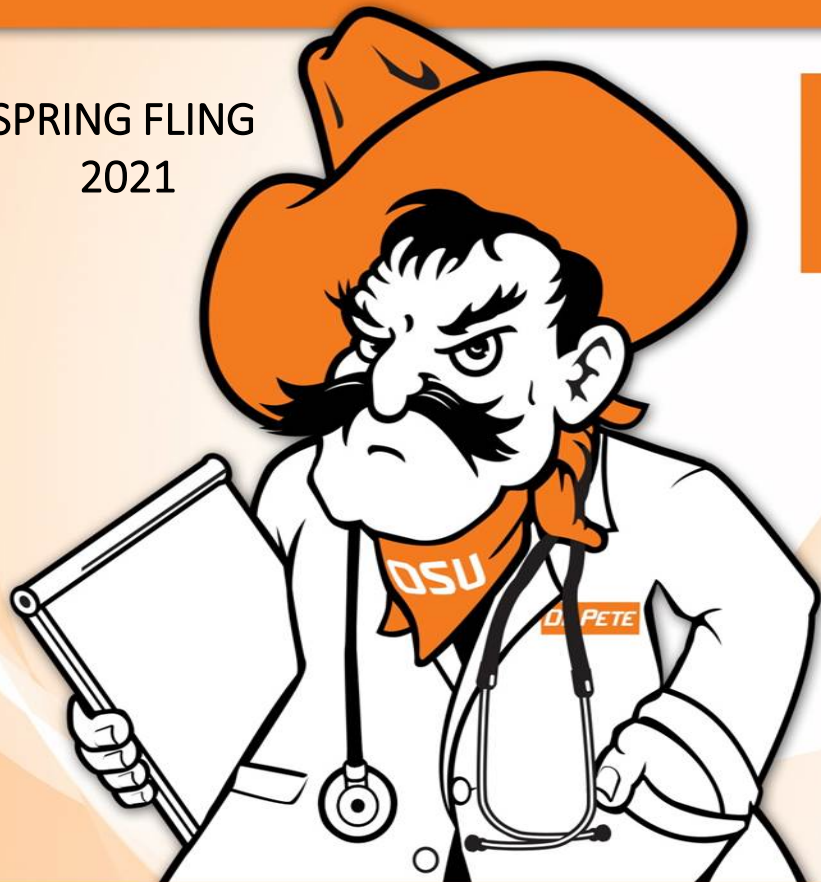


OKLAHOMA STATE UNIVERSITY CENTER FOR HEALTH SCIENCES

SPRING FLING  
2021



# Project ECHO™

HELP FOR THE HEALER



# Project ECHO™

Resilience in the Time of COVID: Caring  
for the Caregiver, Healer and Helper

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# Disclosure

Telligen Community Initiative Grant

Consultant to Oklahoma Health Care Authority and  
Oklahoma Department of Mental Health and Substance Abuse Services



# Learning Objectives

1. Review burnout and it's consequences in health care
2. Recognize the impacts of COVID on health care professionals
3. Recognize opportunities for self care for health care workers
4. Review the definition of stress
5. Understand the impacts of stress on the body and mind



## **An urgent mental health crisis: Health workers facing immense psychological toll from pandemic**

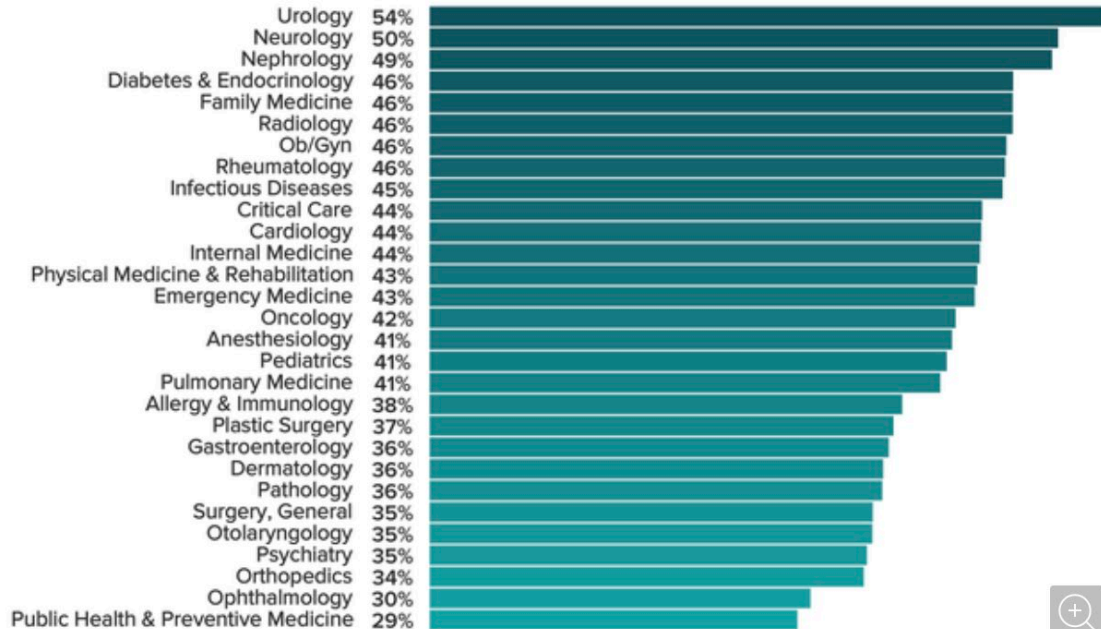
*“We will continue to fight, but we’re exhausted and we’re tired and -- mentally, physically, emotionally -- just worn down,” Jerusha Robinson, an intensive care unit nurse in Tennessee, told ABC News in a video diary.*

*“The pandemic has had a terrific strain on nurses,” Dr. Ernest Grant, president of the American Nurses Association, told ABC News.*

*Dr. Susan R. Bailey, president of the American Medical Association, told ABC News in a statement: “Acute stress among physicians, which was already significant before the pandemic, has increased dramatically for many physicians during the last several months as the pandemic has brought new challenges and exceptional demands.”*

