



# Supporting the Well-being of Health Workers During the COVID-19 Pandemic

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# Objectives

- To describe the impact of the coronavirus pandemic on the psychological well-being of health care workers
- To discuss the potential impact on patient care and institutional resilience
- To review steps that health care institutions can take to support health workers



# COVID-19: The defining health crisis of our generation

- Health care already a high-risk environment for workers
- Straining health care staff
- Patient care creates personal risk
- Threatens emotional well-being



# Risks to Emotional Well-being of Health Care workers

- Short term
  - Fear, anxiety for self and family, role change
  - Anger and frustration
  - Anguish and grief
  - Separation
- Longer term
  - Burnout, worsening mental health conditions
  - Post Traumatic Stress Disorder (PTSD)

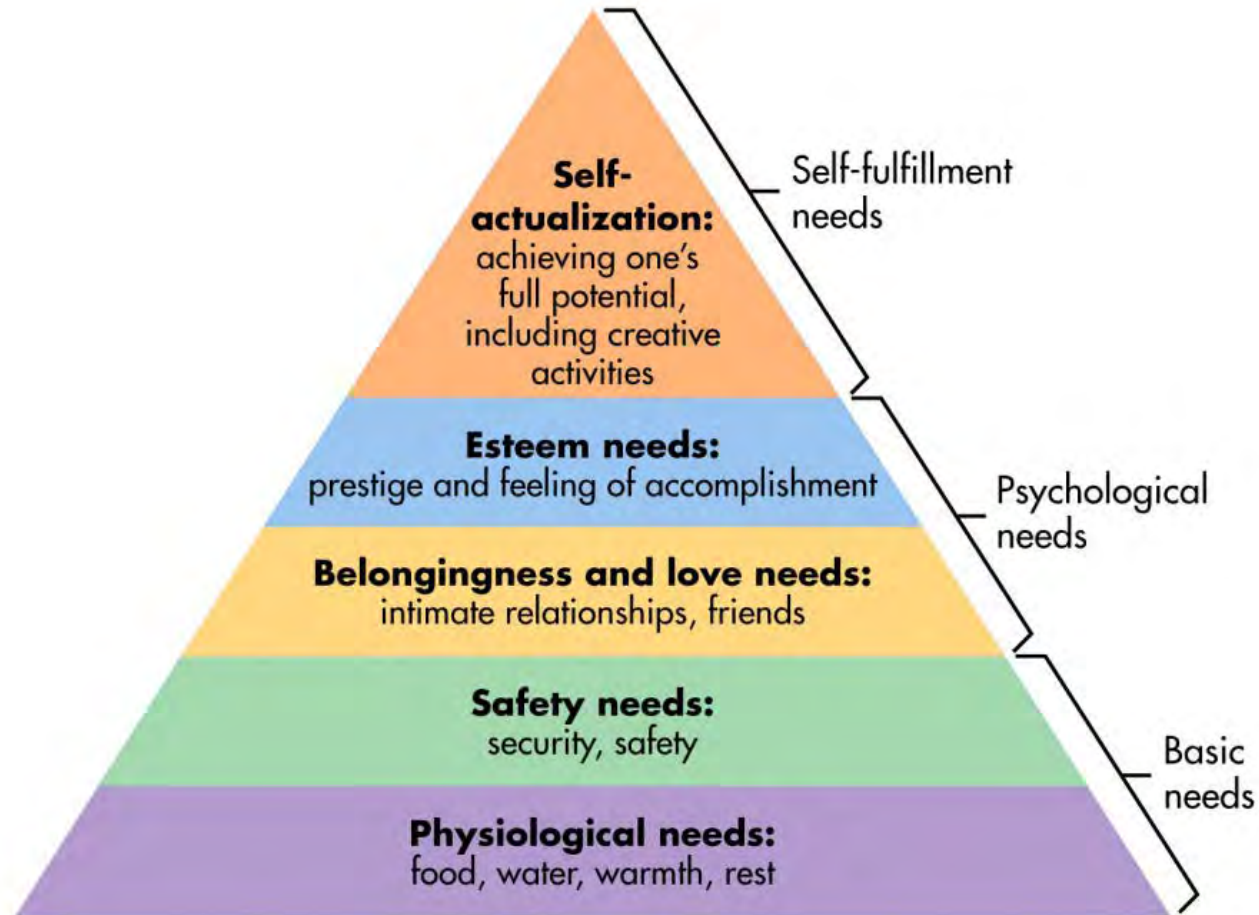


# Risk to Mission

- Distress can be disabling
- Reduced performance
- Absenteeism
- Threat to institutional response



# Addressing Maslow's Hierarchy of Needs



# Basic Needs

- Food, sleep, rest, exercise
  - Meals
  - Hotel rooms
- New demands
  - Transportation
  - Childcare
  - Groceries





# Worker Safety



- Personal protective equipment (PPE)
- How to use it properly
- Protocols and rules
- Testing

# Psychological Needs Crisis Leadership and Communication

- Fight-or-flight state reduces
  - Ability to think rationally
  - Receive information and accept orders
- Communicate
  - Listen and normalize feelings
  - Often and honestly
  - Provide clear and optimistic vision and plan
  - Focus on resilience + group cohesion



# Coordinating Committee on Staff Support



# Johns Hopkins Integrated Continuum for Staff Support

- Office of Well-Being
- Healthy at Hopkins
- Spiritual Care
- RISE: Resilience in Stressful Events
- mySupport
- Department of Psychiatry



# Office of Well-Being

FOR ALL JHM FACULTY & STAFF

## COVID-19 Support Resources

Access a comprehensive list of online support resources for all Johns Hopkins faculty and staff.

