



Stanford | WellMD
MEDICINE | WellPhD

COVID-19 Physician and Clinician Support

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Chief Wellness Officer
April 1, 2020

Framework: Identified sources of fear and anxiety

- WellMD Center conducted 8 listening sessions
 - Physicians (3 groups)
 - Nurses (3 groups)
 - Resident/fellows (1 group)
 - APP (1 group)
- Identified key sources fear/anxiety
- Thematically grouped into 5 domains

Five Requests of Organization

- Hear me
 - *Listen to and act upon my expert perspective and front-line experience*
- Protect me
 - *Reduce risk I will acquire infection or be portal transmission to family*
- Prepare me
 - *Provide training and expert oversight so I can provide high quality care*
- Support me
 - *Provide support that acknowledges human limitations during extreme work demands*
- Care for me
 - *Provide holistic support for individuals and their family, if need quarantine*

1: HEAR ME

Listening to expert perspective and frontline experience

Hear Me: Listening to Expert Perspective and Front-line Experience

| | |
|------------------------------|--|
| Listening Groups | <ul style="list-style-type: none">• Continue regular listening groups to understand evolving situation and impact of programs <p>7 sessions this week</p> |
| Huddles | <ul style="list-style-type: none">• Collect rapid insights from front-line• Support efficient escalations |
| Electronic Feedback | <ul style="list-style-type: none">• Monitor chiefwellnessofficer@stanford.edu for feedback• Acknowledge feedback/input |
| Enterprise Workgroups | <ul style="list-style-type: none">• Convene experts and representatives to shape programs, guidance, and priorities |
| Town Halls | <ul style="list-style-type: none">• Solicit advance and live questions and comments |

