



Physicians'
HEALTH
Program

The Foundation of the Pennsylvania Medical Society

**A Physical and Psychosocial Response
for a Post-COVID-19 Workplace**

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of the Pennsylvania Medical Society

Objectives

1. What are some guidelines to promote physical safety in the workplace?
2. How is psychosocial different than physical safety?
3. Why use a psychosocial approach?
4. What should employers look for in regard to supporting their employees?
5. What is the difference between burnout and having a mental health diagnosis?
6. How can I create a plan to help staff cope?
7. How do I support staff?

Global
Covid-19
Pandemic

Workplace
Burnout

Physical & Psychosocial

Social
Unrest:
Racial
Equality

Mental
Health:
Depression
Anxiety
Trauma
Stress

Physical Safety

- Resurgence
- Resuming Services
- Workplace Safety
- Consumer/Patient Safety

Centers for Disease Control and Prevention

- Guidance for U.S. Healthcare Facilities about Coronavirus (COVID-19) (July 12, 2020)
 - Relief for Healthcare Facilities
 - Framework for Non-COVID-19 Care
 - COVID-19 Healthcare Systems Tips
 - Preparedness (Healthcare provider checklist, mitigating staff shortages)
- <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

CDC Preparedness Tools (July 29, 2020)

Preparedness Tools for Healthcare Professionals and Facilities Responding to Coronavirus (COVID-19)

Updated July 29, 2020

Print



Healthcare Provider Checklist

Steps Healthcare Facilities Can Take

Healthcare Facility Guidance

Framework for Non-COVID-19 Care

COVID-19Surge Tool

Hospital Preparedness Tool

Get Your Clinic Ready

Mitigating Staff Shortages

Print Resources

Hurricane Planning Resources

Learn how to prepare your healthcare facility for a hurricane or other natural disaster during COVID-19.

Planning Resources

COVID-19Surge



COVID-19Surge is a spreadsheet-based tool that hospital administrators and public health officials can use to estimate the surge in demand for hospital-based services during the COVID-19 pandemic.

Get the Tool

Framework for Non-COVID-19 Care

This framework supports healthcare providers as they expand necessary non-COVID-19 clinical care in the safest way possible for their patients.

Framework for Care

Phone Advice Script for Clinics

A phone script, decision algorithm, and tailored care messages for Children (2-17 years) or Adults (≥ 18 years) with Possible COVID-19

Phone Advice Script

Occupational Safety and Health Administration (OSHA)

- Guidance on Returning to Work
 - Planning for Reopening
 - Applicable OSHA Standards and Required Protections in the Workplace
 - Employer Frequently Asked Questions
- OSHA Guidance on Preparing Workplaces for COVID-19
 - Developed in collaboration with the U.S. Department of Health and Human Services to help employers respond in the event of coronavirus in the workplace.
- <https://www.osha.gov/SLTC/covid-19/>

Environmental Protection Agency (EPA)

- Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes
- CDC/EPA Cleaning & Disinfecting Guidance
- EPA-approved disinfectants
- <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>



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psy·cho·so·cial

/,sīkō'sōSHəl/

adjective

relating to the interrelation of social factors and individual thought and behavior

Psychosocial Factors

- Mood status
 - anxiety, depression, distress
- Social factors
 - socioeconomic status, education, employment, religion, ethnicity, family, relationships with others, changes in personal roles
- Pre-existing vs exacerbation by exposure to pandemic, racial inequality, and burnout

Covid-19-Related Psychosocial Stressors

- Disease and illness–related stressors
 - exposures to infected sources, infected family members, loss of loved ones, physical distancing
- Secondary adversities
 - economic loss
- Psychological effects
 - depression, anxiety, psychosomatic preoccupations, insomnia
- Social effects
 - increased substance use, and domestic violence
- Indicators of vulnerability
 - pre-existing physical or psychological conditions

A psychosocial approach may help in the following areas:

- Help your employees care for their health
- Provide psychological support and protection
- Build and reshape a culture of trust and respect
- Guide resource allocation
 - Understand employees' current needs, wants, stressors, goals
- Individualize the response & reduce barriers to care
 - open reluctance to seeking care
 - perception of need for care
 - cultural assumptions
 - preference for self-reliance due to mistrust

Why Address Psychosocial Factors in the Workplace?

- Communication structures
- One central team
- Social support networks
- Incentives to reinforce healthy behaviors

Remember...

- Health care workers are at risk
 - Workplace burnout
 - Traumatic stress, mood and anxiety related to novel coronavirus
 - Current social unrest on racial equality
- Individuals react and experience stress differently

Burnout vs Traumatic Stress Disorders

- Rising epidemic of burnout
- Covid-19 impact on psychological well-being
- Burnout and stress disorders can negate successful resurgence efforts

Burnout and Traumatic Stress Similarities

- Burnout mimics psychiatric illness
 - energy depletion or exhaustion;
 - mental distance
 - negativism or cynicism
 - professional efficacy
 - sadness and apathy
 - frustration and irritability
- acute or post-traumatic stress signs
 - negative mood
 - efforts to avoid reminders of traumatic events
 - risky or destructive behavior
 - negative thoughts and assumptions
 - blame of self or others for causing the trauma
 - decreased interest
- poor concentration
- sleep disturbance
- mood change
- irritability or low frustration tolerance
- outburst
- depersonalization or derealization (losing sense of oneself or one's environment, respectively)
- negative affect
- feeling isolated
- comorbidity
- problematic or inappropriate substance use

Traumatic Stress Disorders

- exposure to a traumatic event
- persistent re-experiencing of traumas in form of nightmares, flashbacks, or emotional and physical reactivity to traumatic reminders.
- Symptoms
 - hypervigilance,
 - exaggerated startle response, and
 - persistent exaggerated self-blame about events
 - depersonalization or derealization is heightened when confronted with the trauma or reminders of the events
 - people, places, conversations, activities, objects, situations

What are some action steps employers can implement?

