RESPONDING TO THE CORONAVIRUS / COVID-19 PANDEMIC:

Toolkit for Emotional Coping for Healthcare Staff (TECHS)

CENTER FOR
PEDIATRIC TRAUMATIC STRESS

Children's Hospital of Philadelphia™

A PARTNER IN
NCTSN · The National Child Traumatic Stress Network

Nemours.

To learn more, visit: healthcaretoolbox.org/tools-and-resources/covid19

Who is This Slide Set For?

□ This slide deck was put together in response to the rapidly unfolding COVID-19 pandemic and made available on March 25, 2020. This version updated April 9, 2020.*

*We may update slide deck periodically, please check www.healthcaretoolbox.org/COVID for the latest version.

Who Developed This Slide Set?

- This resource is based on materials developed by the Center for Pediatric Traumatic Stress (CPTS), a treatment and services adaptation center in the National Child Traumatic Stress Network (NCTSN).

- We hope that these slides will be helpful in working with healthcare teams. Please use them freely, with attribution to CPTS.

- Questions or feedback? Please send to:
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Overview

I. Traumatic Stress and COVID-19
- Effects on healthcare staff
- Optional self-assessment

II. Tool #1: ABC Model
- Understanding our beliefs & thoughts and how these affect us

III. Tool #2: Steps to Reframing
- Differentiate uncontrollable versus controllable
- Identify strengths and look towards the positives

IV. Tool #3: Future Orientation

V. Resources

Goals of This Slide Set

1. Provide concrete, usable tools for healthcare staff

2. Tools support emotional coping in the face of challenging, stressful situations in healthcare settings

Common Concerns with COVID-19

- Worldwide pandemic

- Quickly changing situation

- Working in an overwhelmed healthcare system

- Healthcare professionals asked to change roles, perhaps to less familiar duties

- Ethical dilemmas related to allocating resources for patients (e.g., ventilators)

- Worries about enough PPE for healthcare staff

- Healthcare staff may become patients with COVID-19

- Protecting family members of staff from becoming infected

- Potential need for staff to self-quarantine, removing them from supporting colleagues and own families

What Do We Know From Past Experience and Emerging Studies?

You are not alone – it is very common for healthcare staff to experience emotional stress and distress in this situation.

- Learning from SARS in the early 2000's
  - In the midst of the crisis healthcare staff experienced traumatic stress, anxiety, depression, and sleep problems.
  - In the longer term (3-5 yrs), healthcare staff did not show increased levels of mental health disorders, but burnout & general stress remained an issue.

- Early studies from China in the midst of COVID-19 (Feb 2020)
  - Healthcare staff reporting
    - Traumatic stress, anxiety, depression – at same levels as general public
    - Sleep problems (more than general public)
  - What is associated with more risk of stress / anxiety / depression?
    - Worrying about family members at home, past medical (chronic illness) or mental health history
  - What might protect against stress / anxiety / depression?
    - Being satisfied with: care provided by hospital and with PPE coverage (protective measures for nosocomial infection)

PTSD and Other Emotional Responses

What emotional responses might you notice in yourself or your peers?

- Irritability
- Inability to concentrate
- Feeling angry / cynical
- Intrusive or recurrent disturbing thoughts
- Sleep problems
- Feeling emotionally detached
- Overly aware of any signs of danger
- Hopelessness
- Guilt
- Avoiding reminders of difficult experiences

- Social withdrawal
- Fear
- Chronic exhaustion
- Physical ailments
- Diminished self-care
- Feeling ineffective
- Feeling down or depressed
- Feeling apathetic

Secondary Traumatic Stress

Response to being exposed to trauma experienced by others, especially in one's work / professional role.

"The changes helpers experience in their identities, world views, and spirituality affect both the helpers' professional relationships with clients/patients and colleagues and their personal relationships."

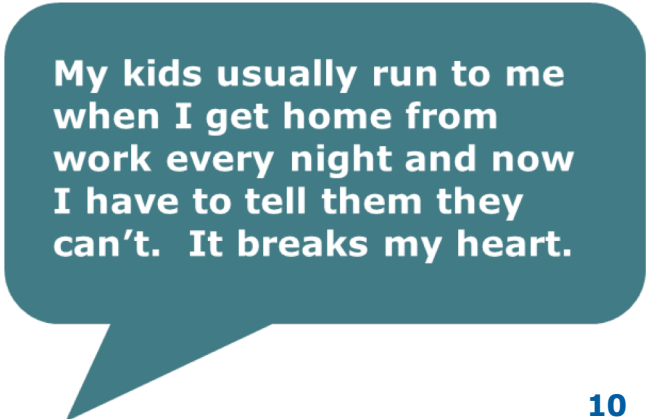– International Society of Traumatic Stress Studies

What Are We Hearing From Frontline Staff as the COVID-19 Pandemic Unfolds?

