







NY Chapter, American College of Physicians

May 7th, 2020

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Wellbeing in times of Difficulty

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Disclosures

- No financial disclosures
- Grant from AMA in Reimagining Residency
- Start on ABIM, Internal Medicine Board, July 1st, 2020
- AAIM Education Committee
- AAIM Faculty Development Committee

- Recent Chair of ACP Council of Early Career Physicians
- Served on Inaugural ACP Wellbeing and Professional Satisfaction Task Force
- Served on Board of Governors
- Served on Board of Regents
- Served as Governor-Elect NC Chapter
- Former Program Director, UNC Med-Peds Program





Acknowledgment

Kerri Palamara, MD, FACP

Director, Center for Physician Wellbeing, Massachusetts General Hospital

Lead, Physician Coaching Services, American College of Physicians











OPINION This piece expresses the views of its author(s), separate from those of this publication.

AMA president: 7 ways to keep peace of mind amid coronavirus fears and worries

Feelings of fear, worry and anxiety are normal. Here are practical tips from a psychiatrist for restoring what disruption threatens to take away.

Dr. Patrice A. Harris Opinion contributor

Published 12:01 p.m. ET Mar. 25, 2020 | Updated 1:46 p.m. ET Mar. 26, 2020









https://www.usatoday.com/story/opinion/2020/03/25/coronavirus-fears-tips-for-peace-of-mind-psychiatrist-column/2909753001/

Acknowledgements









ACP as my Professional Home



https://www.acponline.org/practice-resources/physician-well-being-and-professional-fulfillment



wellbeing in times of difficulty

Resources

Early Career Physicians

- NYACP represents over 1200 Early Career Physicians
- Early Career physician is a physician within 16 years of completing medical school

Aim:

 To enhance the professional development and quality of life for young physicians, fostering their involvement in the American College of Physician, and providing resources and support as they pursue a career in Internal Medicine

Offerings:

- Mentoring program
- Webinars on medical sciences, careers, and life:
 - → Women in Medicine
 - → Medical Education & Why it's important for your career
 - → Balance for Dual Family Physicians
 - → Healthcare & Social Media
 - → Vaping and Clinical Manifestations
 - → Negotiations & Contracts



Resources:

nesources.

NYACP Website www.NYACP.org



(Updated 5/4/2020)

AMERICAN COLLEGE OF PHYSICIANS

- New! ACP Letter to HHS: Internists Say Relief Funding Must be Prioritized to Primary Care and Other Frontline Physician Practices to Ensure Continued Care
- New! COVID-19 Pandemic How ACP is supporting members slideset
- . CORE IM Podcast: Practical Tips on COVID Floors
- · ACP Information for Interns including telehealth coding and billing practice management tips
- . COVID-19 Call for Volunteers
- · ACP Practice Management Resources
- · ACP Annals COVID-19 Content
- ACP Letter to Dept. of State and USCIS on VISA Processing for International Medical Graduates During COVID-19
 Pandemic
- . ACP Webinar: "COVID 19: Practical Advice and Support from Internists on the Front Lines"

NYS DOH INFORMATION

FOR PROVIDERS

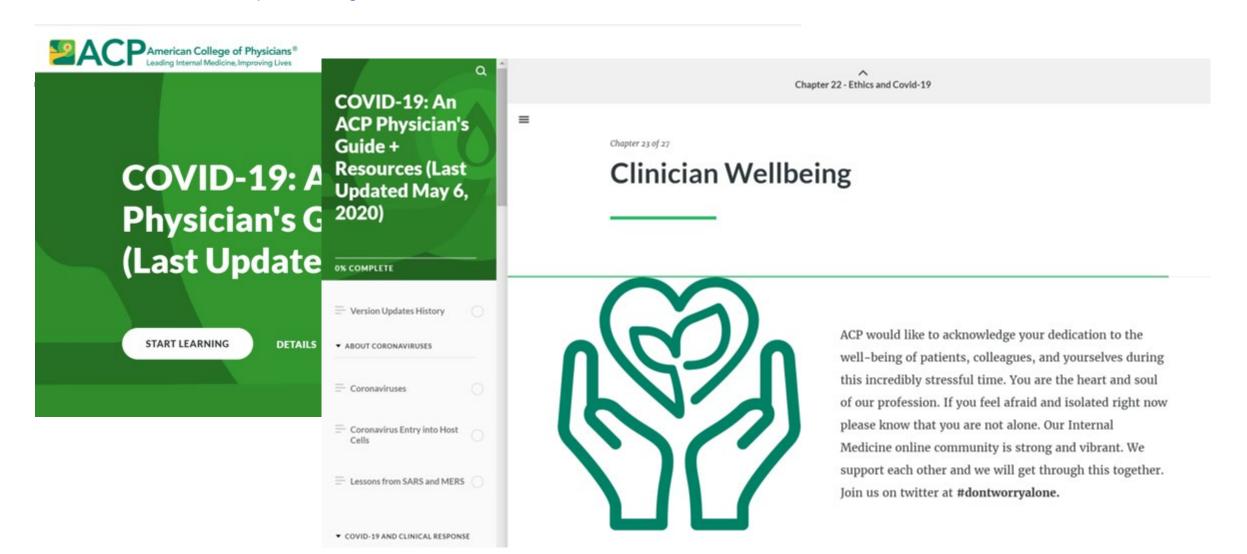
From the Governor's Office:

