Mental Health of the Health Care Workforce During COVID-19 and Disproportionate Impact on Communities of Color

NASEM Webinar 3 – December 14, 2020

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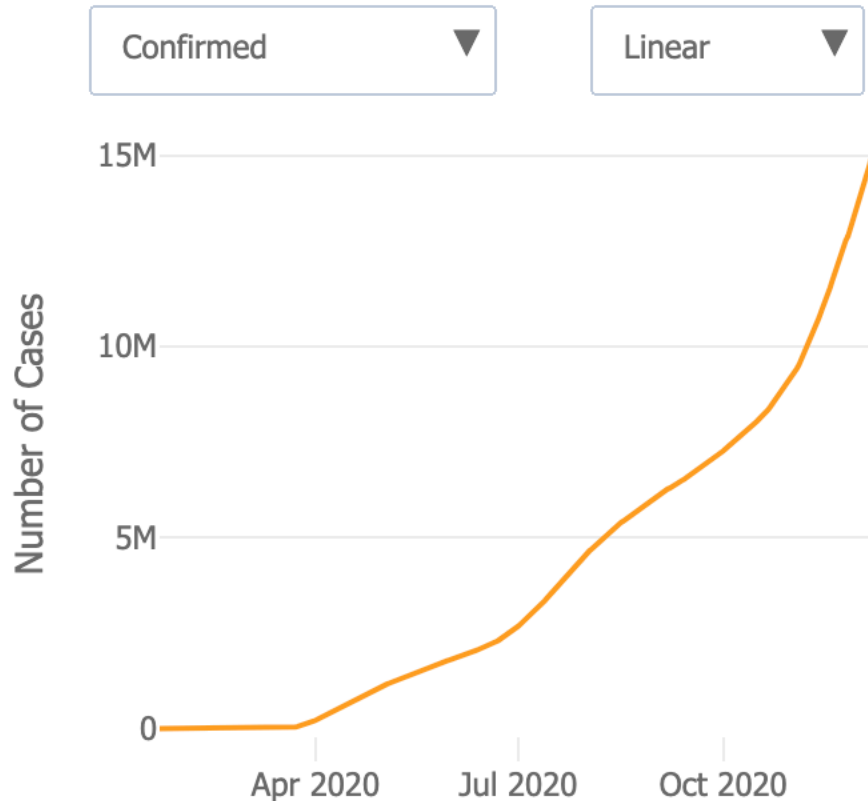Johns Hopkins Bloomberg School of Public Health

UNITED STATES

Yesterday's data (12/10/2020)

NEW CASES: **221,267** | DEATHS: **3,124**

The first case of COVID-19 in United States was reported 322 days ago on 1/21/2020. Yesterday, the country reported 221,267 new confirmed cases and 3,124 deaths.
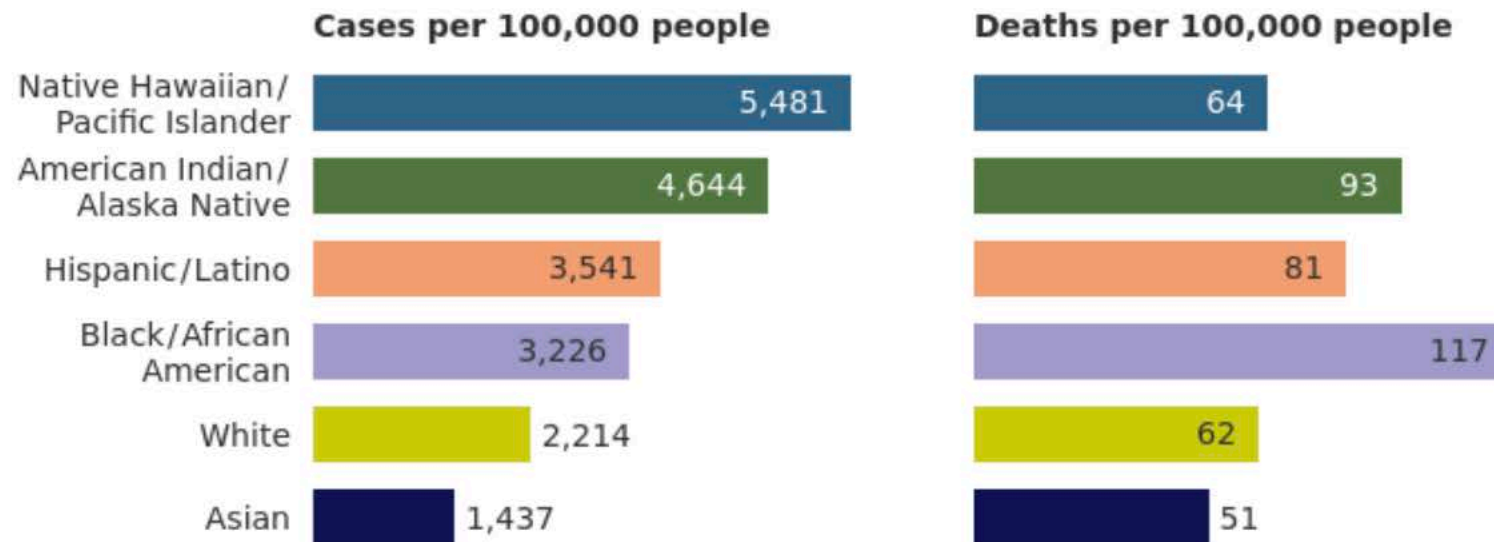

