

RESILIENCY OF HEALTHCARE WORKERS DURING THE SARS-COV-2 PANDEMIC

Robert Fishwick

M.S. in Health Care Management

[Summer 2021]

Granite State College

SITUATION

- COVID-19 caused world wide health crisis
- Overwhelming burden of illness and mortality
- Placing healthcare professionals in an impossible situation
- Front line health workers experienced mental and physical ailments
- Challenging the resilience of frontline health workers

BACKGROUND

- ❖ Rapid and disruptive change requires conviction, confidence, and courage for immediate and long-term sustainability.
- ❖ The deleterious effects of stress lead to mental health problems such as depression and anxiety, which, consequently may affect work, family and other social relationships.
- ❖ ‘Resilience’ Ability to cope with the negative effects of stress and avoid mental health problems and their wider effects.
- ❖ Various interventions support resilience and mental well-being in frontline healthcare professionals

Aim Of The Project

- ❖ 30 Respiratory Therapists, 300 bed community hospital epicenter of COVID - 19 pandemic in the State of New Hampshire
- ❖ Emailed survey 30 staff, 24 views, 23 responses. 95.5% completion rate
- ❖ Identify issues linking amplified emotional stress, and physical responses
- ❖ Perception of leadership/organizational support during the pandemic
- ❖ Tools participants found helpful for self care/maintaining resilience
- ❖ Organizational/Leadership processes to support health worker resilience

Question	Yes	%	No	%	Unsure	%
Given the unknowns and serious nature of the COVID-19 virus, did you experience hopelessness?	13	56.5%	8	36.5%	2	8.7%
During the COVID-19 pandemic my department leadership team conveyed a supportive environment?	13	65.6%	3	13.0%	7	30.40%
I felt free to express my feelings about the pandemic in an open and non-judgmental environment?	16	69.6%	1	5%	4	20%
During the COVID-19 pandemic I struggled for restful sleep.	12	60%	8	40%	0	0%
During the pandemic I experienced increased sadness and depression.	12	60%	7	35%	1	5%
My personal/family life was affected by the pandemic and resulted in increased stress and anxiety at work?	16	69.6%	6	26.10%	1	4.3%
The organization provided tools and resources to help me stay resilient during the pandemic response?	9	34.86%	9	39.10%	6	26.10%

Thinking about resilience as a healthcare worker during the COVID-19 pandemic, I participated in the following to manage the increased levels of stress. Select all the apply

Answer	Responses	% of subjects
Slept more than usual	8	34.8%
Watched tv/read books	9	39.10%
Exercised more	10	52.52%
Spent with family	7	33.00%
I did nothing different	2	10.0%

Recommendations

- Organizations/Leadership: Communication, psychosocial support and treatment, adjusting tasks and responsibilities, adjusting work patterns, and team building
- Zen Den: Space to go to relax, connect with present moment, combat physical effects of mental health issues or find peace amongst chaos.
- Essentials Oils, Electric Candles, Soft Lighting, Journal and Massage Chair.

Zen Den



References

- Rangachari, P., & L Woods, J. (2020, June 15). *Preserving Organizational Resilience, Patient Safety, and Staff Retention during COVID-19 Requires a Holistic Consideration of the Psychological Safety of Healthcare Workers*. International journal of environmental research and public health.
[https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7345925/.](https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7345925/)
- Serrano-Ripoll, M. J., Meneses-Echavez, J. F., Ricci-Cabello, I., Fraile-Navarro, D., Fiol-deRoque, M. A., Pastor Moreno, G., Castro, A., Ruiz-Perez, I., Zamanillo Campos R, R., & Gonçalves-Bradley, D. C. (2020, December 1). *Impact of viral epidemic outbreaks on mental health of healthcare workers: A rapid systematic review and meta-analysis*. Journal of affective disorders.
[https://pubmed.ncbi.nlm.nih.gov/32861835/.](https://pubmed.ncbi.nlm.nih.gov/32861835/)
- Igoe, K. J. (2020, September 21). *How to Build-And Lead-Resilient Health Care Teams During COVID-19*. Executive and Continuing Professional Education. [https://www.hsph.harvard.edu/ecpe/how-to-build-lead-resilient-health-care-teams-covid-19/.](https://www.hsph.harvard.edu/ecpe/how-to-build-lead-resilient-health-care-teams-covid-19/)
- Lai, J. (2020, March 23). *Mental Health Outcomes Among Health Care Workers Exposed to COVID-19*. JAMA Network Open. <https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2763229>
- Labrague, L. J. (2021, April 28). *Psychological resilience, Coping behaviours and social support among health care workers during THE COVID-19 pandemic: A systematic review of quantitative studies*. Wiley Online Library. [https://onlinelibrary.wiley.com/doi/full/10.1111/jonm.13336.](https://onlinelibrary.wiley.com/doi/full/10.1111/jonm.13336)



Questions
?