- Worry about working on the frontlines - coming home to own family and risking health of loved ones

- Concern that they and their colleagues will become infected

- Distress about not receiving enough support for own health and wellness, including access to PPE

- Discomfort about taking on new and potentially unfamiliar roles at work

> My wife and I both have to see patients. We have no choice but to expose our kids to this virus. We are doing everything we can to protect them. But it puts a cloud over every meal, every hug, every bedtime story.

> My kids usually run to me when I get home from work every night and now I have to tell them they can't. It breaks my heart.

How To Address Traumatic Stress Reactions

- ❑ **Universal Self-Care**

  - Everyone can benefit from learning more about coping

  - Learn specific coping tools, based in solid research, in these slides: **Toolkit for Emotional Coping for Healthcare Staff (TECHS)**

  - Find links to other resources on HealthCareToolbox.org

- ❑ **Significant Reactions**

  - If you experience significant traumatic stress reactions or you have any reactions that worry you, PLEASE USE THE SUPPORT AVAILABLE TO YOU

  - Bara Psych

  - Careways: 086123 4123/0118478000

  - https://www.therapyroute.com/ -Mental Health Service Directory

Toolkit for Emotional Coping for Healthcare Staff (TECHS)

INTRODUCTION

Toolkit for Emotional Coping for Healthcare Staff (TECHS)

- Learn and use evidence-based tools for coping

- TECHS includes 3 tools to understand and manage adversity
    - Can be repeated for new or recurring stressful situations

- Interpersonal/team-based approach *

- Tools are based on:
    - Cognitive-behavioral therapy skills
    - Skills for groups and families

* Best in a team – but you can use parts of it on your own if needed.

Individual Practice with Tools

We will introduce 3 tools:

1. **ABC Model**

2. **Steps to Reframing**

3. **Future Orientation**

TECHS TOOL #1: ABC Model

Why Are You in Healthcare?

Let's begin by spending a few minutes considering the current context.

Why did you choose this profession?

- What drew you to it?

- What, if any, reservations have you had about this career choice?

- What are the best parts of this career?

- What are the most challenging parts?

ABC Model
based in cognitive theory / research

Next, you'll take a little time to understand your feelings, thoughts, and behaviors.

- These tools will help you reflect on
  - Where you are emotionally in this moment
  - How feelings, beliefs, behaviors have an impact on your wellbeing

A
Adversity / Event

→

B
Beliefs / Thoughts

→

C
Consequences

ABC Model

ADVERSITY

What events are upsetting me right now?

⬇

BELIEFS

What thoughts am I having about the adversity? What am I saying to myself in private?

⬇

CONSEQUENCES

How is all this impacting my...

↩   ⬇   ↪

FEELINGS

How am I feeling as a result? Am I angry... sad... worried?

ACTIONS

What do I do when I feel this way? Do I show feelings or hide them?

RELATIONSHIPS

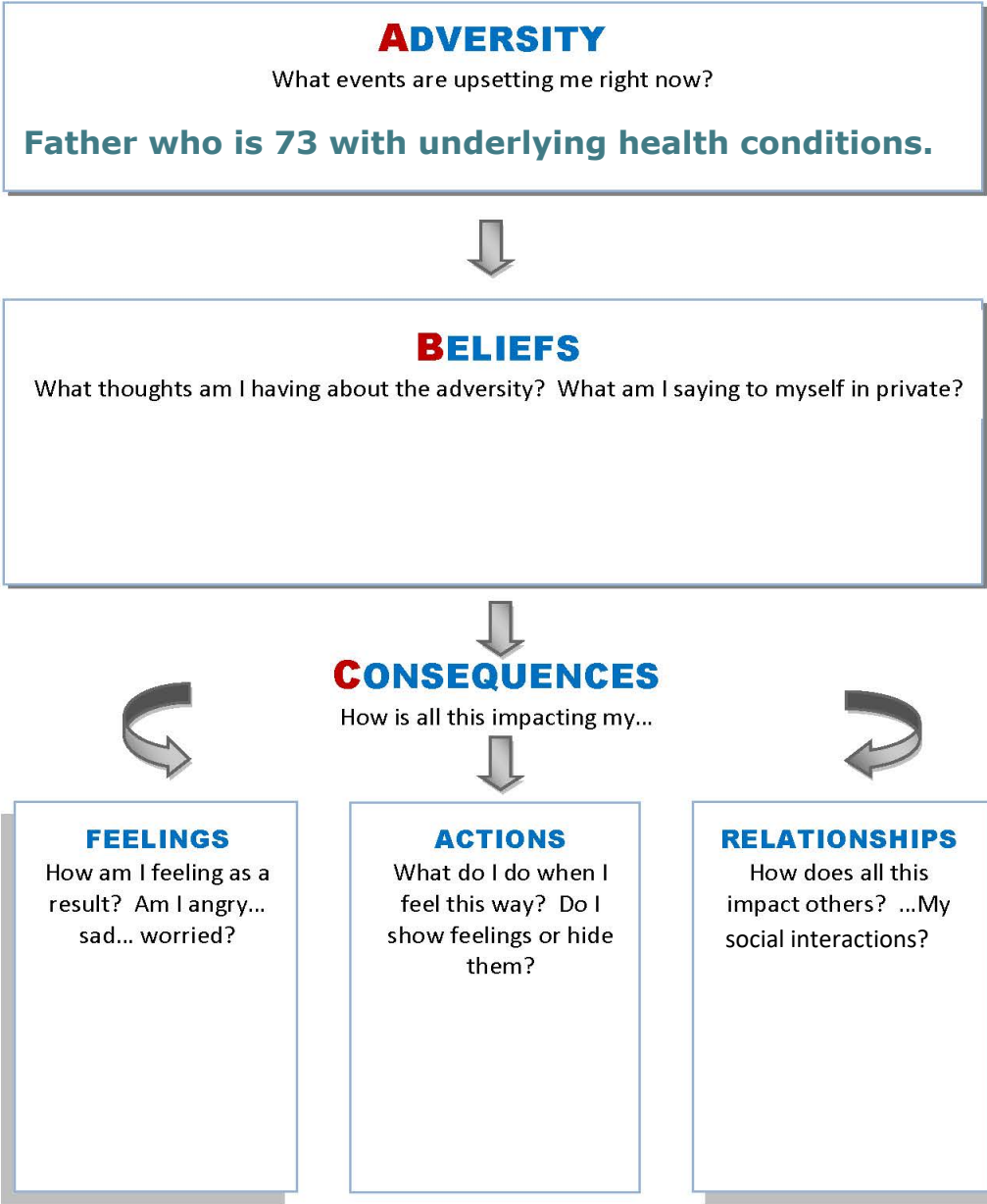How does all this impact others? ...My social interactions?