- More than 15 million COVID-19 cases in US in past 10 months
- Over 200,000 new infections a day
- Over 100,000 hospitalized
- 3,124 deaths = the leading cause of death in US
- Intensive care beds critically short for 100 million
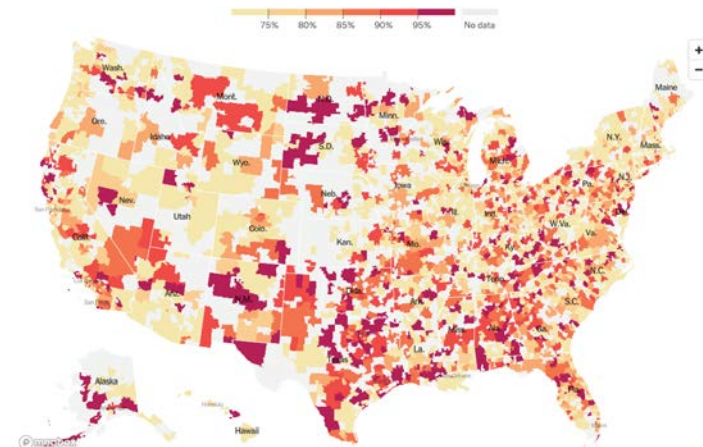
Racial/Ethnic Disparity in Infection + Mortality

In the **United States**, through December 8, Native Hawaiians/Pacific Islanders were most likely to have contracted COVID-19. Black/African American people were most likely to have died.

	Cases per 100,000 people	Deaths per 100,000 people
Native Hawaiian/Pacific Islander	5,481	64
American Indian/Alaska Native	4,644	93
Hispanic/Latino	3,541	81
Black/African American	3,226	117
White	2,214	62
Asian	1,437	51

Notes: Nationwide, 51 of 56 states and territories report race/ethnicity information for cases and 50 of 56 report race/ethnicity for deaths. Graphic includes demographic data from all states and territories that report, using standard Census categories where possible, and scaled to the total US population for each Census category. Race categories may overlap with Hispanic/Latino ethnicity. Some rates are underestimated due to lack of reporting of race and ethnicity categories for COVID-19 cases and deaths.