# Medscape National Physician Burnout & Suicide Report 2020: The Generational Divide

## Which Physicians Are Most Burned Out?

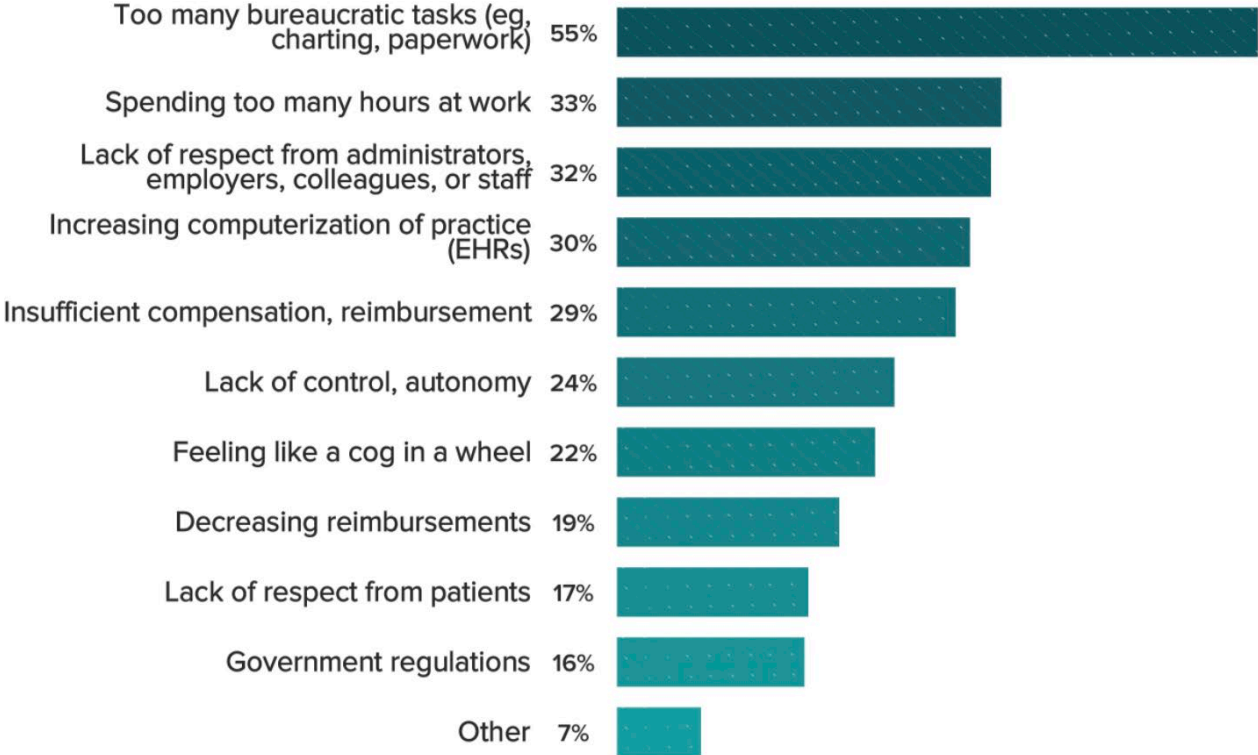


# Consequences

- Lower patient satisfaction and care quality
- Higher medical error rates and malpractice risk
- Physician alcohol and drug abuse and addiction
- Higher physician and staff turnover
- Physician suicide

# Medscape National Physician Burnout & Suicide Report 2020: The Generational Divide

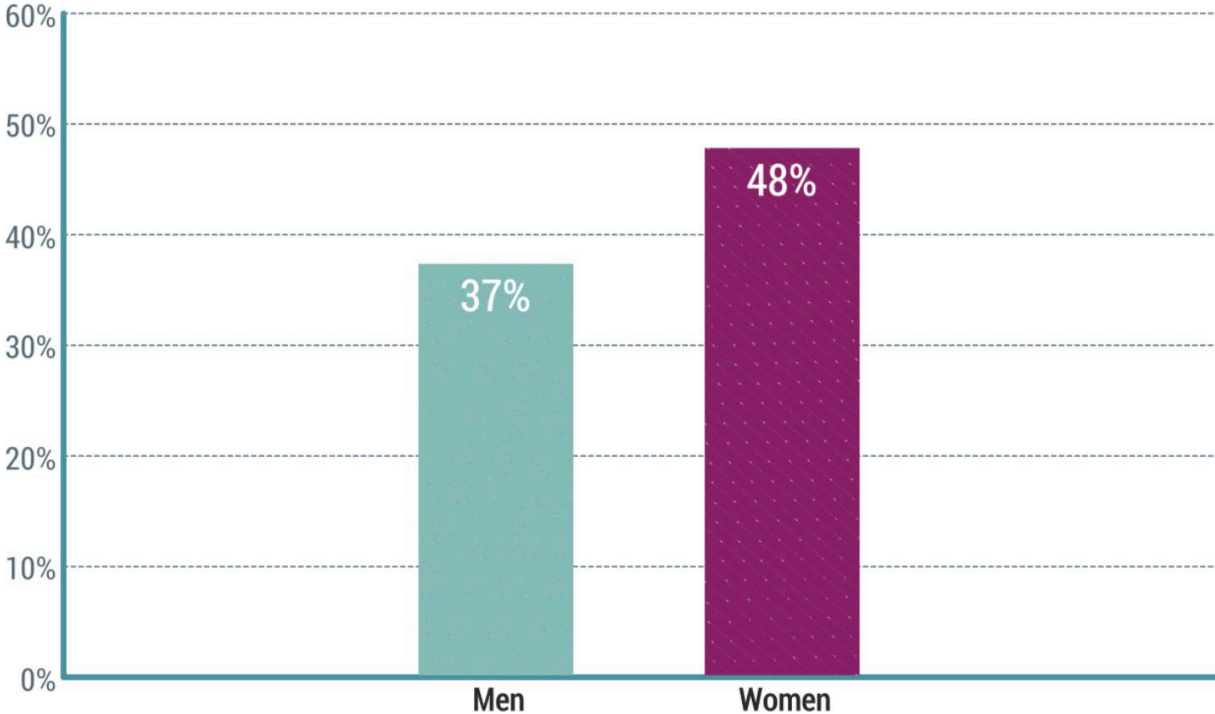
## What Contributes Most to Burnout?





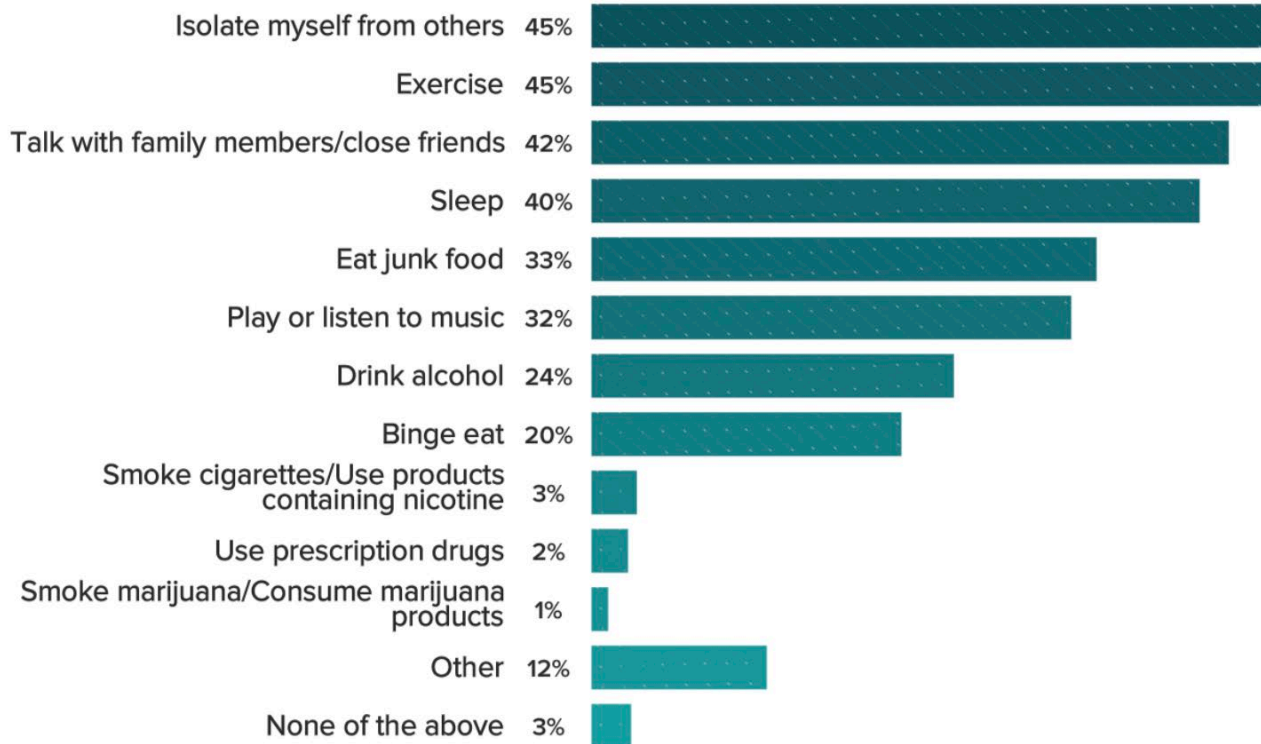
# Medscape National Physician Burnout & Suicide Report 2020: The Generational Divide