Directions:

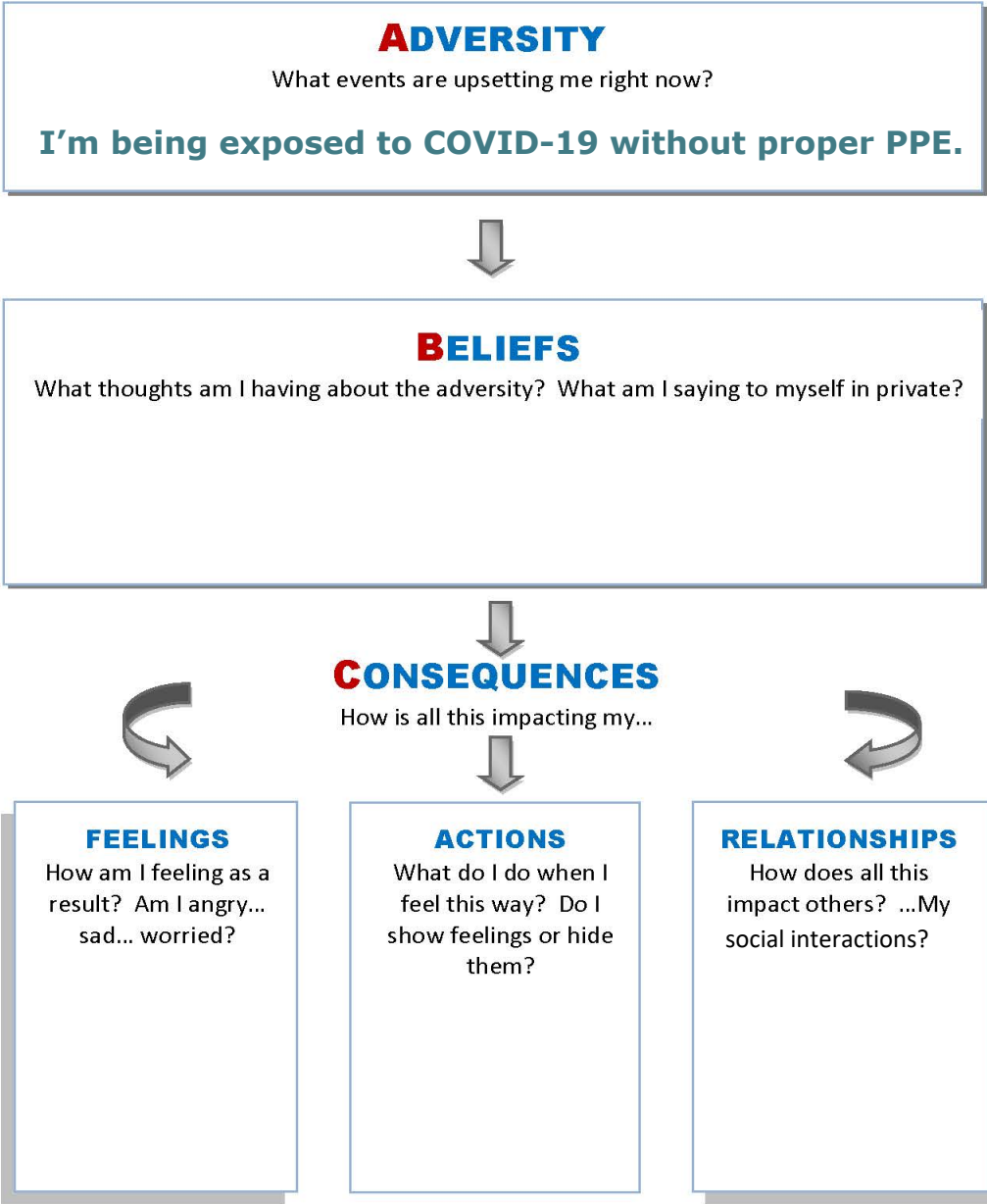**Work through this form on your own or in your group**