NYS Launched: Comprehensive COVID-19 Testing Data

Daily Briefing Notes:

Resources:

ACP Website: wwww.acponline.org/coronavirus



Resources:

For the Frontlines www.forthefrontlines.org

Free crisis counseling, 24/7 for front line workers facing fear, anxiety, stress, isolation.



DEALING WITH ANXIETY, STRESS, FEAR, AND ISOLATION?

Text FRONTLINE for free crisis counseling

USA text 741741

UK text 85258

Canada text 741741

Ireland text 086 1800 280

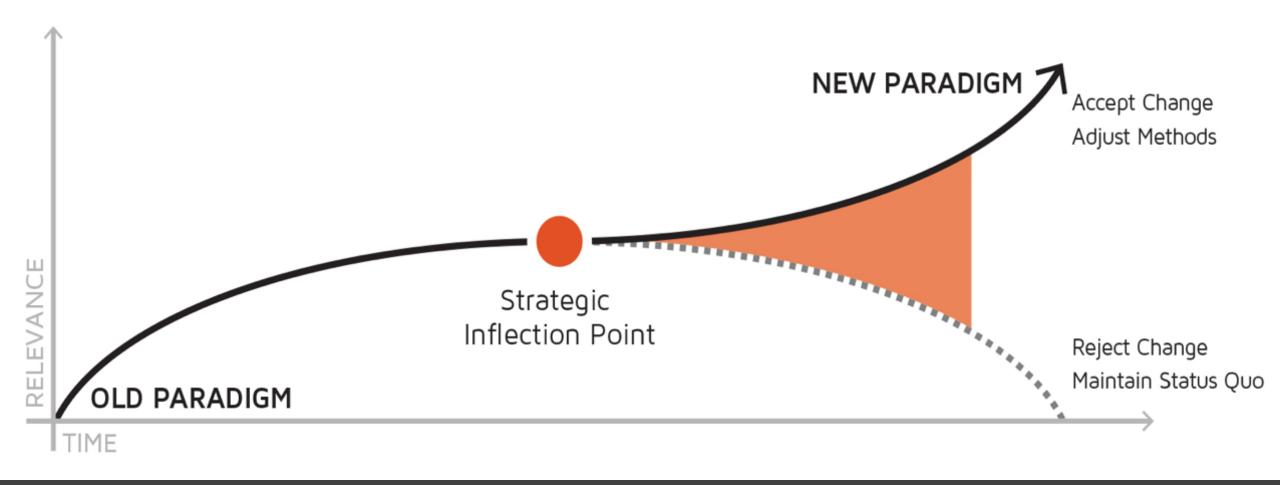




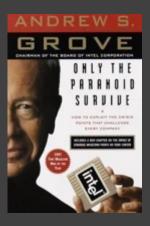
- Uncertainty about screening and frequently changing PPE recommendations/supply leave people feeling exposed and underprepared.
- The uncertainty of clinical presentation of patients with COVID-19.
- The lack of testing capability creating uncertainy.
- The fear of working in healthcare if you are worried about your own health or the health of someone in your home.
- The anxiety about who we may expose or infect if we become ill.
- Worrying about loved one's, financially and medically.
- Fear that we or our colleagues will die.
- Feeling useless at home when we can't be at work.
- Working in new roles outside of comfort zone.
- "Worrying about daycare and home schooling, and the general status of our homes/family."
- "I miss people, and physical connection. "
- "My world feels so foreign to me".



Checking in with you & where we are at today



Where on Earth are we?









Moving Forward — You are Never Alone



7 Things to Ponder and Consider

1. Feel and acknowledge your feelings

- We are all in this together
- Experts are working at all levels
- Its ok to be afraid
- Avoid catastrophic worry
- Work the problems as they come up