BOSTON UNIVERSITY

The COVID Tracking Project

US Healthcare Workers with COVID-19

- More than 263,970 have contracted COVID-19, 892 died

  (CDC 12/10/2020 death status only available for 75%)

- ? Failure to effectively track and report deaths

- 1445 workers died after contracting COVID on the job
  (Kaiser Health News+ Guardian Lost on the Frontline)

- More frequently exposed to COVID+ patients, lack
  sufficient PPE, work in high risk settings like nursing
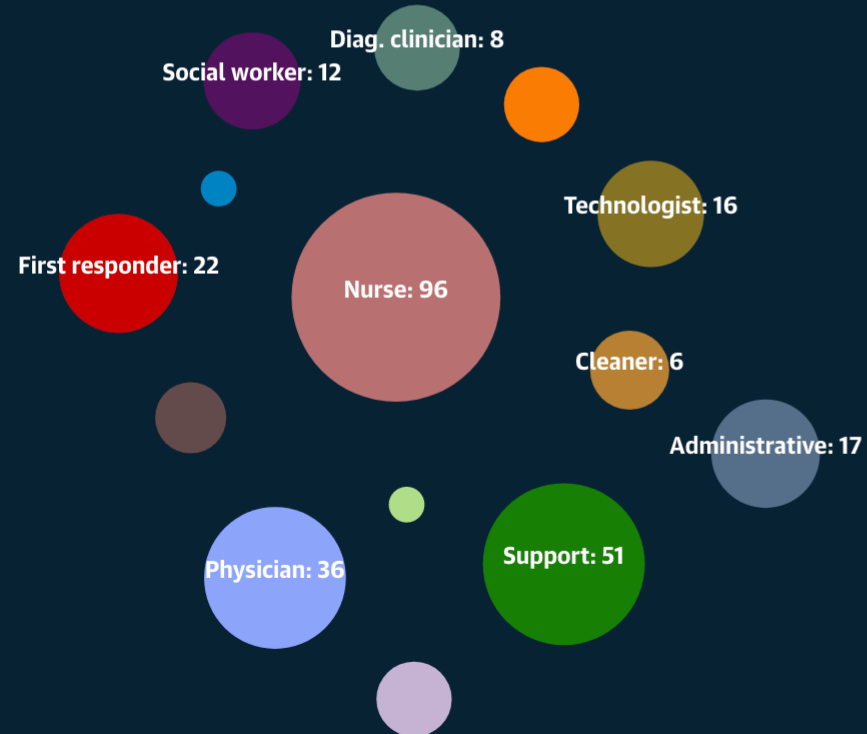 home, live in densely population communities,
  residences

Confirmed deaths by occupation

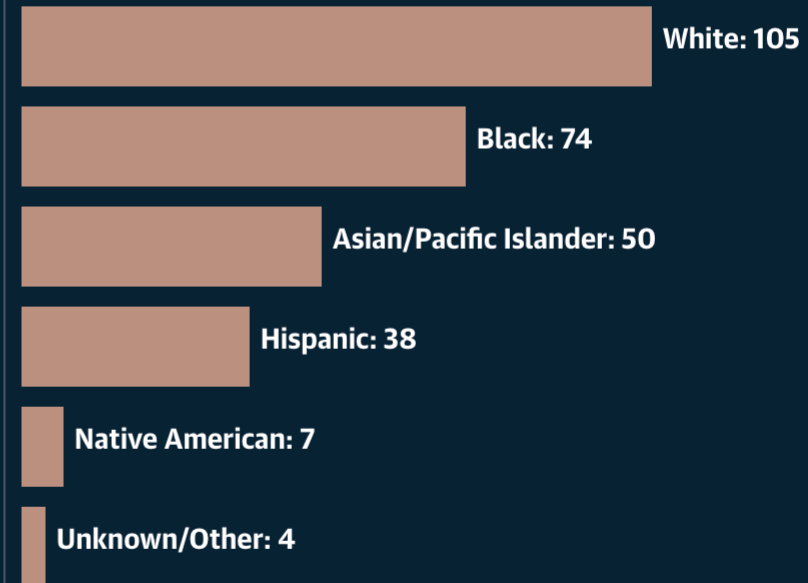Select an occupation ⌄

Coroner: 1 confirmed death

Diag. clinician: 8

Social worker: 12

Technologist: 16

First responder: 22

Nurse: 96

Cleaner: 6

Administrative: 17

Physician: 36

Support: 51

Confirmed deaths by race and ethnicity

Total deaths | % of total deaths

White: 105

Black: 74

Asian/Pacific Islander: 50

Hispanic: 38

Native American: 7

Unknown/Other: 4

Impact on Emotional Well-being of Health Care workers

- Short term
  - Fear, anxiety for self and family, role change
  - Anger and frustration
  - Anguish and grief
  - Separation
- Longer term
  - Burnout, worsening mental health conditions
  - Post Traumatic Stress Disorder (PTSD)