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A = Adversity

☐ Identify an **event that is particularly upsetting to you** in this moment

☐ Examples (adversities)
- So many patients at once
- Working outside of my usual role
- My kids are at home and need me
- I'm not available to help my partner/family
- Feeling emotionally isolated from family and support systems

ABC Model

ADVERSITY

What events are upsetting me right now?

Father who is 73 with underlying health conditions.

BELIEFS

What thoughts am I having about the adversity? What am I saying to myself in private?

CONSEQUENCES

How is all this impacting my...

FEELINGS

How am I feeling as a result? Am I angry... sad... worried?

ACTIONS

What do I do when I feel this way? Do I show feelings or hide them?

RELATIONSHIPS

How does all this impact others? ...My social interactions?

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ABC Model

ADVERSITY

What events are upsetting me right now?

I'm being exposed to COVID-19 without proper PPE.

BELIEFS

What thoughts am I having about the adversity? What am I saying to myself in private?

CONSEQUENCES

How is all this impacting my...

FEELINGS

How am I feeling as a result? Am I angry... sad... worried?

ACTIONS

What do I do when I feel this way? Do I show feelings or hide them?

RELATIONSHIPS

How does all this impact others? ...My social interactions?

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B = Beliefs

- What **thoughts** are you having about the adversity you chose to focus on?

- What are you saying to yourself in private about this adversity?

- Examples (beliefs / thoughts):
  - I can't handle this stress.
  - I'm ineffective at work.
  - I'm not a good parent/partner/healthcare worker.
  - This situation has no end.

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ABC Model

ADVERSITY

What events are upsetting me right now?

Father who is 73 with underlying health conditions.

BELIEFS

What thoughts am I having about the adversity? What am I saying to myself in private?

I can't protect my father.
He is at high risk.
He might die.

CONSEQUENCES

How is all this impacting my...

FEELINGS

How am I feeling as a result? Am I angry... sad... worried?

ACTIONS

What do I do when I feel this way? Do I show feelings or hide them?

RELATIONSHIPS

How does all this impact others? ...My social interactions?

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ABC Model

ADVERSITY

What events are upsetting me right now?

I'm being exposed to COVID-19 without proper PPE.

BELIEFS

What thoughts am I having about the adversity? What am I saying to myself in private?

- **I am going to be infected.**
- **I might get someone I love sick.**
- **Someone I love might die because I brought COVID-19 home.**

CONSEQUENCES

How is all this impacting my...

FEELINGS

How am I feeling as a result? Am I angry... sad... worried?

ACTIONS

What do I do when I feel this way? Do I show feelings or hide them?

RELATIONSHIPS

How does all this impact others? ...My social interactions?

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CONSEQUENCES
How is all this impacting my...

FEELINGS
How am I feeling as a result? Am I angry... sad... worried?

ACTIONS
What do I do when I feel this way? Do I show feelings or hide them?

RELATIONSHIPS
How does all this impact others? ...My social interactions?

C = Consequences
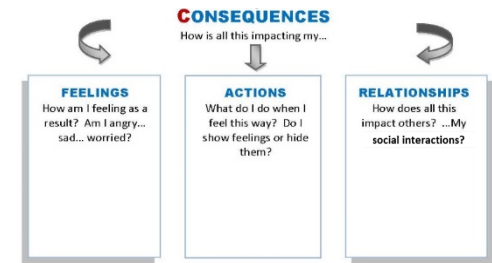
- What **outcomes and consequences** are related to this adversity and your beliefs / thoughts?

- FEELINGS: How are you **feeling** as a result?
  - Angry?
  - Sad?
  - Worried?

- RELATIONSHIPS: How does all of this impact **others**?
  - Your colleagues?
  - Your friends and family?
  - Your patients?

- ACTIONS: What do you **do** when you feel that way?
  - Show or hide your feelings?
  - Healthy choices?

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ABC Model

ADVERSITY
What events are upsetting me right now?

Father who is 73 with underlying health conditions.

BELIEFS
What thoughts am I having about the adversity? What am I saying to myself in private?

**I can't protect my father.
He is at high risk.
He might die.**

CONSEQUENCES
How is all this impacting my...

FEELINGS
How am I feeling as a result? Am I angry... sad... worried?

- **Very scared**
- **Very worried**
- **Sad**

ACTIONS
What do I do when I feel this way? Do I show feelings or hide them?

- **Calling my parents.**
- **Trying to follow social distancing carefully and get others to do the same.**
- **Thinking more slowly.**

RELATIONSHIPS
How does all this impact others? ...My social interactions?