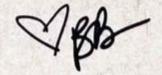


We have a choice to make each moment, each day

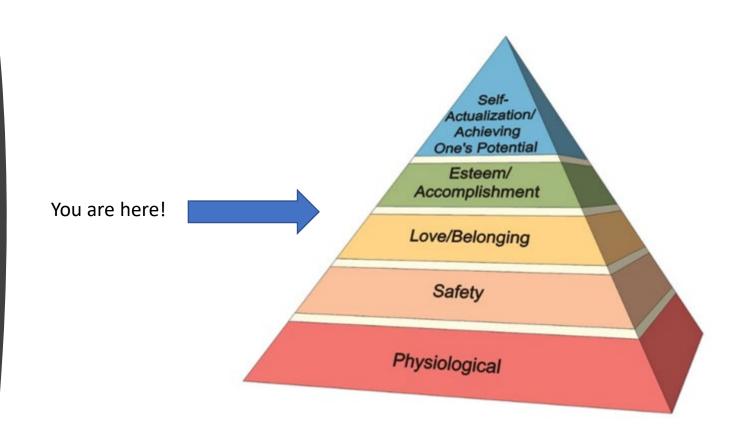


This pandemic experience is a massive experiment in collective vulnerability. We can be our worst selves when we're afraid, or our very best, bravest selves. In the context of fear and vulnerability, there is often very little in between because when we are uncertain and afraid our default is self-protection. We don't have to be scary when we're scared. Let's choose awkward, brave, and kind.

And let's choose each other.



Assumption Going Forward



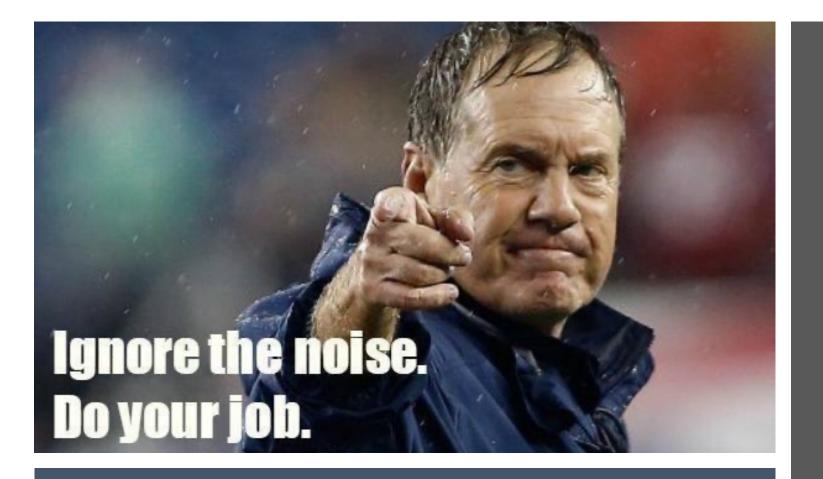
Osler had a Great Approach

A WAY OF LIFE

An Address to Yale Students
Sunday evening, April 20th, 1913

(Sir) WILLIAM OSLER

LONDON
CONSTABLE & COMPANY LTD.
1913



2. Channel your worry into actions

- Know your job
- Know the standards (UMMC, CDC, MS DOH)
- Understand changes happen to the standards rapidly
- Wash your hands, wear PPE
- Report your symptoms / get tested
- Read important Emails and other communication.
- Be flexible
- Assume best intentions









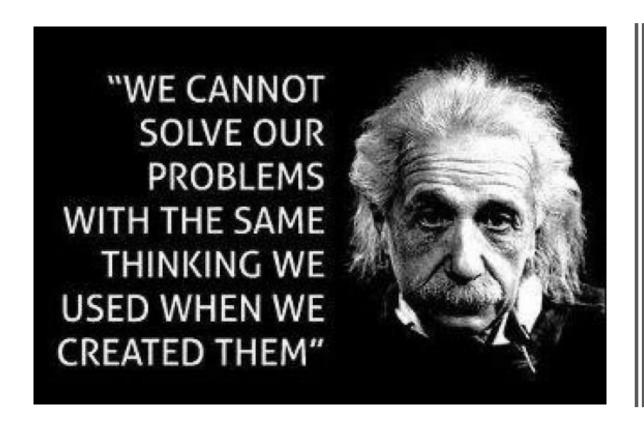
LET'S WORK THE PROBLEM PEOPLE.



LET'S NOT MAKE THINGS WORSE BY GUESSING.

Apollo 13

- Everyone had a role from top to bottom
- Failure was not an option
- People encouraged to work the problems





A little Albert and Maya goes a long way

3. Get your body and mind moving

- Stay active
- Take care of your physical needs
- Constant stress requires constant selfcare
- Don't ignore your physical and emotional needs.
- Be kind to yourself



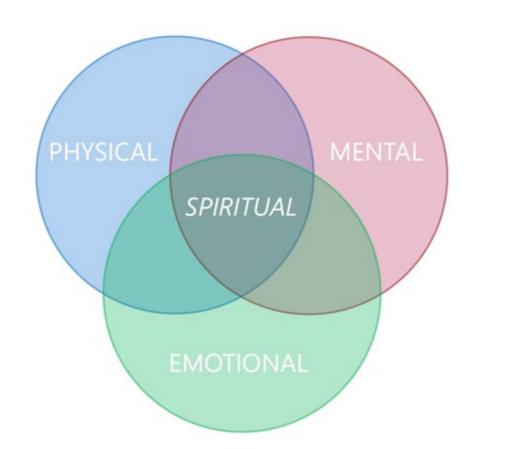




Take care of yourself first.....