## Are More Women or Men Physicians Burned Out?



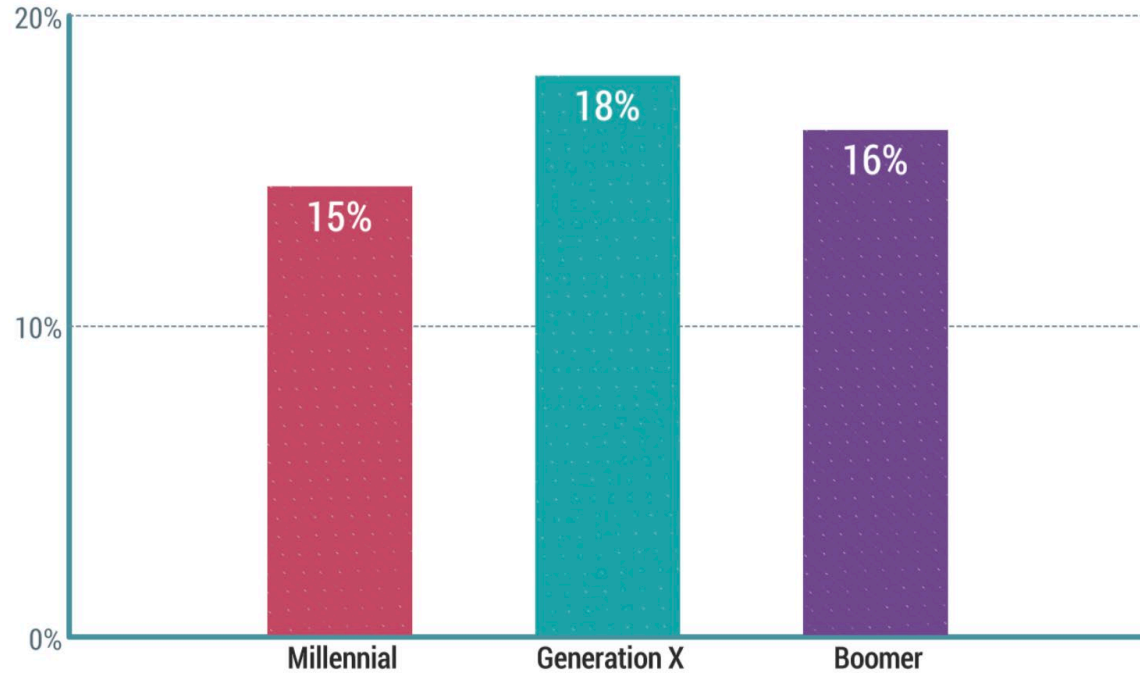
# Medscape National Physician Burnout & Suicide Report 2020: The Generational Divide

## How Do Physicians Cope With Burnout?



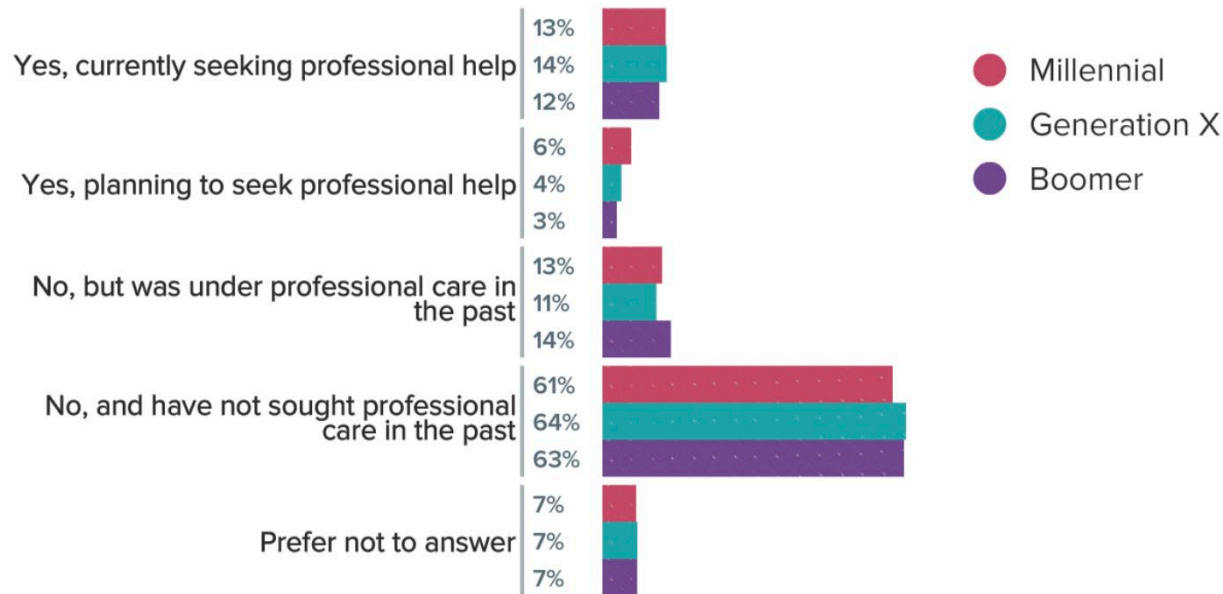
# Medscape National Physician Burnout & Suicide Report 2020: The Generational Divide