- **Conflicts with some family and friends.**
- **Distant or isolated from some family and friends**

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ABC Model

ADVERSITY

What events are upsetting me right now?

I'm being exposed to COVID-19 without proper PPE.

⬇

BELIEFS

What thoughts am I having about the adversity? What am I saying to myself in private?

- **I am going to be infected.**
- **I might get someone I love sick.**
- **Someone I love might die because I brought COVID-19 home.**

⬇

CONSEQUENCES

How is all this impacting my...

⬇

FEELINGS

How am I feeling as a result? Am I angry... sad... worried?

- **Terrified**
- **Irritable**
- **Sad**
- **Lonely**

ACTIONS

What do I do when I feel this way? Do I show feelings or hide them?

- **Wearing as much PPE as I can.**
- **Washing hands, clothes, mask repeatedly.**
- **Not sleeping well.**
- **Distancing from loved ones.**

RELATIONSHIPS

How does all this impact others? ...My social interactions?

- **Less patience with children**
- **Distant or isolated from family and friends**
- **More easily frustrated with colleagues**

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TECHS TOOL #2: Steps to Reframing

Steps to Reframing

- During ABC: You identified a specific adversity, and developed a greater understanding of your beliefs/thoughts and their consequences (e.g., on your feelings, actions, and relationships).

- Next, let's consider how to shift those consequences to a more positive place.

4 Steps to Reframing

Step 1:
Accept the Uncontrollable

Step 2:
Focus on the Controllable

Step 3:
Acknowledge Your Own Strengths

Step 4:
Use the Positive

Directions:
Work through these steps on your own or in your group,

Step 1: Accept the Uncontrollable

It can be difficult to accept that some things are out of our control.

□ List: What parts of this adversity are truly beyond your control?

□ Write: What is it like to give up that control?

Step 1

4 Steps to Reframing

Step 1:
Accept the Uncontrollable

Step 2:
Focus on the Controllable

Step 3:
Acknowledge Your Own Strengths

Step 4:
Use the Positive

- **If my father gets COVID-19**
- **If other people follow social distancing**
- **My ability to operate at full capacity**

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4 Steps to Reframing

Step 1:
Accept the Uncontrollable

- **If I get COVID-19**
- **If I have enough PPE**
- **The decisions of my institution**

Step 2:
Focus on the Controllable

Step 3:
Acknowledge Your Own Strengths

Step 4:
Use the Positive

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Step 2: Focus on the Controllable

- List: What in this situation is within your control?

- List: What aspects can you focus on that will
  - Improve the situation?
  - Help you cope better?
  - Help you feel more in control?
  - Help your patients / your colleagues / your family & friends?

Step 2

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4 Steps to Reframing

Step 1:
Accept the Uncontrollable

- If my father gets COVID-19
- If other people follow social distancing
- My ability to operate at full capacity

Step 2:
Focus on the Controllable

- My own social distancing behavior
- My use of coping strategies
- Being helpful to other people

Step 3:
Acknowledge Your Own Strengths

Step 4:
Use the Positive

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4 Steps to Reframing

Step 1:
Accept the Uncontrollable

- **If I get COVID-19**
- **If I have enough PPE**
- **The decisions of my institution**

Step 2:
Focus on the Controllable

- **My careful use of the resources I do have, e.g. masks, washing, social distancing**
- **Optimizing the time I have with loved ones**
- **Working to use coping methods that feel helpful to me**

Step 3:
Acknowledge Your Own Strengths

Step 4:
Use the Positive

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Step 3: Acknowledge Your Own Strengths

Think back to a time when you dealt with a challenging situation in the past.

Write a few notes about:

- What strengths helped you cope?

- What strengths do you have with your team or family that maybe you don't have alone?

- Which of these strengths can be applied to this situation?

Step 3

4 Steps to Reframing

Step 1:
Accept the Uncontrollable

- If my father gets COVID-19
- If other people follow social distancing
- My ability to operate at full capacity

Step 2:
Focus on the Controllable

- My own social distancing behavior
- My use of coping strategies
- Being helpful to other people

Step 3:
Acknowledge Your Own Strengths

- My ability to communicate my thoughts and feelings
- My ability to be helpful to my friends and family

Step 4:
Use the Positive

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4 Steps to Reframing

Step 1:
Accept the Uncontrollable

- **If I get COVID-19**
- **If I have enough PPE**
- **The decisions of my institution**

Step 2:
Focus on the Controllable

- **My careful use of the resources I do have e.g., masks, washing, social distancing**
- **Optimizing the time I have with loved ones**
- **Working to use coping methods that feel helpful to me**

Step 3:
Acknowledge Your Own Strengths

- **My experience and training will support my ability to keep myself as safe as possible.**
- **My ability to connect with and support my family, friends, and colleagues.**

Step 4:
Use the Positive

Step 4: Use the Positive

If you accept the uncontrollable, focus on the controllable, and apply your strengths.