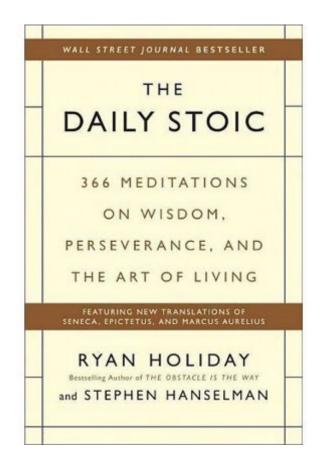




Physical, Emotional, and Mental

Spiritual, not (necessarily) religious





4. Unplug

- Maintain a platform of reliable information
- Read critical emails
- Give you brain and emotions a break when possible
- Deal with the present
- Avoid catastrophic worry
- Avoid "future-tripping"









5. Stay Connected& Stay Kind

- It is tempting to isolate and hide within the business of this crisis.
- Remember our collogues are scared too.
- The patients need us to be clear headed in times of distress.
- Try kindness and connection over isolation and loneliness



EVERYONE YOU MEET IS FIGHTING A BATTLE YOU KNOW NOTHING ABOUT. BE KIND. ALWAYS.







6. Create New Routines

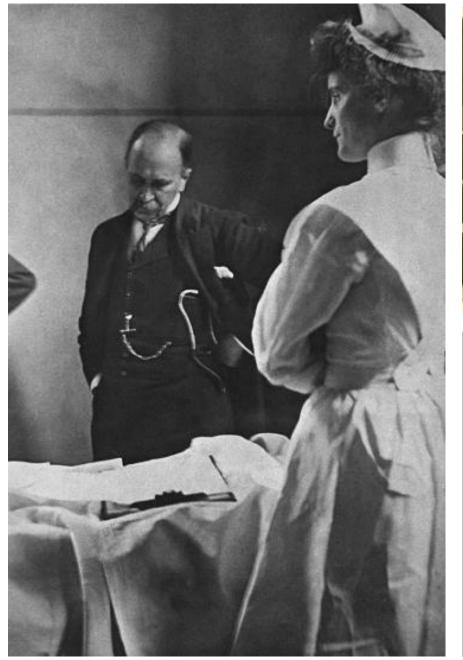
- Be "day tight" in your new routines
- Remain flexible to changing roles and requirements.
- When in doubt, ask and clarify your role



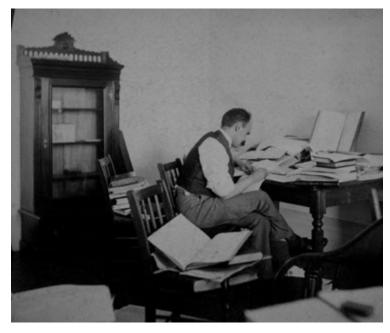










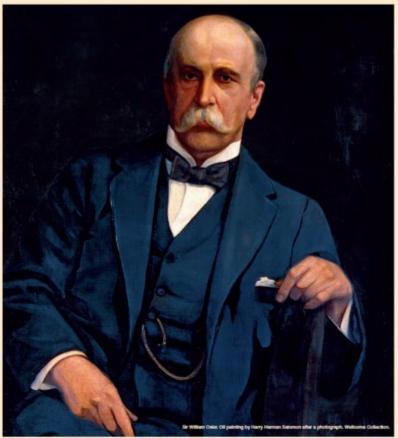


Oslerian Principles of Day Management

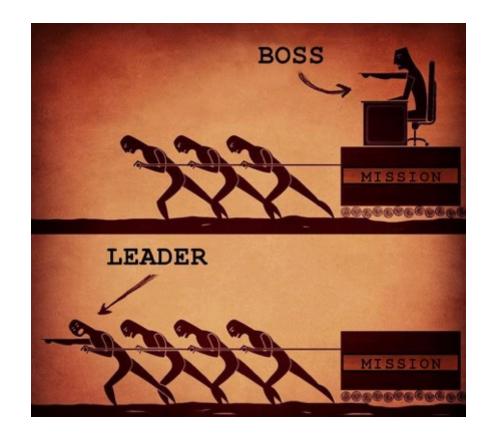
Day Tight Compartments

- Osler inspired by Thomas Browne, Marcus Aurelius, and Thomas Carlisle,
 - "It is not our goal to see what lies dimly in the distance but to do what clearly lies at hand."
- Living today without
 - Worries about the past
 - Resist regret
 - Worries about the future
 - Resist catastrophic worry
- Allowed him to be task oriented and emotionally stable despite his busy life
- Osler was no stranger to deadly outbreaks.





"The best preparation for tomorrow is to do today's work superbly well." —SIr William Osler





- 7. Lead from where you stand
- Be a role model when you can
- Model healthy behaviors in the setting of this tragedy
- Practice patience / understand "decision fatigue"
- Show grace
- Pick up and check on others



Understanding and Addressing Sources of Anxiety Among Health Care Professionals During the COVID-19 Pandemic

Tait Shanafelt, MD Stanford University School of Medicine. Stanford, California.