JAMA

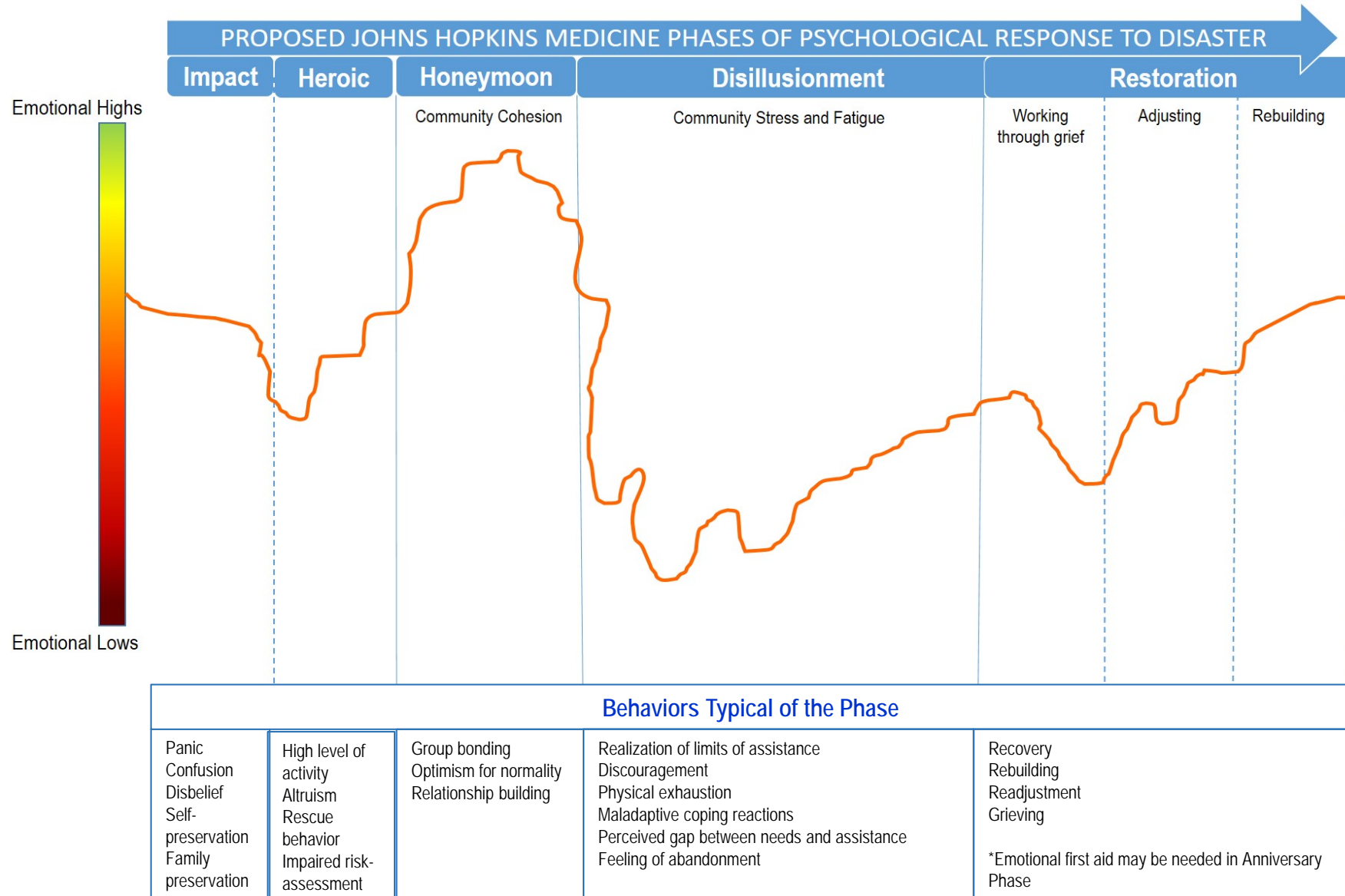# Impact of SARS-CoV-2 on Mental Health of Hospital Workers