Basic Needs  
Resources

Mental,  
Emotional,  
Spiritual  
Supports

Arts for  
Healing

Physical  
Activity  
Resources

# Healthy at Hopkins

- Extensive and coordinated wellness programs
- Expanded to include basic support including child care and food for staff



# Spiritual Care

The Spiritual Care and Chaplaincy Team



- Critical role in staff support
- Regularly rounding on the wards
- Well known to staff from previous collaborative care

# RISE: Resilience in Stressful Events



- Lead by Albert Wu, Cheryl Connors and Matt Norvell
  - Trained peer support response teams
  - Rounding on key units during COVID-19 crisis
  - Now expanding teams
- Information about training:
  - <https://www.marylandpatientsafety.org>



# Psychological First Aid

## Dr. George Everly's Coursera Course



## RAPID

- **R**apport and Reflective Listening
- **A**ssessment of current needs
- **P**rioritization
- **I**ntervention – what can we do now to offer help
- **D**isposition and referral

<https://www.coursera.org/learn/psychological-first-aid/>

# mySupport

Phone assistance, short term counseling, and referral for staff AND their families



*Real solutions for real life*

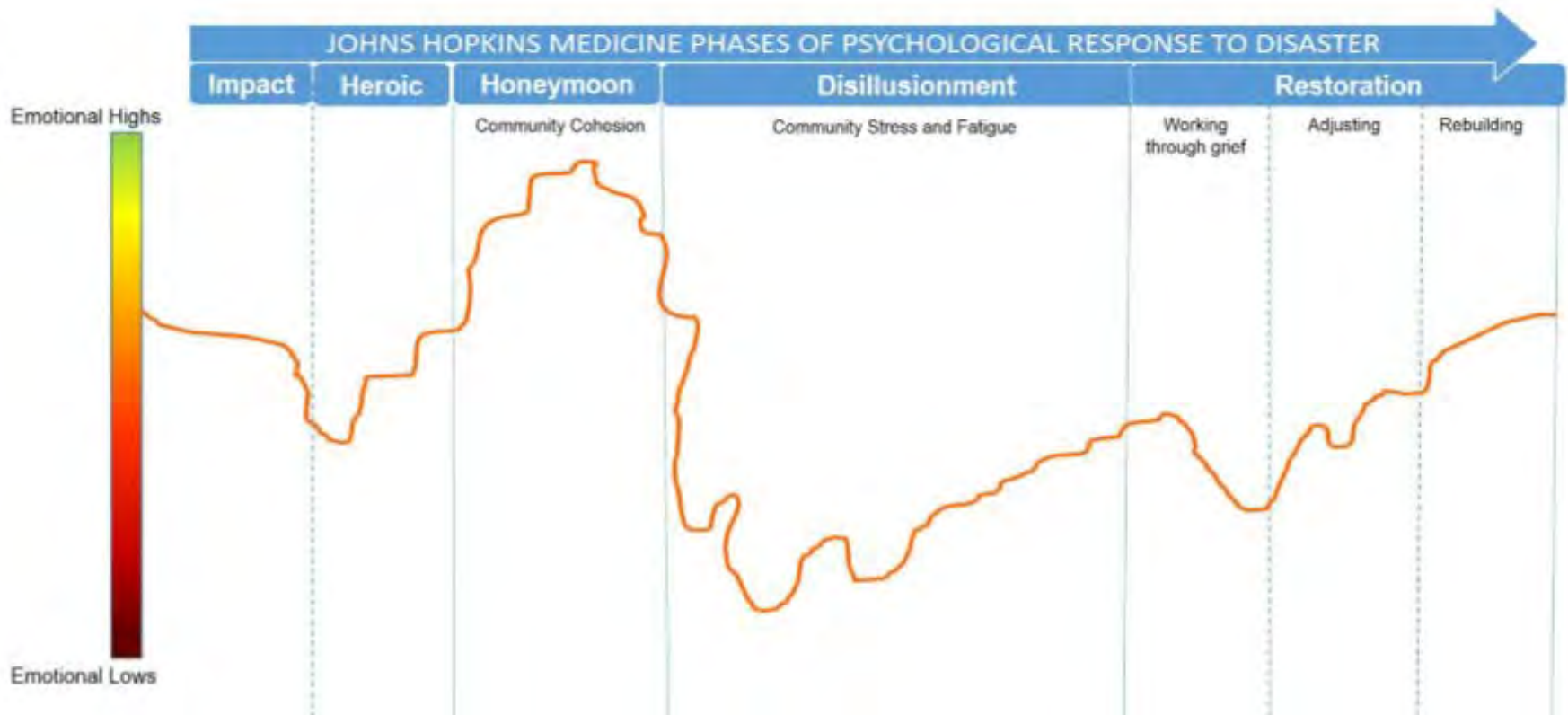


# Johns Hopkins Psychiatry



- COVR-JHM Clinic
  - Care for frontline health care workers
  - Individual psychiatric assessments
  - Follow-up treatment
- Group therapy
- Referrals from
  - Healthy at Hopkins, Spiritual Care, RISE, mySupport
  - Consultants, individuals, supervisors, peers

# Phases of Psychological Response to Disaster



Developed by George Everly, PhD

MICUSTRONG

FOREVER

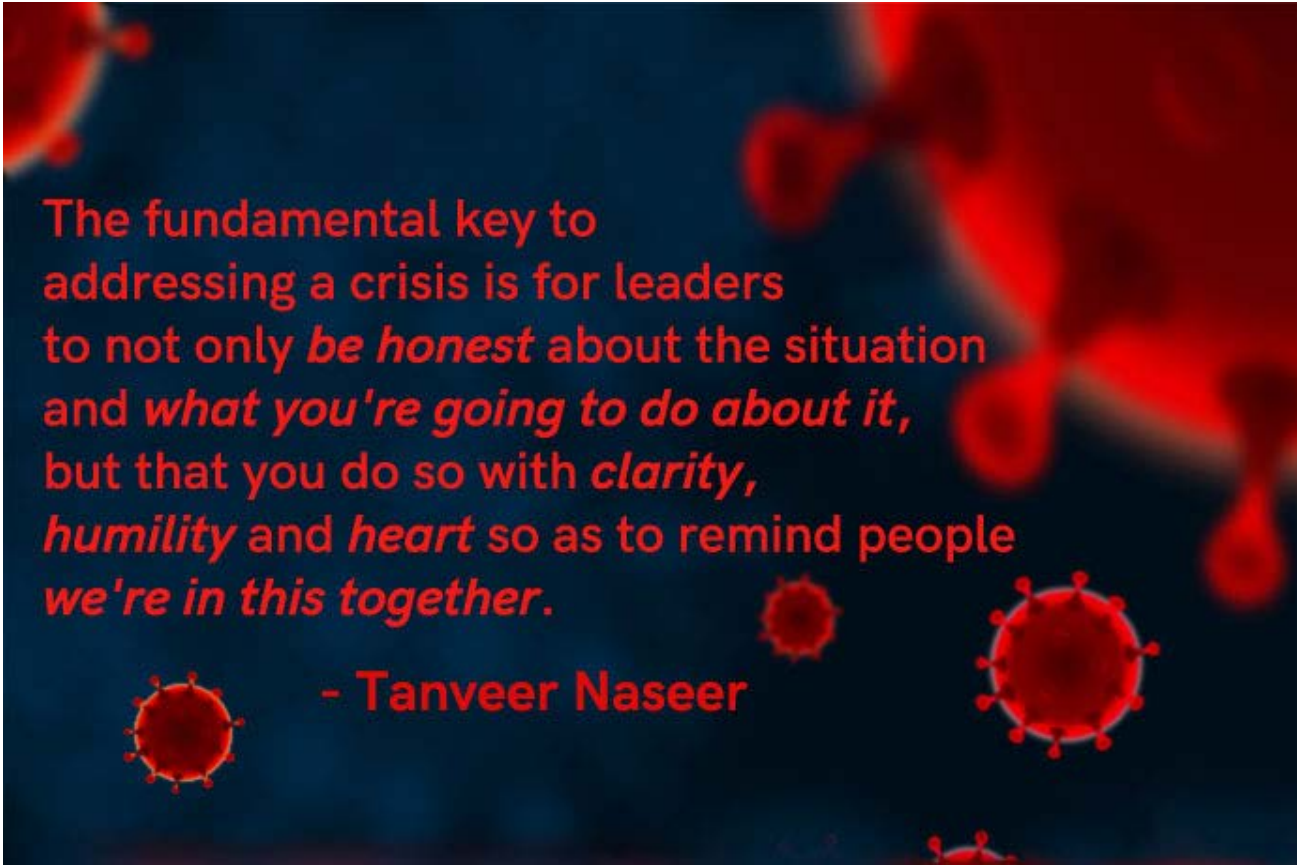


# Summary

- Staff caring for people with COVID19 are anxious, fearful, off-balance, missing support
- Confused, angry, sad
- Health care institutions should support basic needs and safety
- Provide a continuum of staff support to maintain their well-being

# Contact Albert Wu

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The fundamental key to addressing a crisis is for leaders to not only *be honest* about the situation and *what you're going to do about it*, but that you do so with *clarity*, *humility* and *heart* so as to remind people *we're in this together*.

- Tanveer Naseer