2: PROTECT ME

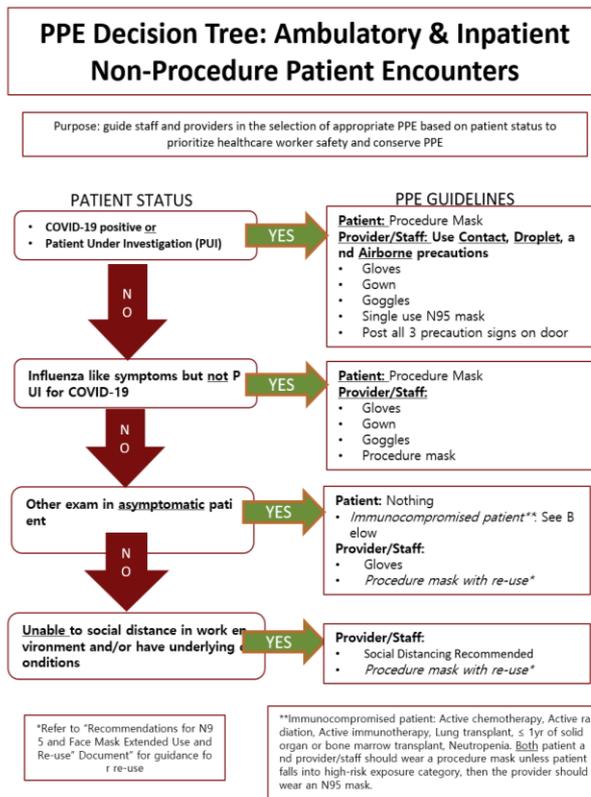
Clinicians who are still working

PROTECT ME

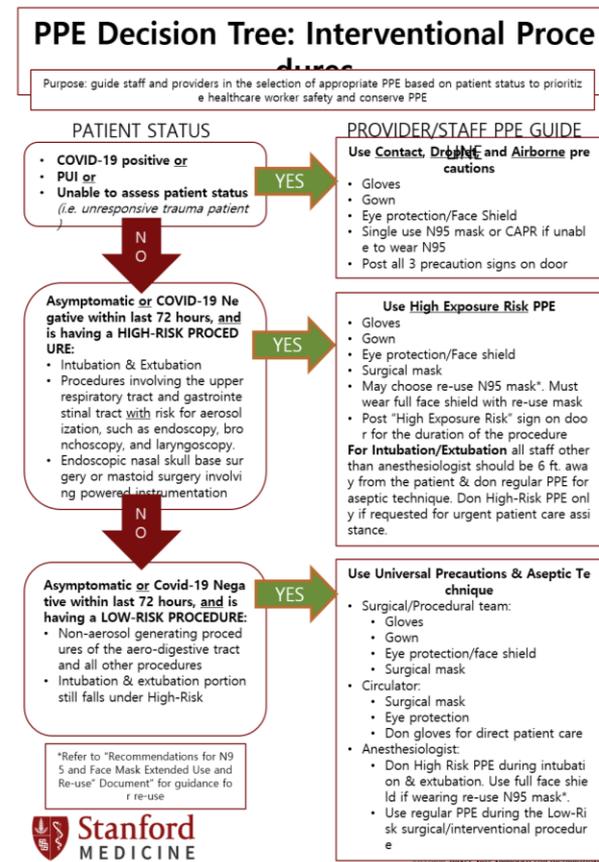
- Access and guidelines regarding personal protective equipment
- Rapid access to Occupational Health with efficient evaluation, if symptomatic
- Information and resources on how to avoid taking the infection home to family
- Guidelines for faculty and staff who are high risk based on age and/or health conditions coming soon

PROTECT ME

New Stanford Medicine PPE Guidelines Released Monday



3/27/2020_DRAFT. NOT APPROVED FOR DISTRIBUTION



3/27/2020_DRAFT. NOT APPROVED FOR DISTRIBUTION

PROTECT ME

Before leaving the hospital

- Wash your hands

After returning home

- Take off your shoes. Wash your hands after you remove them.
- Leave a box by the door to hold your briefcase, keys, work papers
- Take off your outer clothes. Place them in a bag to be washed
- Sanitize your cell phone and glasses

Preventing spread of COVID 19 in your household

- Practice social distancing in your household as much as you can
- Every day, disinfect the things in your house that everyone else touches (telephone, refrigerator door handle, microwave, knobs on the stove, other door handles, handles on drawers)

Preventing spread of COVID 19 from your vehicle

- Every day, disinfect your car door handles, steering wheel, gear shift and start buttons after you drive home.

3: PREPARE ME

Training for Redeployment

PREPARE ME: Training for Potential Redeployment

- Training and resources
 - Basic technical training on necessary skills
 - Appropriate back-up and access to expertise
- Current environment
 - We are all experiencing novel challenges and decisions
 - We all need to rely on each other in this time
 - Individuals should ask for help when they need it
 - No one needs to make difficult decisions alone
 - We are all in this together

4: SUPPORT ME

Clinicians who are still working

SUPPORT ME: Clinicians who remain working

With COVID-19, caregivers across Stanford Medicine have access to additional childcare, family care, food, lodging, and financial support.

Increased resources targeted directed to areas highly impact by COVID-19.



**FAMILY CARE
& CHILDCARE**



LODGING



EMOTIONAL CARE



FOOD

SUPPORT ME: Child, Elderly and Pet Care

Bright Horizons

- Backup care extended through April 30th
- Wide range of child, adult, and pet care resources
- Use the website and mobile app (not phone line)
- Can also be reimbursed by Bright Horizons \$100/day for care you arrange

For SoM Faculty: <https://clients.brighthorizons.com/stanfordu>

Username: sucares

Password: Benefits4You

For Trainees: <https://clients.brighthorizons.com/SHC>

Username: SHC

Password: backup1

SitterCity

- Screen and hire babysitters and caregivers
- [For faculty: https://www.sittercity.com/stanfordu](https://www.sittercity.com/stanfordu)
- [For trainees: https://www.sittercity.com/SHC](https://www.sittercity.com/SHC)

Stanford Medical and Graduate Students

- <https://bit.ly/SMSChildcare> or contact chiefwellnessofficer@stanford.edu

Bright Horizons Can Provide Care for Children with Special Needs, Elders, and Pets