Problem	Prevalence (%)
Depression	13.5 – 44.7
Anxiety	12.3 – 35.6
Acute Stress Reaction	5.2 – 32.9
PTSD	7.4 – 37.4
Insomnia	33.8 – 36.1
Work Burnout	3.1 – 43.0

Risk Factors

- Direct exposure
- Nurse
- Frontline
- Low social support
- Less work experience

Sanghera J Occup Health 2020

# Disasters follow predictable psychological patterns

PROPOSED JOHNS HOPKINS MEDICINE PHASES OF PSYCHOLOGICAL RESPONSE TO DISASTER

Impact	Heroic	Honeymoon	Disillusionment	Restoration		
		Community Cohesion	Community Stress and Fatigue	Working through grief	Adjusting	Rebuilding

Emotional Highs

Emotional Lows

Behaviors Typical of the Phase

Panic Confusion Disbelief Self-preservation Family preservation	High level of activity Altruism Rescue behavior Impaired risk-assessment	Group bonding Optimism for normality Relationship building	Realization of limits of assistance Discouragement Physical exhaustion Maladaptive coping reactions Perceived gap between needs and assistance Feeling of abandonment	Recovery Rebuilding Readjustment Grieving *Emotional first aid may be needed in Anniversary Phase

"We don't feel like heroes anymore"

- Numerous sick calls / call outs

- Multiple leaves of absence, early retirement

- Incivility: blaming, anger, anxiety, emotional outbursts

- Verbalizing fatigue, despair, burnout

- Performance issues

"How are you coping?"