## Are Physicians Depressed?



# Medscape National Physician Burnout & Suicide Report 2020: The Generational Divide

## Do You Plan to Seek Help for Your Burnout and/or Depression?



# Medscape National Physician Burnout & Suicide Report 2020: The Generational Divide

## Why Have You Not Sought Help for Your Burnout and/or Depression?

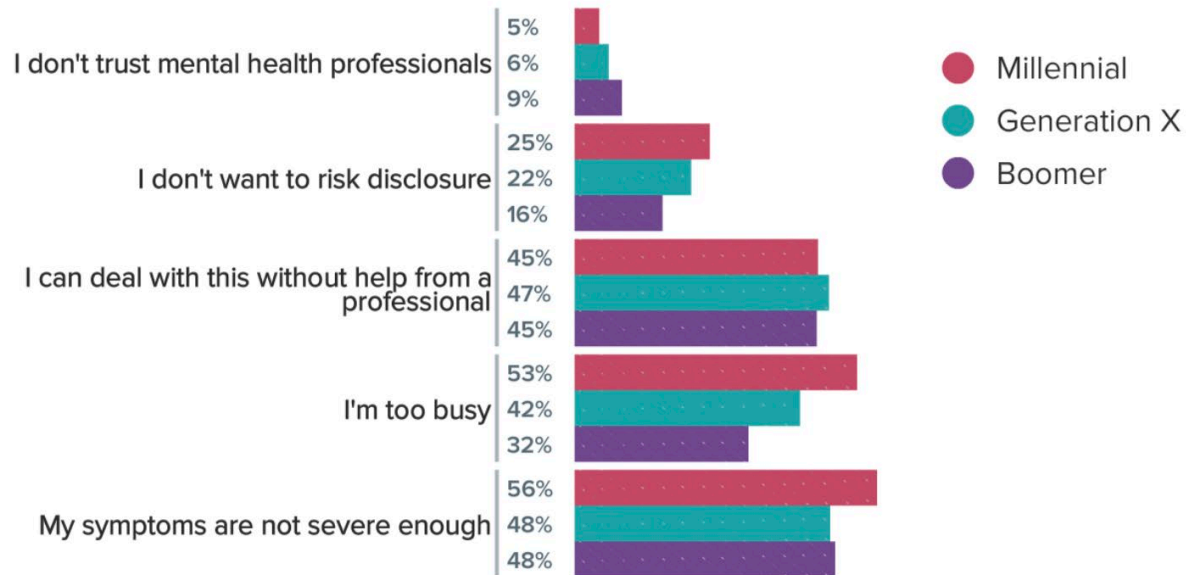
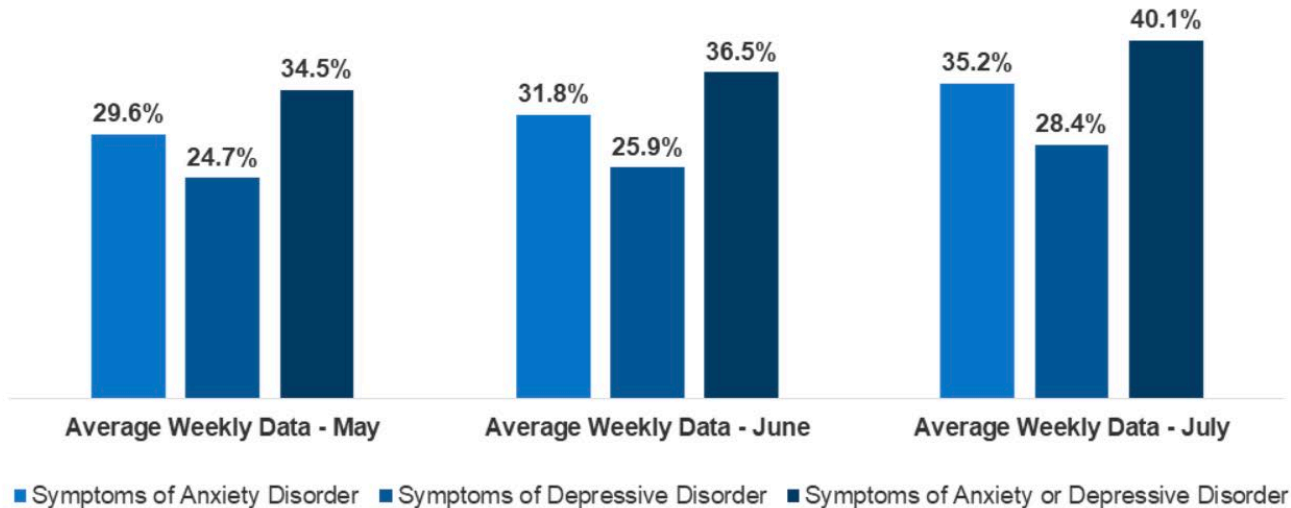


Figure 1

## Average Share of Adults Reporting Symptoms of Anxiety or Depressive Disorder During the COVID-19 Pandemic, May-July 2020



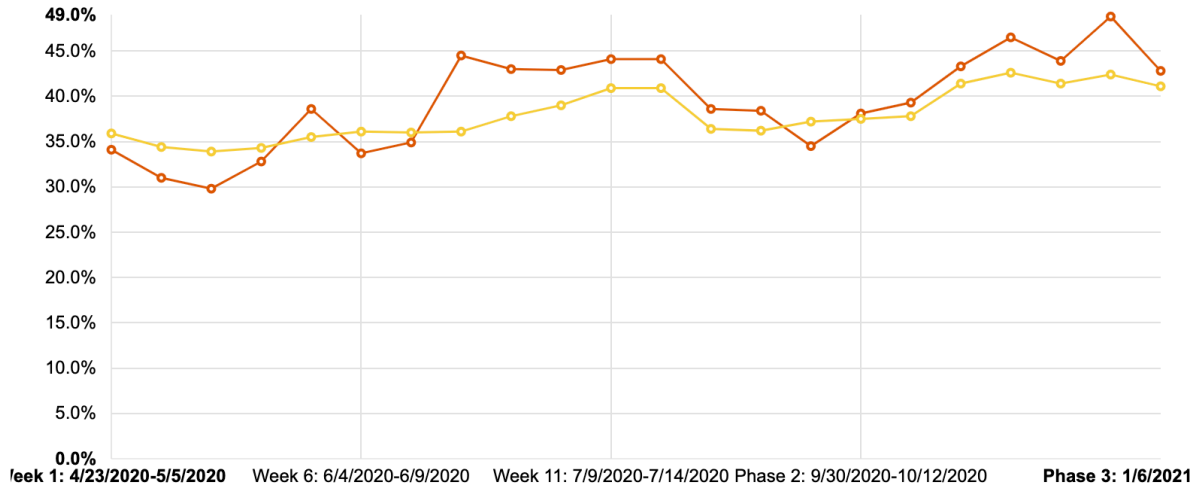
NOTES: These adults, ages 18+, have symptoms of anxiety or depressive disorder that generally occur more than half the days or nearly every day. Data presented for "symptoms of anxiety or depressive disorder" also includes adults with symptoms of both anxiety and depressive disorder. Data presented for May is the average of the following weeks of data: May 7-12, May 14-19, May 21-26, May 28- June 2; for June, data is the average of June 4-9, June 11-16, June 18-23, and June 25-30; for July, data is the average of July 2-7, July 9-14, and July 16-21 (last week of published data).

SOURCE: U.S. Census Bureau, Household Pulse Survey, 2020.



**Figure 1: Average Share of Adults Reporting Symptoms of Anxiety or Depressive Disorder During the COVID-19 Pandemic, May-July 2020**

# Adults Reporting Symptoms of Anxiety or Depressive Disorder During COVID-19 Pandemic



o Adults Reporting Symptoms of Anxiety or Depressive Disorder

United States

Oklahoma

# Mental Health Outcomes Among Health Care Workers Exposed to Coronavirus Disease 2019

Table 2. Severity Categories of Depression, Anxiety, Insomnia, and Distress Measurements in Total Cohort and Subgroups