Jonathan Ripp, MD,

Icahn School of Medicine at Mount Sinai, New York, New York

Mickey Trockel, MD,

Stanford University School of Medicine. Stanford, California.

The coronavirus disease 2019 (COVID-19) pandemic has become one of the central health crises of a generation. The pandemic has affected people of all nations, continents, races, and socioeconomic groups. The responses required, such as quarantining of entire communities, closing of schools, social isolation, and shelterin-place orders, have abruptly changed daily life.

Health care professionals of all types are caring for patients with this disease. The rapid spread of COVID-19 and the severity of symptoms it can cause in a segment of infected individuals has acutely taxed the limits of health care systems. Although the potential shortage of ventilators and intensive care unit (ICU) beds necessary to care for the surge of critically ill patients has been well described, additional supplies and beds will not be helpful unless there is an adequate workforce. 1,2

Maintaining an adequate health care workforce in this crisis requires not only an adequate number of physicians, nurses, advanced practice clinicians, pharmawhat other tangible sources of support they believed would be most helpful to them. These discussions consistently centered on 8 sources of anxiety: (1) access to appropriate personal protective equipment, (2) being exposed to COVID-19 at work and taking the infection home to their family, (3) not having rapid access to testing if they develop COVID-19 symptoms and concomitant fear of propagating infection at work, (4) uncertainty that their organization will support/take care of their personal and family needs if they develop infection, (5) access to childcare during increased work hours and school closures, (6) support for other personal and family needs as work hours and demands increase (food, hydration, lodging, transportation), (7) being able to provide competent medical care if deployed to a new area (eg, non-ICU nurses having to function as ICU nurses), and (8) lack of access to up-to-date information and communication.

Although these sources of anxiety may not affect everyone, they can weaken the confidence of health care

table requests from read care riversorius to trien organization build inc constituto bacase 2013 randerine				
Request	Principal desire	Concerns	Key components of response	
Hear me	Listen to and act on health care professionals' expert	Uncertainty whether leaders recognize the most pressing concerns of frontline	Create an array of input and feedback channels (listening groups suggestion box, town halls, leaders visiting hospital units) and n	

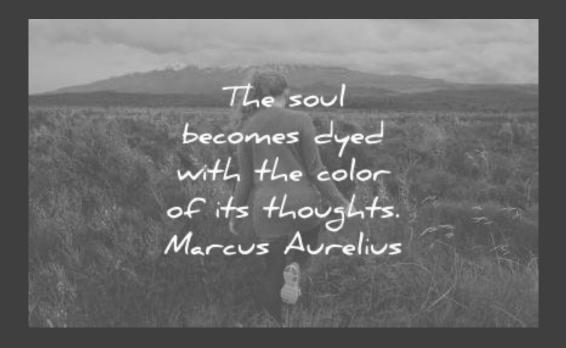
Table, Requests From Health Care Professionals to Their Organization During the Coronavirus Disease 2019 Pandemic

Request	Principal desire	Concerns	Key components of response
Hear me	Listen to and act on health care professionals' expert perspective and frontline experience and understand and address their concerns to the extent that organizations and leaders are able	Uncertainty whether leaders recognize the most pressing concerns of frontline health care professionals and whether local physician expertise regarding infection control, critical care, emergency medicine, and mental health is being appropriately harmessed to develop organization-specific responses	Create an array of input and feedback channels (listening groups, email suggestion box, town halls, leaders visiting hospital units) and make certain that the voice of health care professionals is part of the decision-making process
Protect me	Reduce the risk of health care professionals acquiring the infection and/or being a portal of transmission to family members	Concern about access to appropriate personal protective equipment, taking home infection to family members, and not having rapid access to testing through occupational health if needed	Provide adequate personal protective equipment, rapid access to occupational health with efficient evaluation and testing if symptoms warrant, information and resources to avoid taking the infection home to family members, and accommodation to health care professionals at high risk because of age or health conditions
Prepare me	Provide the training and support that allows provision of high-quality care to patients	Concern about not being able to provide competent nursing/medical care if deployed to new area (eg, all nurses will have to be intensive care unit nurses) and about rapidly changing information/communication challenges	Provide rapid training to support a basic, critical knowledge base and appropriate backup and access to experts Clear and unambiguous communication must acknowledge that everyone is experiencing novel challenges and decisions, everyone needs 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, and we are all in this together
Support me	Provide support that acknowledges human limitations in a time of extreme work hours, uncertainty, and intense exposure to critically ill patients	Need for support for personal and family needs as work hours and demands increase and schools and daycare closures occur	Provide support for physical needs, including access to healthy meals and hydration while working, lodging for individuals on rapid-cycle shifts who do not live in close proximity to the hospital, transportation assistance for sleep-deprived workers, and assistance with other tasks, and provide support for childcare needs Provide support for emotional and psychologic needs for all, including psychologic first aid deployed via webinars and delivered directly to each unit (topics may include dealing with anxiety and insomnia, practicing self-care, supporting each other, and support for moral distress), and provide individual support for those with greater distress
Care for me	Provide holistic support for the individual and their family should they need to be guarantined	Uncertainty that the organization will support/take care of personal or family needs if the health care professional develops infection	Provide lodging support for individuals living apart from their families, support for tangible needs (eg, food, childcare), check-ins and emotional support, and paid time off if quarantine is necessary

