Keeping Your Patients Engaged During the COVID-19 Crisis & Care for the Caregivers to Avoid Professional Burnout

Tuesday, June 9th at 6PM EST

Welcome to Tonight’s Webinar

Please submit questions in the control panel

Tweet along with us @ASMBSIH
1. Welcome and Introductions  
   Lisa West Smith, PhD LISW-S

2. Keeping Patients Engaged During the COVID-19 Crisis  
   Nate Sann, MSN CRNP FNP-BC

3. Care for Caregivers to Avoid Professional Burnout  
   Rachel Goldman, PhD

4. Question & Answer  
   All
THINGS THAT MATTER

WHAT YOU SHOULD FOCUS ON

THINGS YOU CAN CONTROL
Keeping Patients Engaged During the Covid-19 Crisis

Nate Sann, MSN CRNP FNP-BC
Impact on our patient population

- Health Outcomes
- Fear and anxiety
- Disconnected
- Financial
- Uncertain about their upcoming bariatric surgery status
Engaging our patients

- Online seminars
- Telehealth visits
- Online patient education modules
- Online support groups
- Online social media platforms
Online Seminars

- Accessibility
- Privacy
New patient consults
Preoperative insurance mandated supervised weight management visits
Nutrition consults and follow up
Behavioral health visits
Postoperative visits
Online Patient Education

- Reproduce the same education as in-person education
- Increased accessibility
- Education video modules
- Printable materials
- Education around COVID
Online Support Groups

- Accessibility and Efficiency for patients
- Anonymity
- Connect patients and providers in a time of being disconnected
Use of Social Media Platforms

- #KeepWalkingFromObesity campaigns
- Facebook live or pre-taped messages
- Instagram posts
- Cooking videos and other life hacks focused on COVID challenges
- Physical fitness and exercise in the absence of gym accessibility
ASMBS launched a Telehealth Taskforce
COVID 19 Webinar Series
ASMBS Facebook Groups
ASMBS Corporate Council company responses to COVID-19
Questions?

Please submit questions in the control panel
Care for Caregivers to Avoid Professional Burnout

Rachel Goldman, PhD, FTOS
Licensed Psychologist and Consultant, Private Practice
Clinical Assistant Professor, Department of Psychiatry
NYU Grossman School of Medicine

DrRachelNYC@gmail.com

June 9, 2020
ASMBS
COVID-19 Webinar Series
For the past few months, we have been worried about a world where hundreds of thousands were dying. We were worried about getting sick and worried about others getting sick. So much about life as we knew it became uncertain. Maybe if you were a working parent, you also became a full time employee and full time home school teacher, while protecting your family (and perhaps your patients) from the pandemic to exhaustion, and with no real end in sight.

Then in the past few weeks, millions of people around the world have been protesting police brutality in the wake of George Floyd’s death.

The Covid pandemic continues, states are starting to lift restrictions added stress and exhaustion.

It is being said that the multiple stresses people are experiencing “will result in secondary epidemic of burnouts and stress-related absenteeism in the latter half of 2020.” (According to Elke Van Hoof, a professor of health psychology)

Rachel Goldman, PhD, FTOS
What Do We Already Know?

- Even before the COVID-19 pandemic, **there was a high prevalence of burnout and mental health concerns with healthcare providers**
  
  *Panagioti M et al., 2017*

- Recent review and meta analysis in the British Medical Journal tells us that in the past 20 years, **other viral epidemics have raised psychological problems for healthcare workers**

  *Kisely S et al., 2020*

- Data from previous pandemics, suggest that **healthcare workers are at risk of developing symptoms of PTSD, depression, and substance use disorders.**

  *Brooks S et al., 2020*

- The first research about quarantine in China found that quarantine can bring on **insomnia, stress, anxiety, depression, anger, emotional exhaustion, and post traumatic stress symptoms.**

  *Brooks S et a., 2020*

- Preliminary data from China during the COVID-19 pandemic show **50.3% of healthcare workers reported depression, 44.6% anxiety, 34.0% insomnia, and 71.5% distress.**

  *Lai J et al. 2020*
Burnout Survey and “Covid Fatigue”

- Online survey that was conducted in April 2020 included approx. 1000 respondents from a random sample of employees across the US and looked at burnout in light of the Pandemic (Eagle Hill Consulting)
  - US employees are less engaged, less productive, and less positive about their career
  - 45% of US employees are feeling burnout with 1 in 4 of them reported feeling that way due to COVID-19.

- We are all feeling this “Pandemic Fatigue” or “Covid Fatigue”
  - Describes the intense tiredness, weariness that many of us feel, and the irritability and disorientation of not knowing which day of the week it is.
  - This is being experienced even more so for those working from home.