"I'm not coping, I'm surviving"
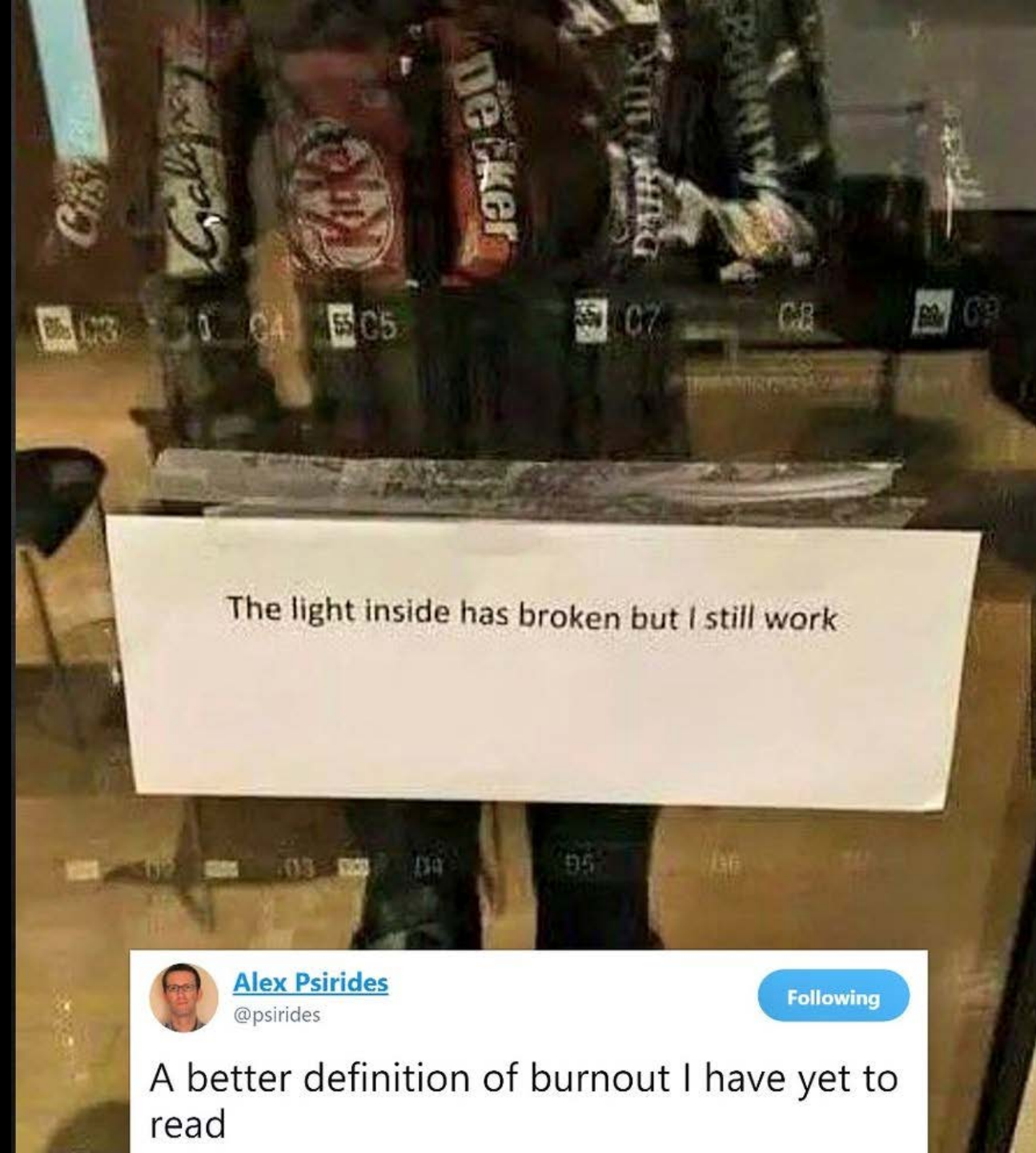
"Colorblind Policy"
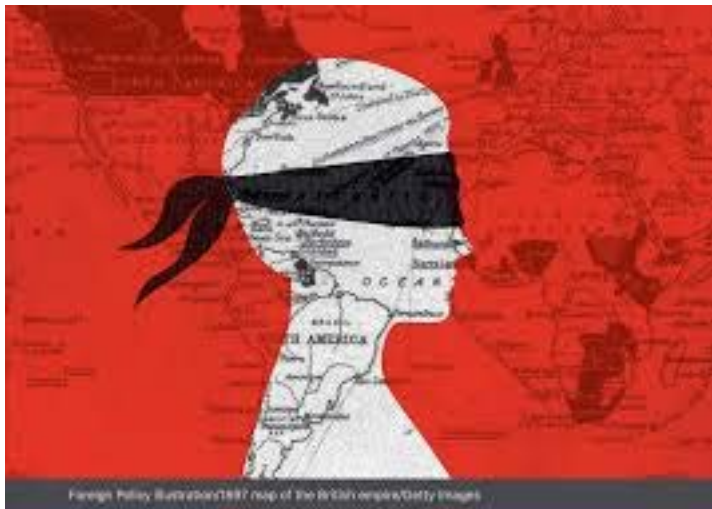
- Race-neutral governmental policies that reject discrimination in any form in order to promote the goal of racial equality

Foreign Policy Illustration/1897 map of the British empire/Getty Images

- When legislators don't consider pre-existing disparities, there's a risk of exacerbating them

- Policies don't work for everyone: primarily white Americans are able to benefit from them