- ❑ How can using the previous footsteps help me think differently?

- ❑ How would you see the adversity differently?

- ❑ How would it impact others?

- ❑ Based on this exercise, is there a positive take-home message for you?

Step 4

4 Steps to Reframing

Step 1:
Accept the Uncontrollable

- If my father gets COVID-19
- If other people follow social distancing
- My ability to operate at full capacity

Step 2:
Focus on the Controllable

- My own social distancing behavior
- My use of coping strategies
- Being helpful to other people

Step 3:
Acknowledge Your Own Strengths

- My ability to communicate my thoughts and feelings
- My ability to be helpful to my friends and family

Step 4:
Use the Positive

- My worries could become more manageable
- I may have less conflict with and feel more connected to family and friends

4 Steps to Reframing

Step 1:
Accept the Uncontrollable

- If I get COVID-19
- If I have enough PPE
- The decisions of my institution

Step 2:
Focus on the Controllable

- My careful use of the resources I do have, e.g. masks, washing, social distancing
- Optimizing the time I have with loved ones
- Working to use coping methods that feel helpful to me

Step 3:
Acknowledge Your Own Strengths

- My experience and training will support my ability to keep myself as safe as possible.
- My ability to connect with and support my family, friends, and colleagues, perhaps in new, creative ways.

Step 4:
Use the Positive

- I may feel less anxiety.
- I may feel more connected to those I care about, even if the connection looks different than normal.

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TECHS TOOL #3: Future Orientation

# Consider your COVID-19 Roadmap
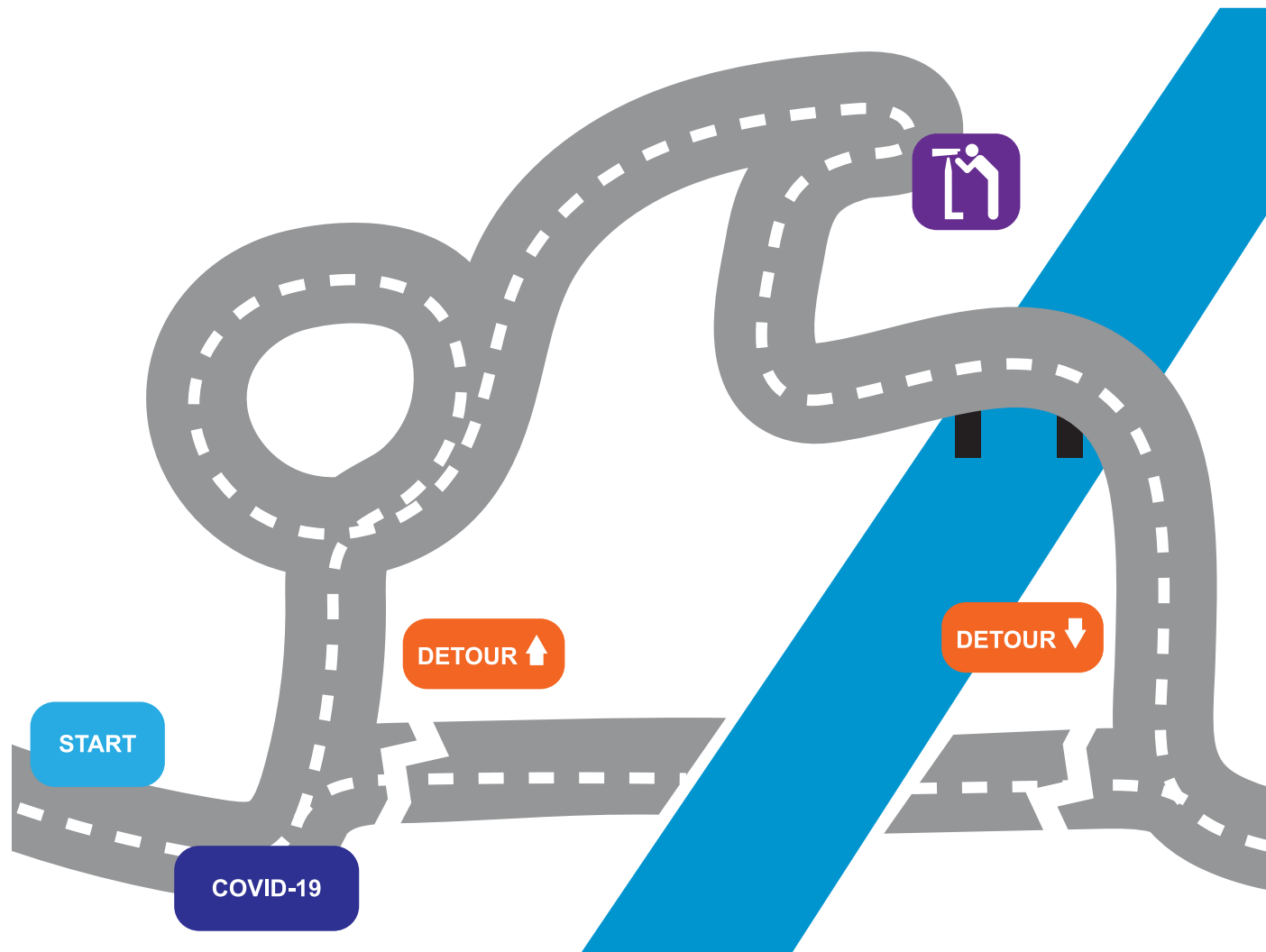
Roadmap – Dealing with COVID-19

- Dealing with this pandemic is like a journey, with a beginning, middle, and end.