Understand the needs of your colleagues

Recap

- We are in an unprecedented time a true medical and societal inflection point
- Remember to (try):
 - Feel and acknowledge your feelings
 - Channel your worry into actions
 - Get your body and mind moving
 - Unplug (from toxicity)
 - Stay connected / Stay Kind
 - Create new routines / be flexible
 - Lead from where you stand

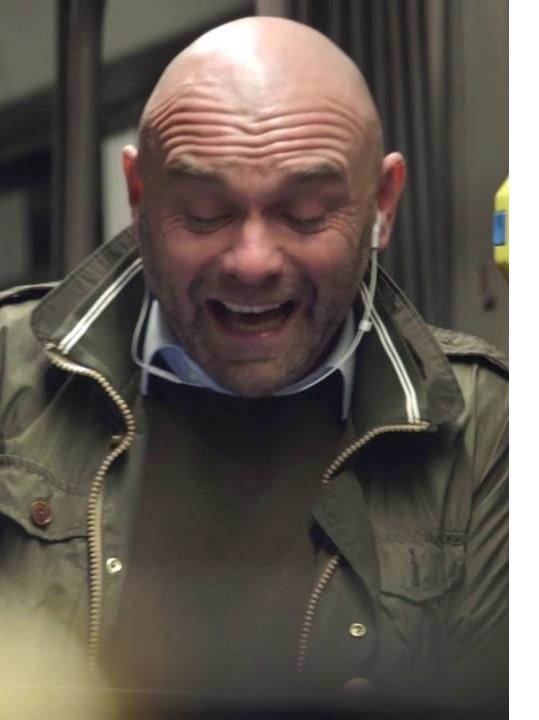






Take a Deep Breath

Breathe in 4 Seconds 4 Seconds Hold Hold 4 Seconds 4 Seconds **Breathe Out**



Power of Laughter

- Try laughing at yourself or something funny.
- Laughter is contagious, and data shows that even if it is not authentic, it still makes you feel better!
- Helps with coping, resiliency, health
- Check out this CocaCola commercial for a happiness booster or a laugh! https://www.youtube.com/watch?v=1 veWbLpGa78

5 Ways to Express Gratitude



- Verbally express your gratitude
- · Thank you's BIG and SMALL
- · Detail what left an impression
- Hand Written Notes Gratitude Journal
- Anonymous Notes





- · Give back to people you love
- · Pay forward kind acts
- · Serve your community 1-2 hours
- Give patience and understanding
- Listen to those who need a listener
- · Imagine your love spreading to others





(5) Forgiveness |

- Stop holding onto things
- Forgive yourself

Practice Gratitude!

- Deliver authentic praise for a job well done or positive feedback
- This strengthens connections between us, sparks motivations in both individuals, and boosts our happiness.
- This is easy, can be done in person or by email, and can make someone's day! Be specific - give thanks and express your appreciation
- Other ways gratitude journal, give back in service to someone, send positive energy to others, meditate, forgive

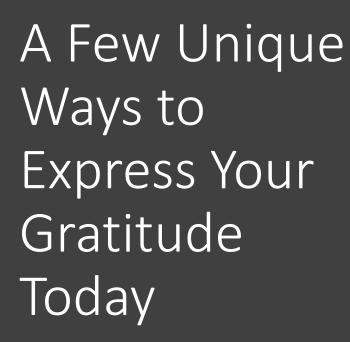
Photo Credit: https://www.betterbalancedmama.com/five-ways-express-gratitude/ Kaplan et al Journal of Business and Psychology volume 29, pages367–380(2014); chopik et al J Posit Psychol. 2019; 14(3): 292–302. , Di Fabio et al Front Psychol. 2017; 8: 2025.

