Severity category	Total, No. (%)	Occupation		P value	Sex		P value	Working position			Type of hospital			Location			
		Physician	Nurse		Men	Women		Frontline	Second-line	P value	Tertiary	Secondary	P value	Wuhan	Hubei province outside of Wuhan	Outside Hubei province	P value
<b>PHQ-9, depression symptoms</b>																	
Normal	623 (49.6)	268 (54.4)	355 (46.5)	.01	171 (58.3)	452 (46.8)	<.001	217 (41.5)	406 (55.2)	<.001	483 (51.7)	140 (43.2)	.003	335 (40.0)	146 (55.9)	142 (60.1)	<.001
Mild	448 (35.6)	157 (31.8)	291 (38.1)		92 (31.3)	356 (36.9)		211 (40.4)	237 (32.2)		326 (34.9)	122 (37.6)		296 (38.9)	85 (32.5)	67 (28.3)	
Moderate	108 (8.6)	44 (8.9)	64 (8.4)		21 (7.1)	87 (9.0)		59 (11.3)	49 (6.6)		71 (7.6)	37 (11.4)		73 (9.6)	19 (7.2)	16 (6.7)	
Severe	78 (6.2)	24 (4.9)	54 (7.1)		9 (3.0)	69 (7.1)		35 (6.7)	43 (5.8)		53 (5.6)	25 (7.7)		56 (7.3)	11 (4.2)	11 (4.6)	
<b>GAD-7, anxiety</b>																	
Normal	697 (55.4)	293 (59.4)	404 (52.9)	.03	189 (64.5)	508 (52.6)	.001	253 (48.4)	444 (60.4)	<.001	533 (57.1)	164 (50.6)	.046	391 (51.4)	155 (59.3)	151 (63.9)	<.001
Mild	406 (32.3)	143 (29.0)	263 (34.4)		71 (24.2)	335 (34.7)		185 (35.4)	221 (30.0)		291 (31.1)	115 (35.4)		257 (33.8)	85 (32.5)	64 (27.1)	
Moderate	88 (7.0)	34 (6.9)	54 (7.1)		23 (7.8)	65 (6.7)		48 (9.1)	40 (5.4)		61 (6.5)	27 (8.3)		66 (8.6)	11 (4.2)	11 (4.6)	
Severe	66 (5.3)	23 (4.7)	43 (5.6)		10 (3.4)	56 (5.8)		36 (6.8)	30 (4.0)		48 (5.1)	18 (5.5)		46 (6.0)	10 (3.8)	10 (4.2)	
<b>ISI, insomnia symptoms</b>																	
Absence	830 (66.0)	358 (72.6)	472 (61.8)	<.001	208 (70.9)	622 (64.5)	.04	310 (59.3)	520 (70.7)	<.001	635 (68.0)	195 (60.1)	.02	473 (62.2)	186 (71.2)	171 (72.4)	.001
Subthreshold	330 (26.2)	107 (21.7)	223 (29.2)		66 (22.5)	264 (27.3)		148 (28.3)	182 (24.7)		227 (24.3)	103 (31.7)		214 (28.1)	60 (22.9)	56 (23.7)	
Moderate	85 (6.8)	24 (4.9)	61 (8.0)		17 (5.8)	68 (7.0)		55 (10.5)	30 (4.0)		61 (6.5)	24 (7.4)		65 (8.5)	13 (4.9)	7 (2.9)	
Severe	12 (1.0)	4 (0.8)	8 (1.0)		2 (0.6)	10 (1.0)		9 (1.7)	3 (0.4)		10 (1.0)	2 (0.6)		8 (1.0)	2 (0.7)	2 (0.8)	
<b>IES-R, distress symptoms</b>																	
Normal	358 (28.5)	163 (33.1)	195 (25.5)	.01	122 (41.6)	236 (24.4)	<.001	124 (23.7)	234 (31.8)	<.001	259 (27.7)	99 (30.5)	0.81	190 (25.0)	76 (29.1)	92 (38.9)	<.001
Mild	459 (36.5)	167 (33.9)	292 (38.2)		88 (30.0)	371 (38.4)		178 (34.0)	281 (38.2)		349 (37.4)	110 (33.9)		272 (35.7)	106 (40.6)	81 (34.2)	
Moderate	308 (24.5)	120 (24.3)	188 (24.6)		59 (20.1)	249 (25.8)		146 (27.9)	162 (22.0)		231 (24.7)	77 (23.7)		202 (26.5)	60 (22.9)	46 (19.4)	
Severe	132 (10.5)	43 (8.7)	89 (11.6)		24 (8.1)	108 (11.2)		74 (14.1)	58 (7.8)		94 (10.0)	38 (11.7)		96 (12.6)	19 (7.2)	17 (7.2)	

Abbreviations: GAD-7, 7-item Generalized Anxiety Disorder; IES-R, 22-item Impact of Event Scale-Revised; ISI, 7-item Insomnia Severity Index; PHQ-9, 9-item Patient Health Questionnaire.

Lai J, Ma S, Wang Y, et al. Factors Associated With Mental Health Outcomes Among Health Care Workers Exposed to Coronavirus Disease 2019. *JAMA Netw Open*. 2020;3(3):e203976. doi:10.1001/jamanetworkopen.2020.3976



# Physician Trainee Stress and Burnout

Variable label	Group	All Trainees	Trainees exposed to COVID-19 testing	Trainees NOT exposed to COVID-19 testing	P-value
Stressed about home schooling?	Not at all, Little	70/98 (71.4%)	36/47 (76.6%)	34/51 (66.7%)	0.28
	Somewhat, Quite a bit, Extremely	28/98 (28.6%)	11/47 (23.4%)	17/51 (33.3%)	
Stressed about childcare?	Not at all, Little	49/98 (50%)	18/47 (38.3%)	31/51 (60.8%)	<b>0.026</b>
	Somewhat, Quite a bit, Extremely	49/98 (50%)	29/47 (61.7%)	20/51 (39.2%)	
Stressed about personal finances?	Not at all, Little	265/393 (67.4%)	147/218 (67.4%)	118/175 (67.4%)	0.99
	Somewhat, Quite a bit, Extremely	128/393 (32.6%)	71/218 (32.6%)	57/175 (32.6%)	
Stressed about care for your relatives?	Not at all, Little	3/17 (17.6%)	2/7 (28.6%)	1/10 (10%)	0.54†
	Somewhat, Quite a bit, Extremely	14/17 (82.4%)	5/7 (71.4%)	9/10 (90%)	
How often do the demands of your job interfere with your family life?	Never, Rarely	147/392 (37.5%)	69/217 (31.8%)	78/175 (44.6%)	<b>0.0094</b>
	Sometimes, Often	245/392 (62.5%)	148/217 (68.2%)	97/175 (55.4%)	
How hard is it to take time off during your work to take care of personal or family matters?	Not at all hard, Not too hard	147/390 (37.7%)	56/216 (25.9%)	91/174 (52.3%)	< .0001
	Somewhat hard, Very hard	243/390 (62.3%)	160/216 (74.1%)	83/174 (47.7%)	
Depression	Not Normal (Mild to Extremely Severe)	107/393 (27.2%)	61/218 (28%)	46/175 (26.3%)	0.71
	Normal	286/393 (72.8%)	157/218 (72%)	129/175 (73.7%)	



## Exposure to COVID-19 patients increases physician trainee stress and burnout

Kannampallil TG, Goss CW, Evanoff BA, Strickland JR, McAlister RP, et al. (2020) Exposure to COVID-19 patients increases physician trainee stress and burnout. PLOS ONE 15(8): e0237301. <https://doi.org/10.1371/journal.pone.0237301>