- Individual challenges, patients, and families may be a part of your journey.

- We can sometimes get stuck focusing on just certain parts of a stressful experience.

- It's often useful to think broadly about the past, present, and future – across the entire journey.
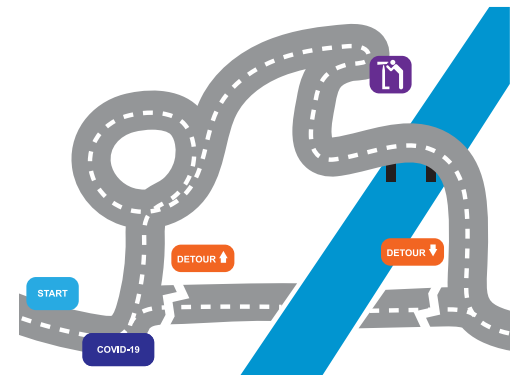
Future Orientation

- Where do you see yourself on the roadmap right now? Why?

- Where were you on the roadmap in the first or earlier portion of this journey?

- How do you think your position on the map impacts your
  - Coping?
  - Daily life?
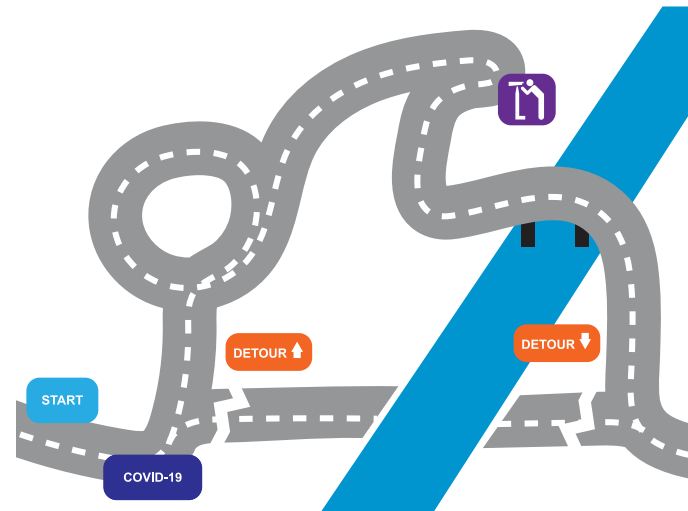 - Personal relationships?
  - Professional relationships?
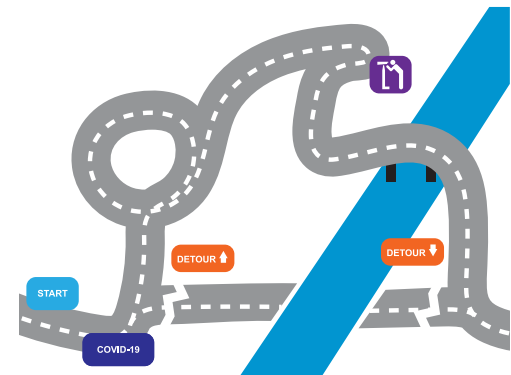
COVID-19 Roadmap

CURRENT POSITION ON MAP

- *In the roundabout, going in circles trying to get people to follow social distancing rules carefully.*

STARTING POSITION ON MAP

- *Just before the roundabout, figuring out what was happening and not quite sure of the severity of the situation.*
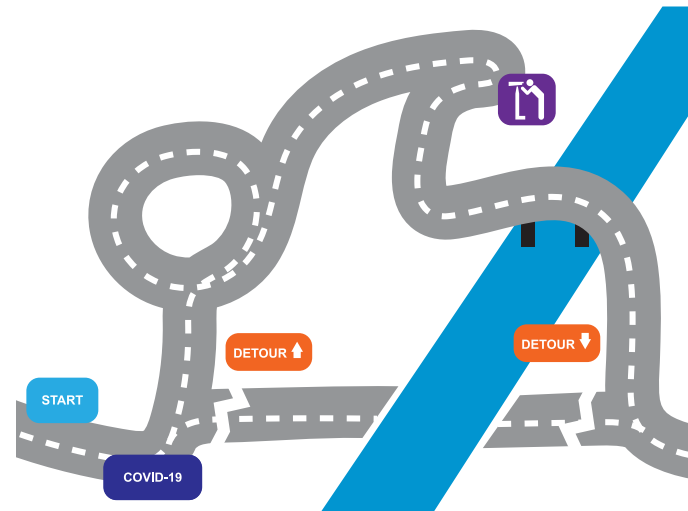
COVID-19 Roadmap