Research Open access

BMJ Open Forty-five good things: a prospective pilot study of the Three Good Things well-being intervention in the USA for healthcare worker emotional exhaustion, depression, work-life balance and happiness

Gratitude exercise - Rx

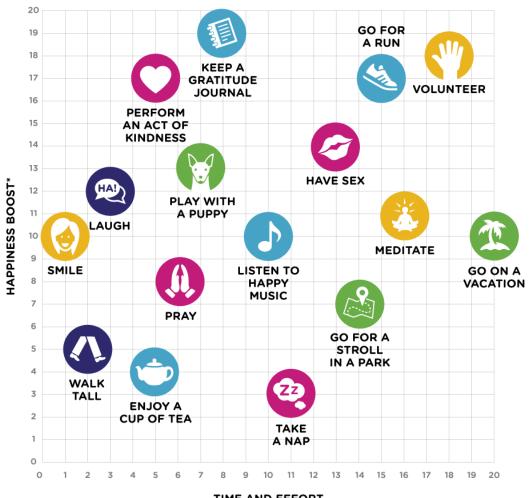


- What am I grateful for in my life?
- What is going well in my life?
- What is working for me?
- Do this for 7-15 days
 - Think sinusitis

Happiness Boosters

- Reach for it when you need an infusion or energy or enthusiasm...or sooner
- Rewire your brain in small steps toward a happier state of being
- Be more productive, creative, efficient
- Know the feeling that tells you when you need it

Science Says You Have Time For HAPPINESS



TIME AND EFFORT

^{*}Mood changes vary from person to person but try some of these activities to find out what makes you most happy. Illustrations: Getty, Huffington Post

Examples

- 3 Good Things
- Practice Gratitude
- Meditate
- Have something to look forward to
- Be a positive role model
- Connect with others
- Random acts of kindness
- Mindfulness music, photos, brief pauses, breathing, reflective writing, laughter
- Exercise
- Tik Tok



Some examples...









Physical Distance ≠ Social Isolation!!

Share a good story!

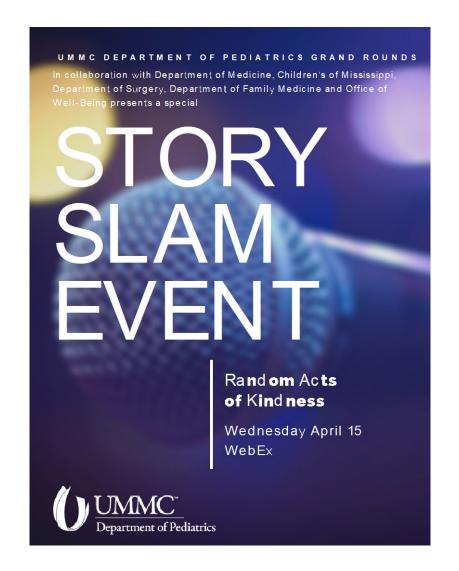
- This connects us while boosting happiness, creativity, and open-mindedness in both parties.
- Allows you to re-live the experience and unpackage what was great about it.
- The listener gets a chance to experience your positivity and are also reminded of their own positive experiences.

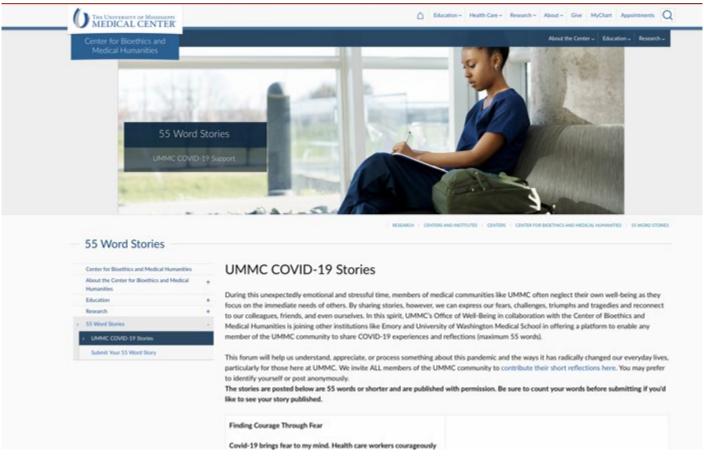
Reach out and talk to someone!

- The next time you are busy or overwhelmed at work, consider talking to someone about something non-medical for just a few moments, rather than burying yourself further in your work.
- This actually INCREASES efficiency and productivity!



