Thank you for joining!

We will begin our webinar shortly.

Before we begin please check that the sound levels on your computer or phone are turned up to hear clearly.
COVID-19: Exposure to secondary trauma & Provider resiliency

Anxiety  Depression  Job loss  Working remotely
1. Today’s webinar is 1 hour including Q&A.
2. All participants will be muted during the webinar.
3. Polls will be used during the presentation. Please answer to be part of the discussion.
4. Please use the Q&A function vs. chat. We will monitor questions throughout and answer as many as possible at the end.
5. This webinar is being recorded and will be posted within 24 hours at [www.beaconhealthoptions.com/coronavirus/](http://www.beaconhealthoptions.com/coronavirus/) so you have continued access to the information and resources.

**PLEASE NOTE:** This presentation provides some general information that is subject to change and updates. It should not be construed as including all information pertinent to your particular situation or as providing legal advice. We encourage you to consult with your legal counsel regarding the topics raised in this presentation.
Today’s speakers

Nelina Moffett, Ed.D, LPC
Provider Quality Manager

Lisa Samuel, LMHC
Provider Quality Manager
Learning objectives

Overarching objective is to support Providers to look at secondary trauma and Provider resiliency in light of COVID-19.

• Understanding the impact of Provider exposure to secondary trauma

• How to create and effectively utilize our toolbox to build resiliency

• Learning to use resiliency to support our work with patients moving forward
Secondary Trauma
Exposure to Secondary Trauma

Traumatic Stories & Retelling

Traumatic Images

High Levels of Distress

1
COVID-19’s impact on delivery of care

- Pre-COVID-19
- June 2020
- Future State of the Nation

Impact on Delivery of Care
Secondary trauma impacts your professional quality of life

- Professional Quality of Life
  - Compassion Satisfaction
  - Compassion Fatigue
    - Burnout
    - Secondary Trauma²,³
Secondary Trauma impacts all areas of your life

**Home**
- Avoidance
- Sleep disturbance
- Chronic exhaustion & physical ailments
- Disruption in self-capacity

**Work**
- Poor boundaries
- Numbing
- Poor job performance
- Anger/cynicism

**Home & Work**
- Hypervigilance
- Indifference
- Minimizing
- Anxiety
Resiliency
Resiliency helps us adapt in the face of trauma
Building your positive pathway in response to COVID-19

- COVID-19
- Secondary Trauma
- Protective Factors
- New Resiliency Tools
Assess your personal strengths and areas of need

The Devereux Adult Resilience Survey (DARS): A 23-item tool to help you reflect on areas of need and build on your strengths

- Relationships
- Internal Beliefs
- Initiative
- Self-Control
Building your resiliency toolbox

Where do you start?
How are you coping right now?
What do you need?

1. ABC MODEL
2. Steps to Reframing
3. Future Orientation

# Tool #1: ABC Model

<table>
<thead>
<tr>
<th>Adversity</th>
<th>Belief</th>
<th>Consequences</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Definition</strong></td>
<td>Identify an event that is particularly upsetting to you in this moment</td>
<td>What thoughts are you having about the adversity you chose to focus on? What are you saying to yourself in private about this adversity?</td>
</tr>
<tr>
<td><strong>Example</strong></td>
<td>• So many patients at once • Working outside usual role • I’m not available to help my partner/family • Feeling emotionally isolated</td>
<td>• I can’t handle this stress. • I’m not a good parent/partner/worker. • This situation has no end.</td>
</tr>
</tbody>
</table>

**ABC Model Example**

**Adversity**

*What events are upsetting me right now?*
- Ex: My family needs me and I’m unable to help

**Beliefs**

*What am I saying to myself in private?*
- Ex: I can’t protect my children/my family, I caused extra burden

**Consequences**

*How is this impacting my…*

**Feelings:**
- Terrified
- Worried
- Lonely
- Sad
- Irritable

**Actions:**
- Not sleeping well
- Distancing
- Wearing PPE
- Washing repeatedly

**Relationships:**
- Isolated from family and friends
- Increased agitation with coworker/work
- Increased irritability
# Tool #2: 4 Steps to reframing

## Step 1: Accept the uncontrollable
- Institutional decisions
- PPE
- Other people’s adherence to social distancing guidelines

## Step 2: Focus on the controllable
- My careful use of the resources I do have (e.g. masks, washing, social distancing)
- Optimizing time with loved ones
- Coping methods

## Step 3: Acknowledge your own strengths
- Experience and training to keep yourself safe
- Ability to communicate thoughts and feelings
- Ability to support others

## Step 4: Use the positive
- My worries could become more manageable
- I may feel less anxiety
- I may feel more connected

---

TOOL #3 Future Orientation

Where are you now?
• How does your current position impact different aspects of your life?
• How has your position changed since the beginning of your journey?

Consider your future position
• What will have changed?
• What will help you move to a more positive position?

Use the Future Orientation Tool to navigate COVID-19

**Current position**
- At the first detour, trying to find a way past this barrier of insufficient PPE and daily risk of being infected.

**Starting position**
- At the “start”, seeing COVID-19 coming to my country and likely to cause significant suffering and fear.

**Consider your future position**
- In one week, at the roundabout, finding more of a routine and predictability.

Other resiliency tools to consider

- Communicate Constructively
- Eat, drink, & sleep
- Contact Family & Colleagues
- Self Check Ins
- Limit Media Exposure
- Stay Updated
- Respect Differences
- Take Breaks
- Honor Your Service

Stay Updated
Resources & References
Refer to Beacon’s COVID-19 webpage for the most up-to-date information

Coronavirus Provider Resources (Link)
Provider Webinars (Link)

Upcoming Provider Webinars
1. July 1, 2020 - Suicide: Prevention and care during the COVID-19 pandemic and beyond
Resources


References


Questions
Contact Us

This presentation will be posted at www.beaconhealthoptions.com/coronavirus/

CONTACT US:
Beacon’s National Provider Services Line

800-397-1630 (Monday-Friday, 8 a.m.-8 p.m. ET) or contact your Provider Relations contact