# Physician Trainee Stress and Burnout


Variable label	Group	All Trainees	Trainees exposed to COVID-19 testing	Trainees NOT exposed to COVID-19 testing	P-value
Anxiety	Not Normal (Mild to Extremely Severe)	73/393 (18.6%)	47/218 (21.6%)	26/175 (14.9%)	0.09
	Normal	320/393 (81.4%)	171/218 (78.4%)	149/175 (85.1%)	
Stress	Not Normal (Mild to Extremely Severe)	97/393 (24.7%)	64/218 (29.4%)	33/175 (18.9%)	<b>0.016</b>
	Normal	296/393 (75.3%)	154/218 (70.6%)	142/175 (81.1%)	
Professional fulfillment (> = 3)	No	292/392 (74.5%)	163/218 (74.8%)	129/174 (74.1%)	0.89
	Yes	100/392 (25.5%)	55/218 (25.2%)	45/174 (25.9%)	
Burnout (mean workload, depersonalization > = 1.33)	No	233/393 (59.3%)	117/218 (53.7%)	116/175 (66.3%)	<b>0.011</b>
	Yes	160/393 (40.7%)	101/218 (46.3%)	59/175 (33.7%)	



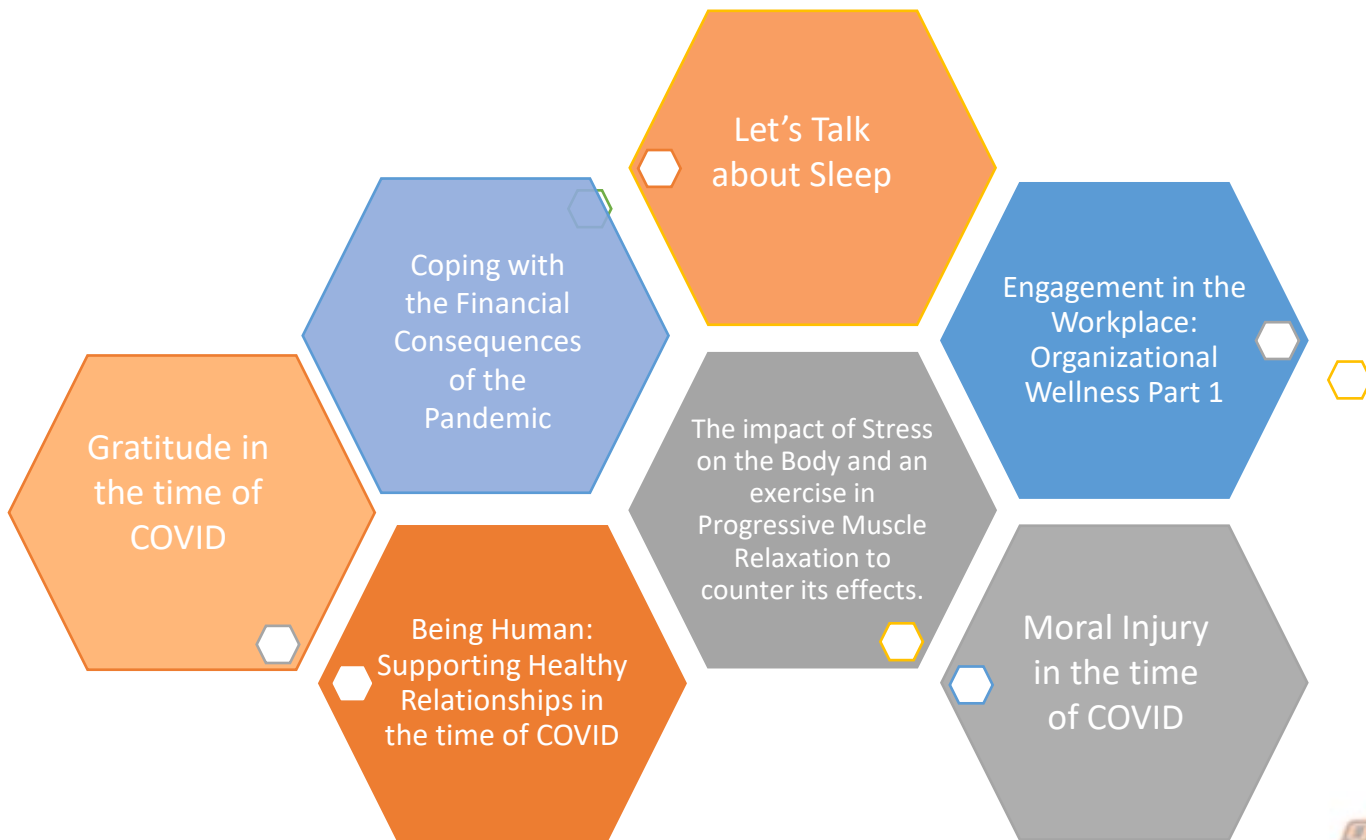
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# Preventing and Treating Burnout

- 
- Sleep, Exercise, Diet
  - Daily Timeouts
  - Support Systems
  - Vacations
  - Mindfulness Practice
  - Nonessential tasks
  - Goals, Skills and Work Passions

# Help for the Healer ECHO: Supporting Resiliency in Health Care Providers in the time of COVID





# What is Stress

*“Nonspecific response of the body to any demand “*

-Hans Selye (1907–1982):

Founder of the stress theory





# What is Stress

*Stress is a **particular relationship** between a person and the environment that is **appraised** by the person as taxing or exceeding his or her resources and endangering his or her well-being.*

Richard Lazarus

---

- <sup>+</sup> Acute vs. Chronic Stress

# Acute Stress

- This is stress resulting from specific events or situations that involve novelty, unpredictability, a threat to the ego, and leave us with a poor sense of control [N.U.T.S.](#) This 'on the spot' type of stress can be good for you because the stress hormones released help your mind and body to deal with the situation.

- Centre for Studies on Human Stress



# N.U.T.S.

Novelty

Unpredictability

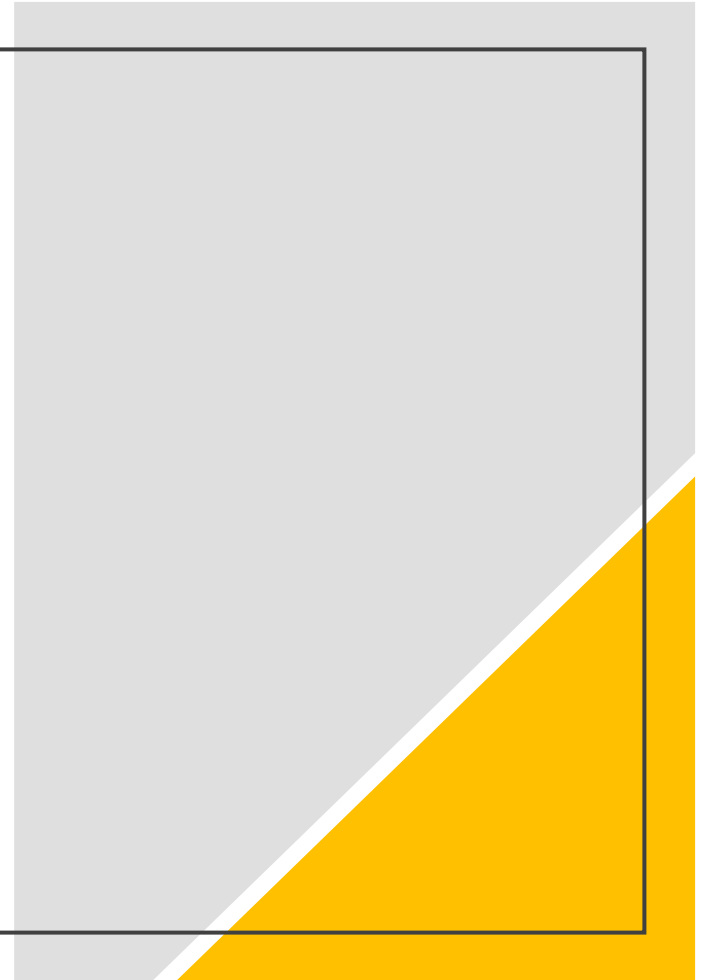
Threat to the EGO

Sense of Control

# Chronic Stress

- This is stress resulting from repeated exposure to situations that lead to the release of stress hormones. This type of stress can cause wear and tear on your mind and body. Many scientists think that our stress response system was not designed to be constantly activated. This overuse may contribute to the breakdown of many bodily systems.