SUPPORT ME: Temporary Local Lodging



| | |
|---|---|
| <p>Free Lodging</p> <p><i>Palo Alto Sheraton Hotel</i></p> | <ul style="list-style-type: none"> • Prioritized rooms for: <ul style="list-style-type: none"> ○ High COVID-19 impact areas ○ Rapid turnaround shifts (<10 hours) ○ Commutes >60 mins • Process for exceptions and other needs • Online application process • Scaled to accommodate surge |
| <p>Discounted Lodging</p> | <ul style="list-style-type: none"> • Easy access to discounted, self-pay lodging for those not meeting criteria, but desiring local lodging • Current list of hotels on COVID-19 Daily |






Purpose: To Support Physicians & Employees with Lodging Challenges Due to COVID-19

We understand these are challenging times. With COVID-19, we recognize that temporary, local lodging is a growing need. Stanford Medicine has arranged a limited number of hotel rooms to provide lodging near the medical center. If you are in need of temporary lodging, please provide the requested information. Rooms will be prioritized to individuals who meet all of the following criteria:

1. Physicians/employees working in units/departments caring for a high proportion of COVID-19 positive patients.
2. People who are leaving the hospital and have less than 10 hours until their next shift begins.
3. Individuals who have an extended commute (>60 minutes) to their place of residence.

Individuals who do not meet these criteria but face challenges for other reasons can also submit a request with individual situation and need. All requests will be considered on a case by case basis and depend on room availability. Rooms will be provided on a day-by-day basis.



- 1 **To Submit a Request:**
 Navigate to the COVID-19 Page from the Intranet or by clicking: https://stanfordhealthcare.org/~/stan/infocenter/covid-19/COVID-19_Lodging_Request_Form.aspx
- 2 **Enter in the Necessary Information.**

Know: Selections will be made Daily. It is Recommended that you Submit your Request more than 24 Hours in Advance.

*Email: *Phone Number:

*Organization: *Date & Time Shift Ends:

*Position: *Date & Time Following Shift Begins:

*Alternative for Requesting Temporary Lodging Other than 3 Criteria for Preferred Temporary Lodging:
- 3 **You will Receive an Email Confirmation of your Request Submission.**
- 4 **If Approved, You Will Receive an Email with Instructions to take to the Hotel Front Desk.**

SUPPORT ME: Emotionally, Psychologically, & Spiritually



- Mental health outcomes healthcare workers China (n=1257):
 - 50% symptoms depression
 - 45% anxiety
 - 34% insomnia
 - 74% distress
- Increased risk women, nurses, frontline healthcare workers

| | HR Frontline Healthcare Workers | P |
|------------|---------------------------------|--------|
| Anxiety | 1.57 | 0.01 |
| Depression | 1.52 | <0.001 |
| Insomnia | 2.97 | <0.001 |
| Distress | 1.6 | <0.001 |

SUPPORT ME: Emotionally, Psychologically, & Spiritually



| | |
|---|--|
| Department of Psychiatry and Behavioral Science/ WellMD/WellPhD Support Series | <ul style="list-style-type: none">• Interactive webinar series open to all Stanford Medicine• Facilitated discussion with Department of Psychiatry experts <p><u>Upcoming webinars:</u></p> <ul style="list-style-type: none">• 3/31 12pm: “Managing anxiety related to taking care of patients during the COVID-19 pandemic”• 4/2 5pm: “Talking to Young People about COVID-19” <i>* developed by Dept of Psychiatry & Behavioral Science only</i>• 4/7 12pm: “Minimizing the Impact of the COVID-19 Pandemic on Sleep of Healthcare Providers” |
| Chaplains | <ul style="list-style-type: none">• Daily 3 minute drop in call for prayer/poem at start of day (pending) |

SUPPORT ME: Emotionally, Psychologically, & Spiritually



<https://med.stanford.edu/cme/COVID19/education.html>

SUPPORT ME: Emotionally, Psychologically, & Spiritually



Individual support

- **Faculty:** Peer Support Network (PRN), University Help Center
- **Residents:** WellConnect
- **Staff:** EAP

