

Thanks all for your participation in the 4/30/20 version of COVID in 20: **Front-line Provider Wellness: Insights from the Trenches on What's Working and What's Not**. Thanks especially to our colleagues for sharing their experience and wisdom with us.

We value your time, so we want to make sure to keep to the 20-minute timeframe. This will limit our ability to answer all questions on the call, so here are answers to questions posed during the COVID in 20. A special thanks to Drs. Kavitha Reddy and Tulika Singh for answering these.

- Clinician Well-Being and Resilience resource: <https://nam.edu/initiatives/clinician-resilience-and-well-being/>
- Another resource for employees - Employee Whole Health: <https://www.va.gov/WHOLEHEALTH/professional-resources/EWH-Resources.asp>
- <https://nam.edu/initiatives/clinician-resilience-and-well-being/clinician-well-being-strategies-during-covid-19/>

<ANSWERED DURING PRESENTATION>

**For those who may need more intense psychological support, what's the best way to approach them that won't exacerbate any guilt or worry they may experience if they take time away from work?**

First acknowledge these emotions can be normal during times of stress. It is important to say out loud what you are feeling, whether it is stress, anxiety, or fear, for example. If these emotions are even more heightened, then it is really important to reach out for help. The Employee Assistance Program (EAP) can be really helpful. NCP has good resources for coping with crisis. See below. Chaplain services is also very helpful in processing some of these emotions. The most important thing to remember is that there is help, and you are not alone.

Really important to know that no emotion we are feeling is "wrong" or "weak". When we think that, it further isolates us and can lead to despair. The healthcare profession is challenging in the best of times. The stress is magnified immensely during this pandemic. Need to normalize any and all feelings, reassure that these feelings are shared by many if not all of us, and that the only way through this is together.

**More recommendations:**

Another great resource going out through Vantage Point Blog and VA Social Media to try to reach Veterans, Caregivers, anyone is the #livewholehealth series:

<https://www.blogs.va.gov/Vantage/tag/livewholehealth/>

Thor Ringler and My Life My Story are from the Madison VA

You can learn more about "My Life, My Story" on the Diffusion Marketplace:

<https://marketplace.va.gov/practices/My-Life-My-Story>

Chaplains are available as well, and they have been spearheading moral injury, as they supplement whole health care

Important to acknowledge the stress you hear, and "normalize" as understandable given this extraordinary stress. MI skills can be helpful here, and asking if they are open to talking about coping strategies (such as taking a break)

NCP has a handout on coping in crisis for healthcare workers

The Coping in Crisis for Health Care Workers is linked here:

<https://dvagov.sharepoint.com/sites/VHAPrevention/default.aspx>

**I do wonder if staff are commonly using a buddy system while working? To touch base periodically and support as both Dr. Reddy and Singh are suggesting.**

This is a great idea. Many colleagues are doing zoom meetings to support each other. Some sites have organized special check in sessions for employees just to share experiences or frustrations. Setting up a system to check in on each other can be really good during this time.

Virtual support groups would be a great option, led by trained professionals, could be according to specialty if that is helpful.