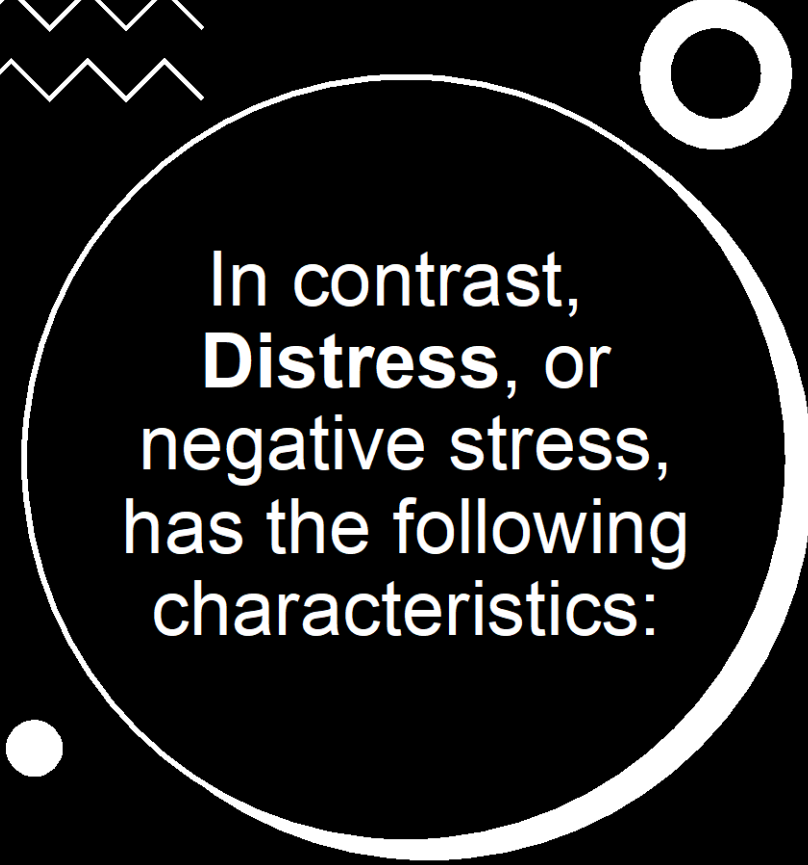

# Eustress vs. Distress





**Eustress**, or positive stress, has the following characteristics:

- **Motivates, focuses energy.**
- **Is short-term.**
- **Is perceived as within our coping abilities.**
- **Feels exciting.**
- **Improves performance.**

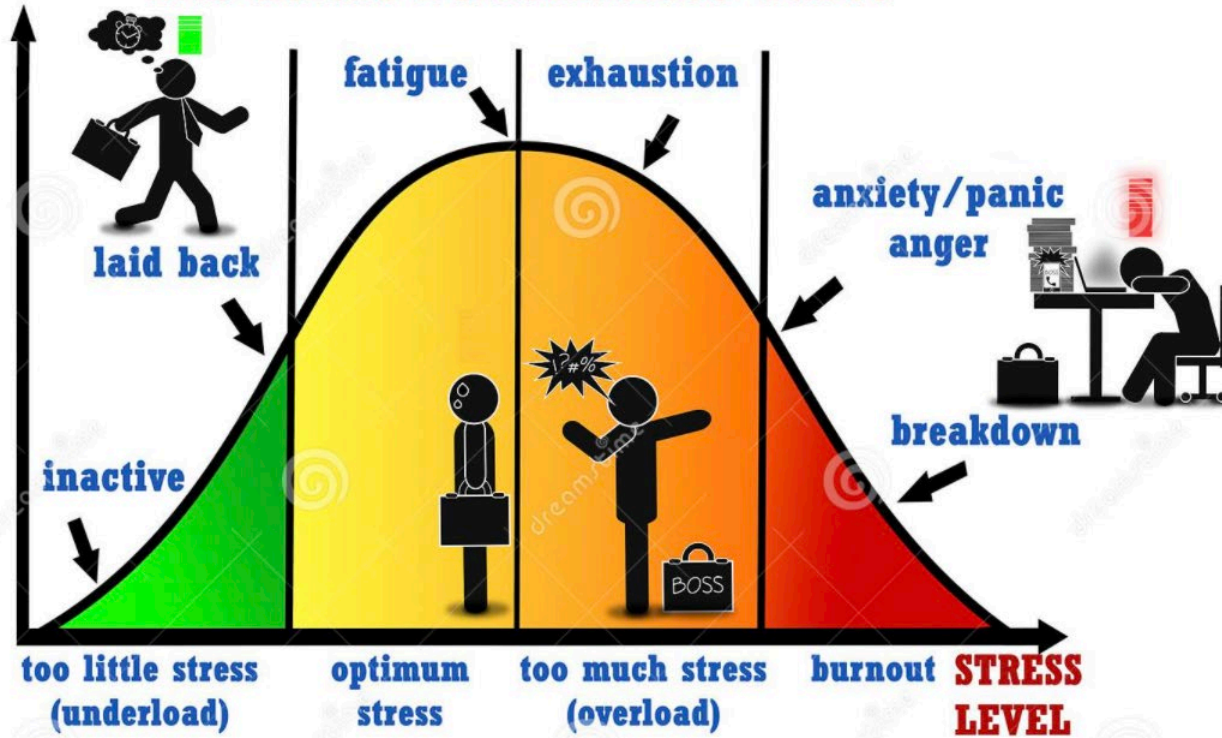


In contrast,  
**Distress**, or  
negative stress,  
has the following  
characteristics:

- Causes anxiety or concern.
- Can be short- or long-term.
- Is perceived as outside of our coping abilities.
- Feels unpleasant.
- Decreases performance.
- Can lead to mental and physical problems.