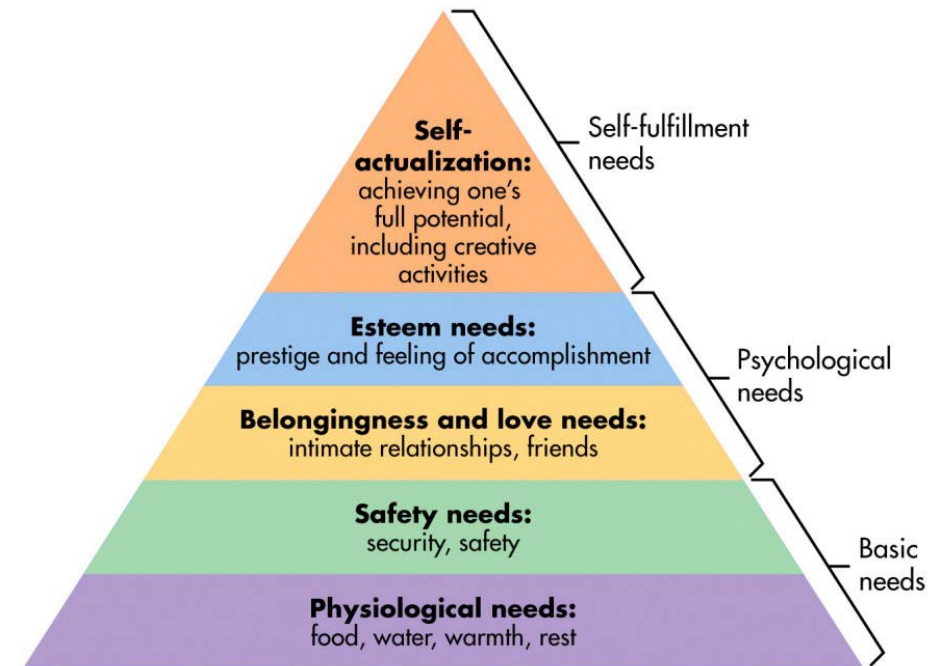- E.g. COVID-19 Rental Assistance; Cessation of mass transit

Challenges to Reaching Workers of Color

CHALLENGE

- Description
- Health Literacy
- Channel
- Language
- Trust
- Culture

A partnership between
KHN
the Guardian and Kaiser Health News

MESH (Mental, Emotional + Spiritual Help)