Respite

- Family Resource Center (3rd floor, 500P) converted for staff respite
- Gratis non-perishable snacks (24/7)
- Coffee (through Zoom coffee kiosk)



5: CARE FOR ME

Infected Employees/Physicians & Their Families

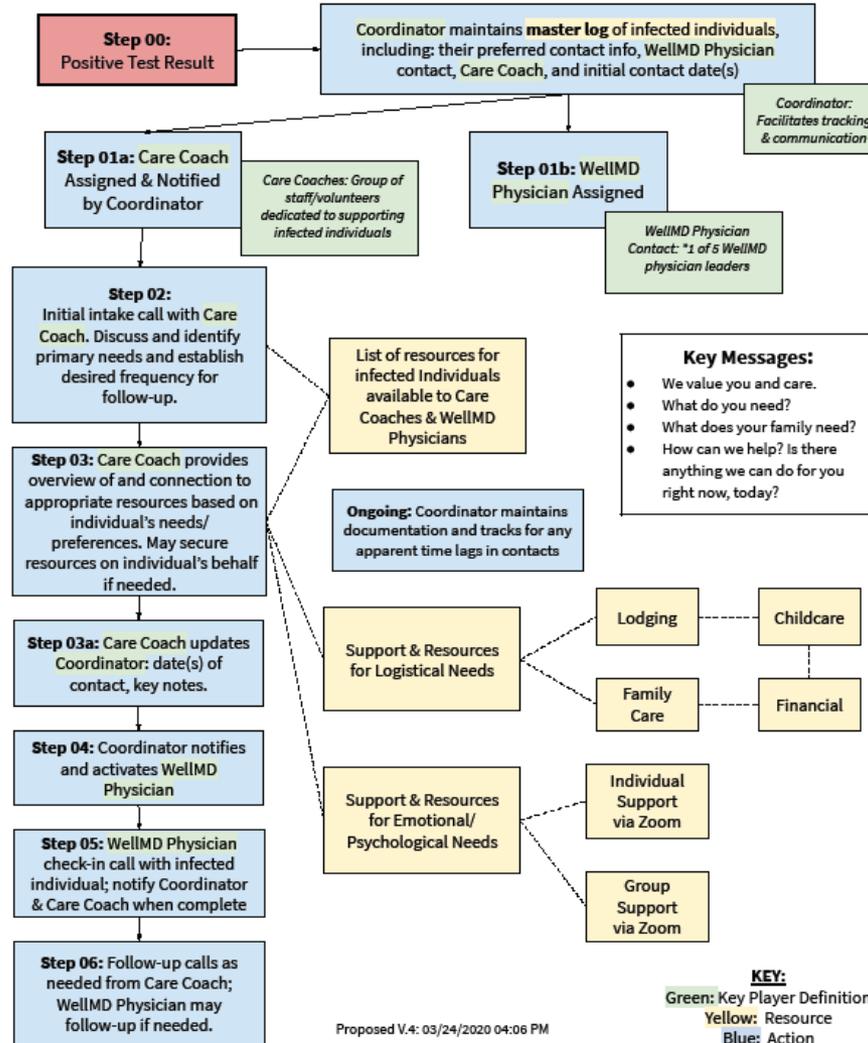


- **Proactive service** to all infected physicians referred by Occupational Health or Chairs
- **Care Coach** contacts each infected physician
 - Identify concerns and basic needs (food, lodging, childcare/family care)
 - Connect with available resources
 - Regular check-ins during recovery
- **WellMD Physician**
 - Call for one-time peer support
- **Psychiatrist/Psychologist**
 - If needed, by referral from WellMD Physician
 - Individual or group sessions

Analogous program for staff launched 3/26/20



COVID-19 Response: Aid for Infected Physicians
Proposed V.4: Care Coach as First Contact



Proposed V.4: 03/24/2020 04:06 PM



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