- Mental health self-assessment tools
- Clinical screenings and referral to treatment
- Lifestyle coaching, counseling, or self-management programs
- Stress management techniques
- Explicit time for relaxation
- Flexible work hours
- Dynamic process for changing needs
- Education on burnout, traumatic stress, or mental distress

What should employers look for in regard to supporting their employees?

- Wellness group or officer
- Human Resources Department & Employee Assistance Programs
- Problem solve utilization rates
- Individualized solutions
- Positive reframe: unprecedented opportunity
- Mental health professionals

How do employers support staff?

- Safe reopening
- Ready closing
- Bring back as many people as possible
- Transparency and ongoing honest communication
- Furloughed employees and family members
- Survivor's guilt
- Celebrate & inspire
- Positive impact

How to develop an intentional plan for helping staff cope?

- Top 5 tips (weekly)
- Clear communication (potentially visual)
- Educate and normalize
- Peer leaders, wellness ambassadors
- Vulnerable populations
- Dynamic and adaptable
- Mental health problems

Return to Workplace Checklist

<https://info.hayscompanies.com/en/return-to-the-workplace>

Checklists



Return to the Workplace

Ensure all areas of your business are ready for returning employees.

[View Return Checklist Risk & Response Questionnaire](#)



Reopening Buildings

If your building or facility was closed, shutdown or reduced in capacity, use this checklist as a guide to re-open.

[View Reopening Checklist](#)



Cleaning & Disinfecting

View cleaning processes, recommendations and options as you plan to return.

[View Cleaning Guide](#)

Templates & Posters



Welcome Back Letter

Prepare your employees with timelines, upcoming changes and expectations.

[View Letter Template](#)
[View Welcome Back Packet](#)



Health Questionnaire

These example health questionnaires can be used to survey employees and visitors.

[View Sample Questionnaire 1](#)
[View Sample Questionnaire 2](#)



Sample Communication

Proactively decide, enact and communicate changes and action plans regarding workers and the workplace.

[View Communication & Action Plan](#)



Posters

Use these editable posters to create signage for your workplace.

[View Editable Signs](#)



Telehealth Template

Use this template to easily share telehealth benefits with employees.

[View Template](#)



Face Masks

Clearly communicate what face masks can or must be worn.

[View Communication](#)

Employee Rights & Responsibilities

Pennsylvania Medical Society FAQ/Resource

- What employment laws and regulations do employers need to keep in mind during the pandemic?
- If medical practices remain open as permitted by government guidelines, what should they keep in mind regarding employee health and safety?
- Are there guidelines for a physician employer who needs to cease employment with an employee due to COVID-19?
- What are the differences between firing, furloughing, and laying off an employee?
- <https://www.pamedsoc.org/education-cme/public-health/covid/corona-virus>

PsychHub.com

Videos

Search



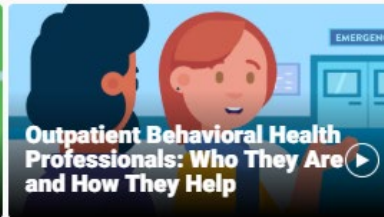
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Audience

All



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Substance Abuse and Mental Health Services Administration

Find your closest treatment location

<https://www.samhsa.gov/find-treatment>

National Suicide Prevention Lifeline

1-800-273-TALK
(1-800-273-8255)

In a crisis?

**Text HOME to
741741 to connect
with a Crisis
Counselor**

Free 24/7 support at your fingertips

US and Canada: text [741741](tel:741741)

UK: text [85258](tel:85258) | Ireland: text [50808](tel:50808)

[Text Us](#)

[Or, message us on Facebook.](#)



Department of Labor

- Information about Wages, Hours, and Leave
- Support for Dislocated Workers and States
- <https://www.dol.gov/coronavirus>

CareerOneStop.org

- Sponsored by the Department of Labor
- Look-up state-specific unemployment benefits for employees
- <https://www.careeronestop.org/LocalHelp/UnemploymentBenefits/find-unemployment-benefits.aspx>

Pennsylvania Small Business Assistance

- Apply for new COVID-19 Relief Pennsylvania Statewide Small Business Assistance program
 - grants ranging from \$5,000 to \$50,000 to small businesses that have been economically impacted by COVID-19
- The first application window opened June 30th and closed on July 14th.
- **The second application window is expected to open in August.**
- <https://pabusinessgrants.com/>

Other financial relief programs

- Compiled by the City of Philadelphia, the following website lists
 - Federal Relief Programs (links to Paycheck Protection Program, Economic Injury Disaster Loans)
 - Other financial assistance
 - COVID-19 PA Hazard Pay Grant Program
 - PIDC's Restart Philadelphia Loan Fund
 - Entrepreneur Works
 - And others
 - Utilities
 - Other Business Resources
- <https://www.phila.gov/2020-03-20-information-and-resources-for-businesses-impacted-by-covid-19/>

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Helpful Links

<https://psychhub.com/our-partners/well-being-trust/>
<https://www.crisistextline.org/>

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>

<https://www.cdc.gov/workplacehealthpromotion/tools-resources/workplace-health/mental-health/index.html>



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Thank You

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