Grief is normal
  - After a loss can be lightened, but not eliminated
  - Each individual’s personal experiences differ, even in the same household.
  - Do not be surprised if there is a stage of feeling numb, a bit unreal or not yourself.

- Look for signs of PTSD
Post Traumatic Stress Disorder

Signs and Symptoms

- Severe depression
- Insomnia
- Numbness
- Exhaustion
- Suicidal thoughts
Post Traumatic Stress Disorder

Severity of PTSD symptoms (Study out of Wuhan, China)
- 994 Doctors and Nurses
  - 36.9% reported sub threshold mental health disturbances
  - 34.4% had mild disturbances
  - 22.4% had moderate disturbances
  - 6.2% had severe disturbances
Post Traumatic Stress Disorder

Most at risk (Study out of Italy)
- Nearly 50% reported PTSD
  ▪ Younger age
  ▪ Female
  ▪ Those who knew a deceased person
  ▪ Knew someone hospitalized

PTSD

Consider

• CISD teams
• EAP programs
• Full Time Counseling
Amazed at Healthcare’s Response

Adversity
Does Not
Build
Character...

It Reveals it
Innovation
Humanity & Kindness
LOVE AND SUPPORT OF EACH OTHER
Contact Information

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