PiNS Program: Just-in-time Training

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Thank you for volunteering!
Agenda

- HICS structure
- Unique challenges for healthcare workers in a pandemic
- Risk factors for psychological distress
- Psychological First Aid (PFA) Refresher
  - Primary objectives
  - Signs of trouble
  - Making referrals
  - Dealing with anger
- Tracking contacts
- Self-care
HICS Structure
What Type of Challenges?

- Proper use of PPE / infection control protocols
- Lack of organization and role clarity
- Changes in workflow and responsibility
- Limited resources/supplies
- Altered standards of care and ethical challenges ("moral injury")
- Separation from usual colleagues
- Witnessing the death of patients
- Illness and death in colleagues
- Challenging team dynamics
- Fear of contracting the illness
- Concerns for safety of family and friends
- Feeling misunderstood; pressure to justify work
- Stress with re-entry to regular unit
- Stigmatization, lack of appreciation
- Fatigue and limited rest time
- Personal and team pressure to succeed in care of patients
- Self-doubt
Increased challenges → increased distress

Most healthcare workers are resilient and will not experience lasting distress.

However, depending on stress during the response, 10–20% of healthcare workers are at risk for a new disorder they didn't have before the event (based on research with disaster responders).
  - Post-traumatic stress
  - Insomnia
  - Alcohol/drug misuse
  - Depression
  - Anxiety

Symptoms may appear after the outbreak is under control

Symptoms usually decrease over time

Relapses may occur, especially if:
  - Pre-existing mental health conditions
  - Re-exposure to additional infectious disease outbreaks
Risk Factors for Psychological Distress

- Perception of heightened risk of infection
- Longer duration of high risk exposure
- Previous history of psychiatric illness
- Lack of social support
Phases of a Disaster

Keep in mind the phase of the disaster and the expected reactions

Phases of Disaster
Primary objectives

- Take emotional temperature
- Bring temperature of 8-10 down to 6-7
  - Unlikely to get down to 0-4 range
- Encourage action
- Encourage self-reliance
- Convey that they are not alone
- Provide information on common reactions to stress
- Convey that reactions are normal
What are common reactions to stress?

Physical
Back pain, muscle tension, stomach ache, headache, changes in appetite, sleep disturbance, fatigue, etc.

Emotional
Worry, irritability, sadness, anger, anxiety, fear, depression, guilt, mood swings, hopelessness, etc.

Cognitive
Difficulty concentrating, trouble remembering things, feeling confused, catastrophizing, etc.

Behavioral
Snapping at others, overworking, impulsivity, pacing, withdrawing, poor self-care, using drugs or alcohol more than usual, increased conflicts, etc.
PFA Refresher

Signs of trouble warranting referral

- Ongoing intrusions (nightmares, flashbacks, intrusive thoughts)
- Ongoing hyper-arousal (anxiety, insomnia, irritability, etc.)
- Avoiding reminders of a traumatic event
- Avoiding feelings by using substances
- Feeling numb, spaced out or like things aren’t real
- When daily functioning is affected
Making referrals

- Be cautious
  - Peers might feel stigmatized
  - Explain reasons carefully and respectfully
Dealing with anger

- Peers may be in the **disillusionment** phase
- Stay non-defensive
- Begin with a statement of empathy
  - “It’s nice to meet you. I’m sorry it’s under these circumstances.”
- Focus on what they can do, not what they can’t do
- Show respect
- When people are upset, consider switching temporarily to closed-ended questions
Tracking PiNS Contacts

Please indicate when the support is completed, including what assistance you provided, using the TEAMS site.
# Tracking PiNS Contacts

<table>
<thead>
<tr>
<th>Date Received</th>
<th>Time Received</th>
<th>Referred For</th>
<th>Referred to</th>
<th>Date Completed</th>
<th>Primary Support Provided</th>
<th>Secondary Support Provided</th>
<th>Additional Comments</th>
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Resources

- There are additional resources in the Teams site:
  - PFA just-in-time training
  - Handouts
Taking Care of Yourself

- Find a buddy with whom to debrief
- Connect with your social supports
- Use your stress management technique
  - Mindfulness, deep breathing, body scan, etc.
- Limit media consumption
- Keep a gratitude journal
- Exercise, eat well
- Get sufficient sleep
- Spend time outdoors
Questions / Discussion