CURRENT POSITION ON MAP

- *At the first detour, trying to find a way past this barrier of not enough PPE and daily risk of being infected.*

STARTING POSITION ON MAP

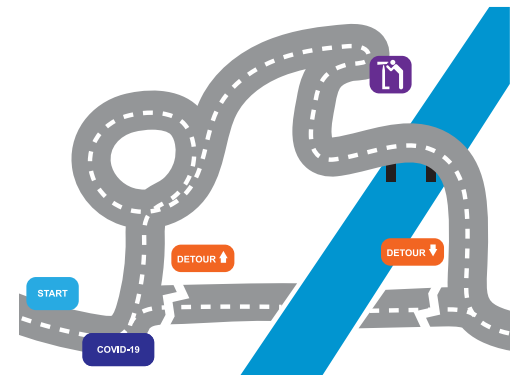- *At the "start", seeing COVID-19 coming to my country and likely to cause significant suffering and fear.*

Future Orientation

Consider a time in the future (e.g., 2 weeks, 2 months, 2 years).

- Where are you on the map?

- What's happening at work at this point?

- What's happening at home at this point?

- What is daily life like?

- What will help you move to a more positive place by this time point?

COVID-19 Roadmap
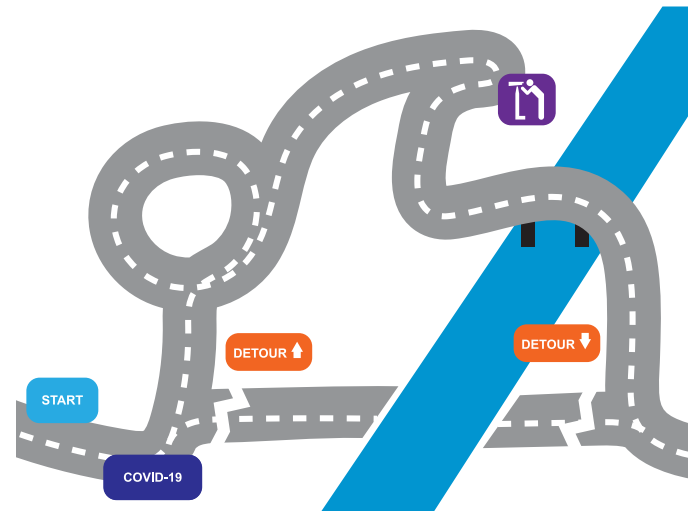
CURRENT POSITION ON MAP

- *In the roundabout, going in circles trying to get people to follow social distancing rules carefully.*

STARTING POSITION ON MAP

- *Just before the roundabout, figuring out what is happening and not quite sure of the severity of the situation.*

FUTURE POSITION ON MAP

- *In two months, at the lookout point, reflecting on what we have been through and seeing a more stable, predictable future.*

COVID-19 Roadmap

CURRENT POSITION ON MAP

- At the first detour, trying to find a way past this barrier of not enough PPE and daily risk of being infected.

STARTING POSITION ON MAP

- *At the "start", seeing COVID-19 coming to my country and likely to cause significant suffering and fear.*

FUTURE POSITION ON MAP

- *In one week, at the roundabout, finding more of a routine and predictability. Knowing the train we are on - how severe infections are in my area and at my institution - so we are going round and round with this new COVID-19 routine.*
- *Perhaps being able to find a way to be more present with loved ones during my time away from work.*

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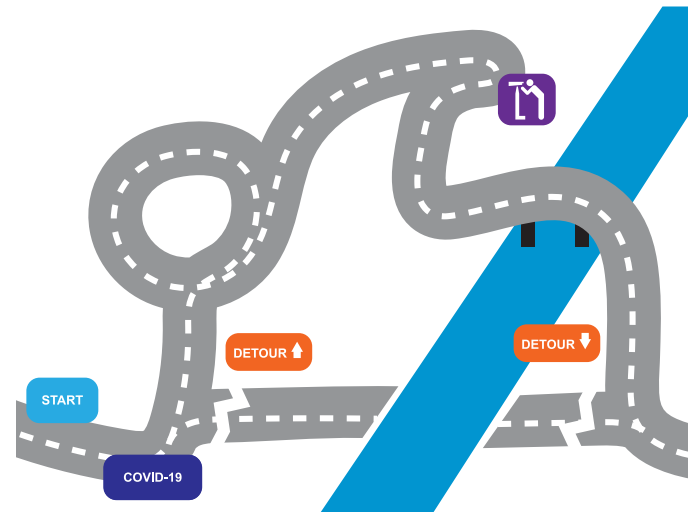
Free/inexpensive apps

- **One-Moment Meditation**

- **Smiling Mind**

- **Mindfulness:The Art of Being Human**

- **ACT Coach**

- **Conscious**

- **SuperBetter**

- **Honest Meditation**

**" Whatever you are, be a good one"
Abraham Lincoln**

"Life's most persistent and urgent question is , " what are you doing for others?" MLK