# The Stress Performance Curve



# Zones of Experience

## Comfort/Resource Zone

- Resourced
- Nourishment
- Recharging
- Ease / neutral

## Challenge/Learning Zone

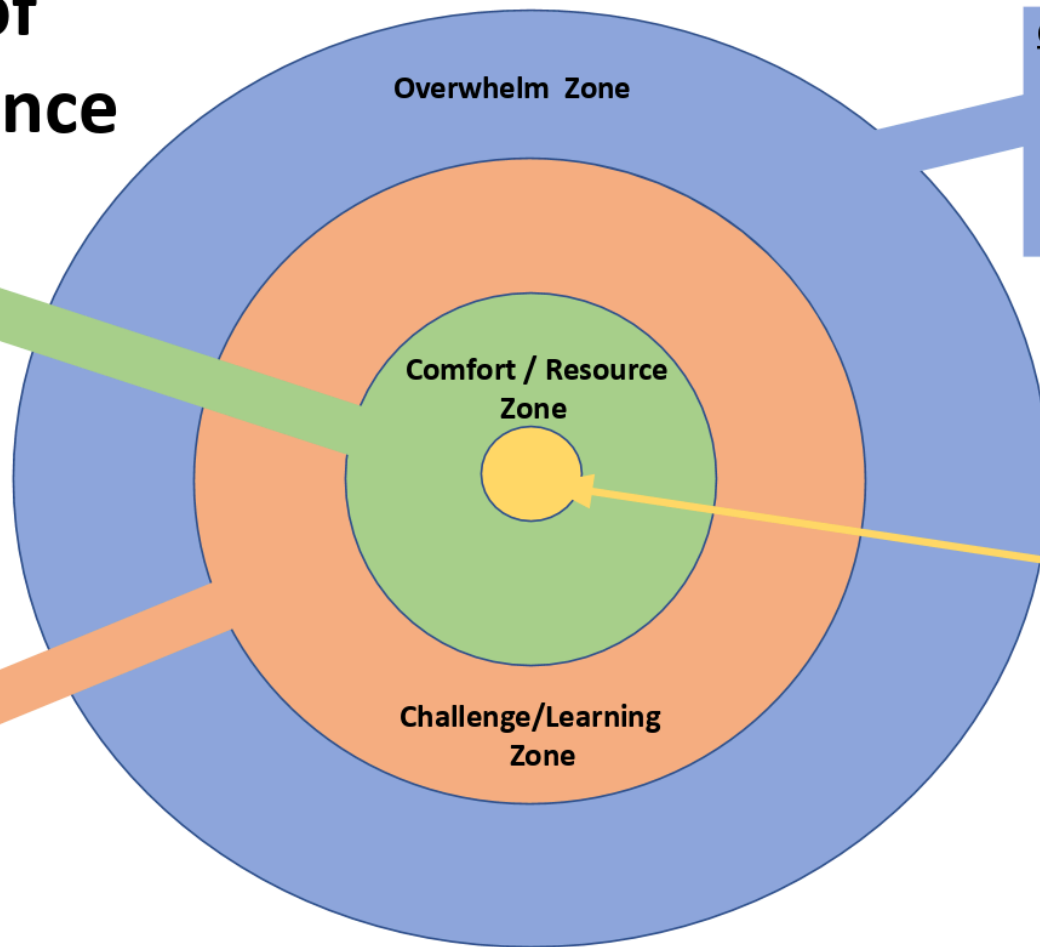
- Learning zone
- Eustress
- A little scary
- A little thrilling
- Just beyond our competency
- Baby steps/risks

## Overwhelm Zone

- Panicked
- Stressed
- Freaked out
- Catastrophizing

## 'Checked Out' Zone

- Spaced out
- Zoned out
- Disconnected
- Shutting down



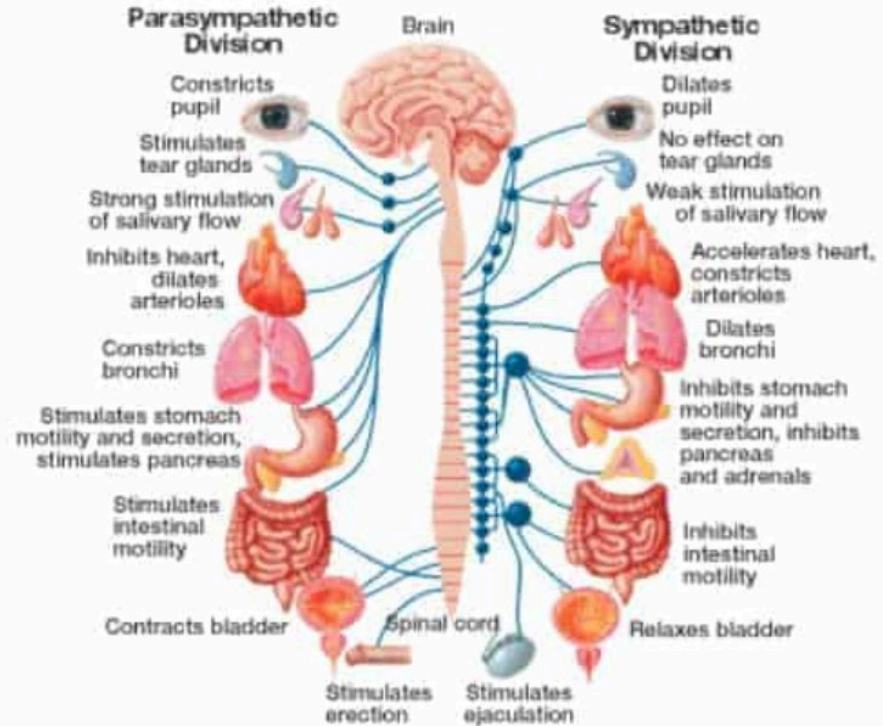
# Fight or Flight

- Fight
- Flight
- Freeze
- Tend and Befriend



# Effects on the Body

## Fight-or flight response





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Psychiatrists helping our US physician colleagues  
and medical students navigate the many intersections  
of our personal and professional lives

Free & Confidential | No appointment necessary  
Open 7 days a week | 8:00AM - 1:00AM ET



# Adult Mobile Crisis Services

AGENCY	COUNTIES SERVED	CONTACT NUMBER
Copes	Tulsa	918-744-4800
Mental Health Services of Southern Oklahoma	Bryan	800-522-1090
Mental Health Services of Southern Oklahoma	Carter	800-522-1090
Mental Health Services of Southern Oklahoma	Garvin	800-522-1090
Mental Health Services of Southern Oklahoma	Love	800-522-1090
Mental Health Services of Southern Oklahoma	Marshall	800-522-1090
Mental Health Services of Southern Oklahoma	Murray	800-522-1090
Mental Health Services of Southern Oklahoma	Pontotoc	800-522-1090
Mental Health Services of Southern Oklahoma	Seminole	800-522-1090

# For Mental Health Referrals

- Blue Cross and Blue Shield
  - <https://www.bcbsok.com/find-a-doctor-or-hospital>
- United Health Care
  - <https://www.uhc.com/find-a-physician>
- Humana
  - <https://www.humana.com/finder/medical?customerId=1>
- Aetna
  - <https://www.aetna.com/individuals-families/find-a-doctor.html>
- Cigna
  - [https://hcpdirectory.cigna.com/web/public/consumer/directory?providerGroupCode=B&title=Psychiatrists %26 Nurse Practitioners&searchCategoryCode=HSC02](https://hcpdirectory.cigna.com/web/public/consumer/directory?providerGroupCode=B&title=Psychiatrists%26NursePractitioners&searchCategoryCode=HSC02)

# For Mental Health Referrals Cont.

- Tri-Care
  - <https://www.tricare.mil/FindDoctor>
- Medicare
  - <https://www.medicare.gov/care-compare/?providerType=Physician&redirect=true> - search
- Medicaid
  - <http://apps.okhca.org/providersearch/>

# Additional Resources

- Employee Assistance Programs (Typically offer 6 sessions and support finding additional referrals)
- National Suicide Prevention Hotline : 800-273-8255
- <https://suicidepreventionlifeline.org/>
- Mental Health First Aid  
<https://www.thenationalcouncil.org/about/mental-health-first-aid/>
- Headspace, Calm, Insight Timer, Apps

# References

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Kannampallil TG, Goss CW, Evanoff BA, Strickland JR, McAlister RP, et al. (2020) Exposure to COVID-19 patients increases physician trainee stress and burnout. PLOS ONE 15(8): e0237301. <https://doi.org/10.1371/journal.pone.0237301>
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