



Aiding Healthcare Workers with COVID- 19 Burn out and Vaccine Hesitancy

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Project Summary and Goal Statement

- Our team partnered with North Country Healthcare and ASURE to provide accessible resources to be used by healthcare providers and those involved throughout the COVID pandemic response. The resources we focused on included: various activities and guides for healthcare provider self-care and mindfulness, videos for staff education and standard operating procedures, recommended guidelines for patients who test positive for COVID-19, and vaccine hesitancy FAQ's for both patients and providers. Providing effective and accurate tools for healthcare professionals and patients to utilize during this time was found critical.

Overarching Themes

- ❑ Healthcare Provider Self-Care and Resiliency
- ❑ Social Determinants Impact
- ❑ Screening, Testing, Treatment, and Vaccination Tools and Protocol

Partner Organizations

- ❑ North Country Healthcare (NCHC)
 - ❑ Flagstaff, AZ

- ❑ ASURE / BioDesign
 - ❑ State of Arizona
 - ❑ Healthcare Providers

- ❑ Arizona Nurses Association (AzNA)

Project Challenges/Outcome

❑ Challenges

- ❑ Organizations overwhelmed
- ❑ Information overload
- ❑ Communication
- ❑ Timelines
- ❑ Many problems, issues, and gaps

❑ Outcome - Deliverables

- ❑ Mindfulness resources
- ❑ Customized testing registration and procedure materials
- ❑ Vaccine hesitancy brochures

Healthcare Provider Self-Care and Resiliency: Damage Control

- ❑ Challenges specific to healthcare providers mental health due to COVID-19
 - ❑ Prevent worsening COVID fatigue, burnout, illness, and/or leaving the bedside permanently
 - ❑ Improve mental and physical health of healthcare providers (HCP's)
 - ❑ Literature and personal communication with HCP's reflect **higher rates** of:
 - ❑ Loss of social support, ethical distress, stigmatized by public, financial concerns/responsibility, fear of going to work, working in unsafe conditions, lack of PPE, substance use disorder, depression and anxiety, and PTSD
- ❑ Resources Developed and Delivered:
 - ❑ Mindfulness Minute Huddle
 - ❑ Mindfulness Journal
 - ❑ Self-Care Education
 - ❑ Self-Care Handout

Social Determinants of Health Impact on Vulnerable Populations

- ❑ Challenges specific to homeless population: Housing and Testing
 - ❑ Lack of a phone or email leaves homeless patients unable to follow-up with their COVID testing results
 - ❑ Shelters are required to cut capacity in half to accommodate social distancing; many who need to quarantine/isolate are left on streets
 - ❑ Homeless population may have difficulty socially distancing, obtaining clean masks, general hand hygiene
 - ❑ Homeless population is at high risk due to lack of shelter, inadequate access to hygiene resources, comorbidities, access to healthcare

Screening, Testing, Treatment, and Vaccination Tools and Protocol

- ❑ Challenges specific to COVID-19
 - ❑ Crisis care versus standard of care
 - ❑ Overabundance of information
 - ❑ Constant changes
- ❑ Streamlined Resources Developed and Delivered:
 - ❑ Patient Education
 - ❑ FAQ's for vaccine
 - ❑ Guidelines if test positive
 - ❑ Guidelines to reduce transmission
 - ❑ Provider Education
 - ❑ FAQ's for vaccine
 - ❑ Staff Standard Operating Procedures

Where Do We Go from Here?

- ❑ Uncertain
- ❑ Stay up-to-date with new evidence
- ❑ Respond to different needs
- ❑ Reflection for areas of improvement for future pandemic
 - ❑ Proactive versus reactive approach
- ❑ Take care of yourself and each other