RISE (Resilience in Stressful Events) Peer Support Program

- 35 volunteer health care workers trained in psychological first aid

- Confidential, on-call 24/7

- In-person and virtual encounters with individuals and groups, proactive rounds

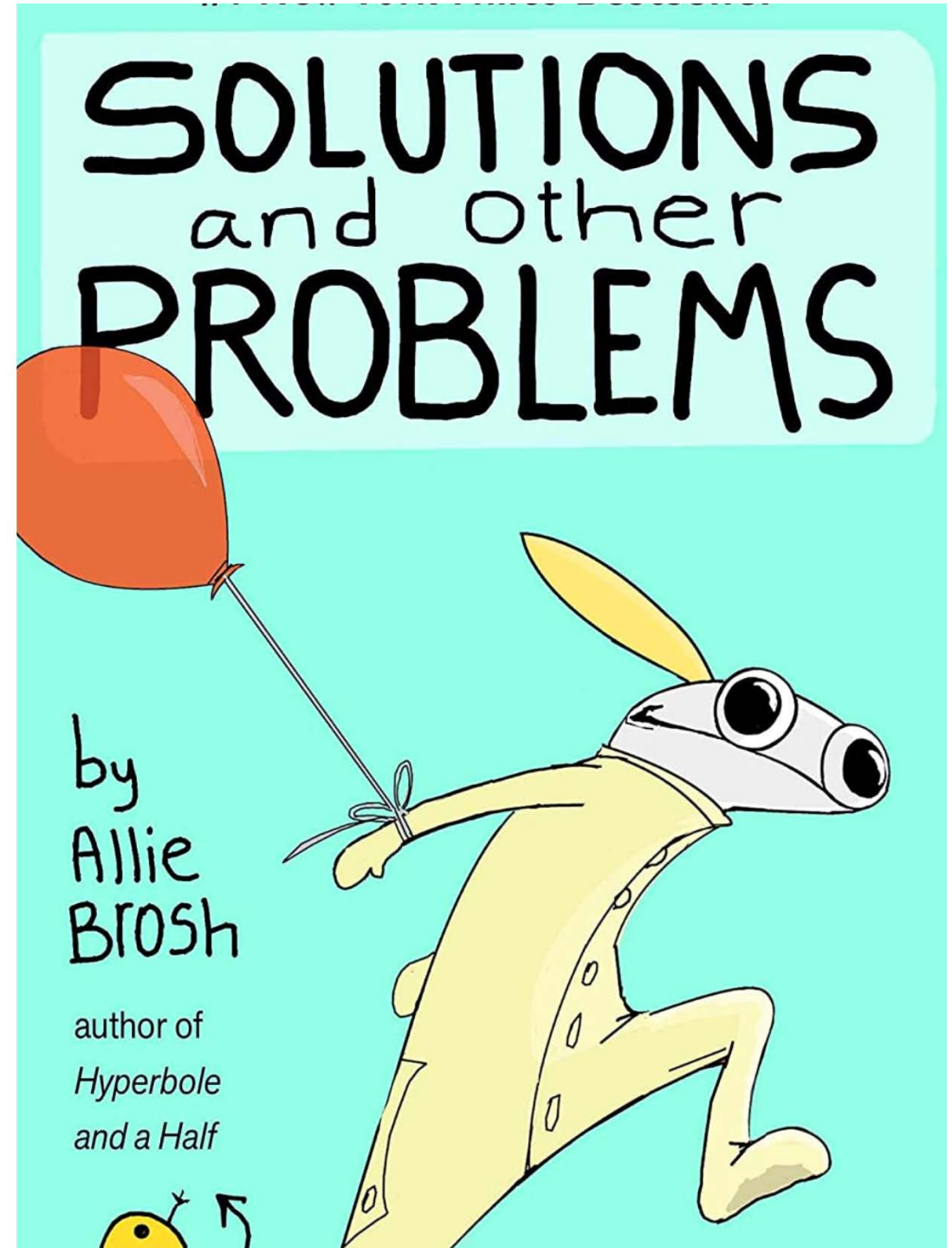- 51 additional responders trained

- 3192 staff supported 3/15 - 12/5

RISE
Resilience in Stressful Events

"Provide timely peer support to workers who encounter stressful patient related events"

Information about training:
https://www.marylandpatientsafety.org

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SOLUTION

- Broaden marketing, website

- Increase channels e.g. plasmas, postcards, tailor messages

- Spanish messages + speakers

- Rounding, supervisors

- Hopkins Familia Resource Group

- Community outreach

- Chief Diversity Officer

- Vaccine Equity Group

Frontline Crisis Leadership Training Resources

"THE SINGLE BIGGEST PROBLEM IN COMMUNICATION IS THE ILLUSION THAT IT HAS TAKEN PLACE."

GEORGE BERNARD SHAW

© Lifehack Quotes

To enhance well-being and resilience at the organizational and personal levels at Johns Hopkins Medicine by supporting our workforce, and by strengthening crisis leadership at the executive and frontline managerial level

Over 1000 managers trained

Training videos at

https://www.hopkinsmedicine.org/joy-at-jhm/office-of-well-being/covid/frontline-crisis-leadership.html

10 Principles of Crisis Leadership

1. Structure is the antidote to chaos
2. Listen before you speak
3. Information is the antidote to anxiety
4. Empowerment is the antidote for feeling powerless/out of control
5. People trust action not words

https://www.hopkinsmedicine.org/joy-at-jhm/office-of-well-being/covid/frontline-crisis-leadership.html

6. Perceived support is the antidote for isolation
7. Cohesive groups do better in times of stress and challeng3
8. There is no such thing as an information vacuum
9. Transparent, timely, truthful communication is essential to credibility
10. The moment of absolute certainty may never arise

Summary

- COVID-19 is the defining health crisis of our generation

- Disproportionate impact on workers of color

- Challenges to reaching workers of color

- Comprehensive institutional solutions needed

- Achieving equity requires conscious effort

Every storm runs out of rain.

Maya Angelou

EARTHMONK

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Johns Hopkins Frontline Crisis Leadership Training Resources https://www.hopkinsmedicine.org/joy-at-jhm/office-of-well-being/covid/frontline-crisis-leadership.html

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