The Power of Narratives in Medicine

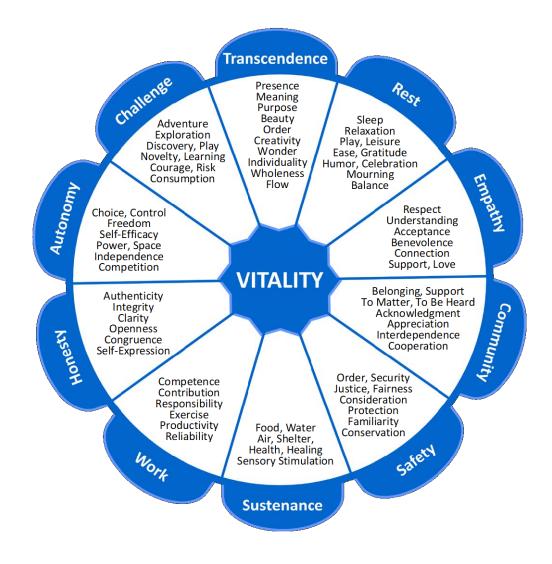




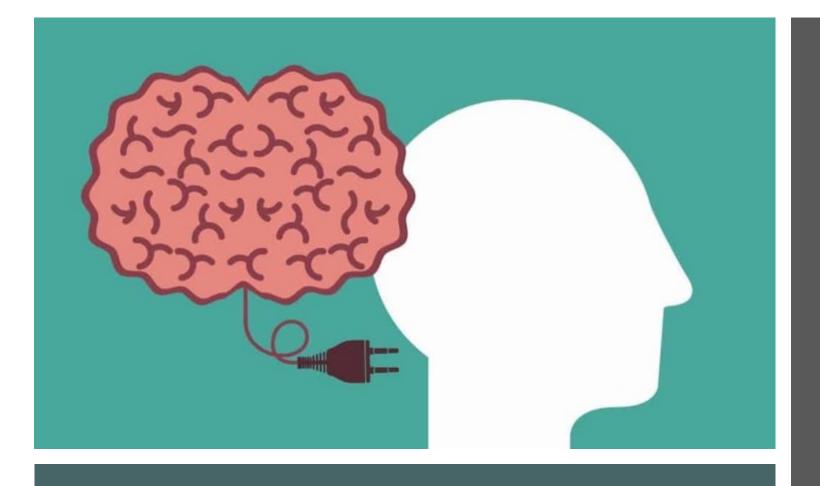
Have a positive mindset!

- It is ok to be afraid, in fact, we should be! The trick is in the mindset!
- When you aren't sure how to act or what to do, ask yourself, "what would my positive role model do"?
- When you are really overwhelmed, focus on the baby steps and put one foot in front of the other. Ask yourself, "what is the next thing I need to do?"
- Consider this quote from Mark Twain –
 "Courage is not the absence of fear, it is acting in spite of it."

Finally, when talking with someone (or yourself)... 1) Consider the need behind the feeling first 2) then focus on how that need can best be addressed



Inspired by the work of Jim & Jori Manske (2005) http://radicalcompassion.com,
Marshall Rosenberg (2005) http://www.cnvc.org, and Manfred Max-Neef (1992), Chilean economist



How to Make These Happen

- Commit to 1-2 of these practices today.
- Find a reliable time to do it, and hold yourself to that.
- Share these with others!
- Connect! Bring people together via Zoom for a non-business meeting!
- Notice your feelings and your mood – reach for these tools when you can most use them!



On the Horizon

- Look to you Chapter for ongoing Wellbeing-Programming
- Look to ACP, NAM, AMA for same
- Don't be afraid to speak up, share your stories, write things down, express your thoughts

When this is over, may we never again take for granted A handshake with a stranger Full shelves at the store Conversations with neighbors A crowded theatre Friday night out The taste of communion A routine checkup The school rush each morning Coffee with a friend The stadium roaring Each deep breath A boring Tuesday Life itself.

When this ends,
may we find
that we have become
more like the people
we wanted to be
we were called to be
we hoped to be
and may we stay
that way—better
for each other
because of the worst.

LAURA KELLY FANUCCI

There are so many helpful references and resources for this. Here are a few that support the evidence behind many of these theories, but there are many more beyond this.

- Square breathing Ma et al, <u>Front Psychol</u>. 2017; 8: 874.
- Laughter Kuiper, N. Europe's Journal of Psychology, 2012, Vol. 8(3), 475–491,
- Gratitude Kaplan et al <u>Journal of Business and Psychology</u> volume 29, pages367–380(2014); Chopik et al <u>J Posit Psychol. 2019; 14(3): 292–302.</u> Di Fabio et al <u>Front Psychol.</u> 2017; 8: 2025.
- 3 Good Things Sexton and Adair; BMJ Open. 2019; 9(3): e022695.
- Happiness Boosters Scott et al https://doi.org/10.5465/amj.2011.59215086; Wildschut et al, Current Directions in Psychological Science 17(5) October 2008
- Social Isolation/Loneliness in the Workplace Soler-Gonzalez et al Front Psychol. 2017; 8: 1475.
- Wheel of Needs Manske http://radicalcompassion.com

Helpful Books on Happiness:

- Authentic Happiness by Martin Seligman
- Stumbling on Happiness by Daniel Gilbert
- The Happiness Advantage by Shawn Achor
- Happiness Is an Inside Job: Practicing for a Joyful Life by Sylvia Boorstein
- The Happiness Project by Gretchen Rubin
- The Happiness Hypothesis by Jonathan Haidt (+ Summary)
- The Happiness Equation by Neil Pasricha
- Happiness by Design: Finding Pleasure and Purpose in Everyday Life by Paul Dolan
- The Happiness Factor: How to Be Happy No Matter What! by Kirk Wilkinson
- The How of Happiness by Sonja Lyubomirsky
- Solve for Happy by Mo Gadwat
- Happiness: Lessons from a New Science by Richard Layard and Baron Layard



Seek and find some serenity....