- Why is this taking such a toll on us?
  - For MANY reasons, but if you are working from home you also…
    - don’t have mental breaks built into your day
    - don’t have commuting time or “transitions” built into your day
    - maybe you and your self-care is on the backburner

So what can we do?
Focus on what is in our control

• What is OUT of our control?
  – Daily stressors
  – Other people’s behaviors
  – How other people react

• What is IN our control?
  – Our behaviors
  – Our reactions
  – How we cope
    - Creating boundaries
    - Checking-in with ourselves
    - Disengaging from social media or media in general
    - Our self-care
What is Self-Care?

“The practice of taking action to preserve or improve one’s own health.”
“The practice of taking an active role on protecting one’s own well-being and happiness, in particular during periods of stress.”
- Oxford Dictionary

- It is a broad term that encompasses just about ANYTHING you do to be good to yourself
- It’s about being kind to yourself.
It’s about putting yourself first
It’s also about knowing when your resources are running low and taking a step back to replenish and recharge.

You cannot pour from an empty cup. You must fill your cup FIRST.

Your Choice Nutrition

YOU WOULDN'T LET THIS HAPPEN TO YOUR PHONE. DON'T LET IT HAPPEN TO YOU EITHER.

SELF CARE IS A priority, NOT a luxury.
Why Can Self-Care be Difficult?

• We are busy and stressed
  – We are currently juggling a lot--- work, home life, home schooling, and MORE
  – Maybe we don’t even realize we are running on low

• We end up putting everyone else first, including our patients, and we end up on the back burner

• We feel guilty about taking the time required to care for ourselves
Consequences of Participating/Not Participating in Self-Care

It allows us to de-stress, refocus, be productive, and accomplish our goals.

OR

- We will eventually burn out and not be productive, in any aspect of our life, personal or professional.
- We will eventually get sick.
“Healthy Selfishness”
- An oxymoron?
- Knowing what you need to do and allowing yourself to do it.
- The behaviors that we participate in everyday that contribute to our survival are acts of selfishness. The act of eating or sleeping is selfish — but if we didn’t, we wouldn’t survive.
- We need to participate in these behaviors, as well as others to be healthy, such as taking time out of our day for us, for “me time,” and to relax or de-stress.
- These behaviors allow us to be healthy so we can be healthy and available for others
Self-Care Starters:
Key Health Behaviors

• Look at your daily routine and create some structure that includes:
  – Sleep
  – Water
  – Physical Activity
  – Diet
  – Stress Management
Stress Management: Fill Your Toolbox

• Coping strategies
  – Strategies we use to manage problems and emotions in our lives

• Have a toolbox full of tools that you can pull from

• Recommendation:
  – Have at least 3 and 1 of the 3 is something internal that you don’t need anyone else or anything else for
Take Action Now

• Check in with yourself on a regular basis.
  – Ask yourself “What do I need right now to be the best me?”
  – Ask yourself how you are doing with your health behaviors

• Set boundaries.
  – It’s okay to say NO in order to say YES to you and your health

• Create breaks throughout the day to rest or recharge.
• Think of micropractices which only require a few seconds or a few minutes to implement.
  – Examples
    • Take a moment to focus on your breath when washing your hands
    • Write down something you are grateful for each day
Reminders:

- The oxygen mask and you can’t pour from an empty cup.
- Taking care of YOU and YOUR health is NOT selfish.
- What is IN your control and OUT of your control.
- Have a toolbox full of tools that you can use.
- Check in with yourself on a regular basis- what do YOU need now to be the best you?
- Schedule daily ‘Me Time’ and make it part of your daily routine.
- Be kind to yourself and practice self-compassion.
- REMEMBER: This is tough but you don’t need to be doing it alone.
  - Ask for support or seek professional help if you need to.


Thank You!

Rachel Goldman, PhD, FTOS

DrRachelNYC@gmail.com

IG: @DrRachelNYC
Twitter: @AskDr_Rachel
Questions?

Please submit questions in the control panel
ASMBS Webinars: Available Online
ASMBS.org/COVID-19

April 14: “COVID-19 Updates from the ASMBS”

April 21: “Embracing Telehealth”

April 28: “Restarting Surgery – Issues to Consider”


May 21: “Restarting Surgery – Prioritization”

May 26: “Restarting Surgery – Town Hall Q & A”
Going Forward:

• Regularly scheduled webinars with issues important to our members:

Next Webinar:
Tuesday June 16\textsuperscript{th} 6 pm EST:

Please let us know what matters most to you!
communications@asmbs.org

Please share with us stories of how your colleagues are making an impact!