



Thank you for joining!

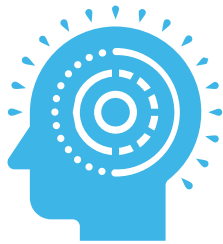
We will begin our webinar shortly.

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

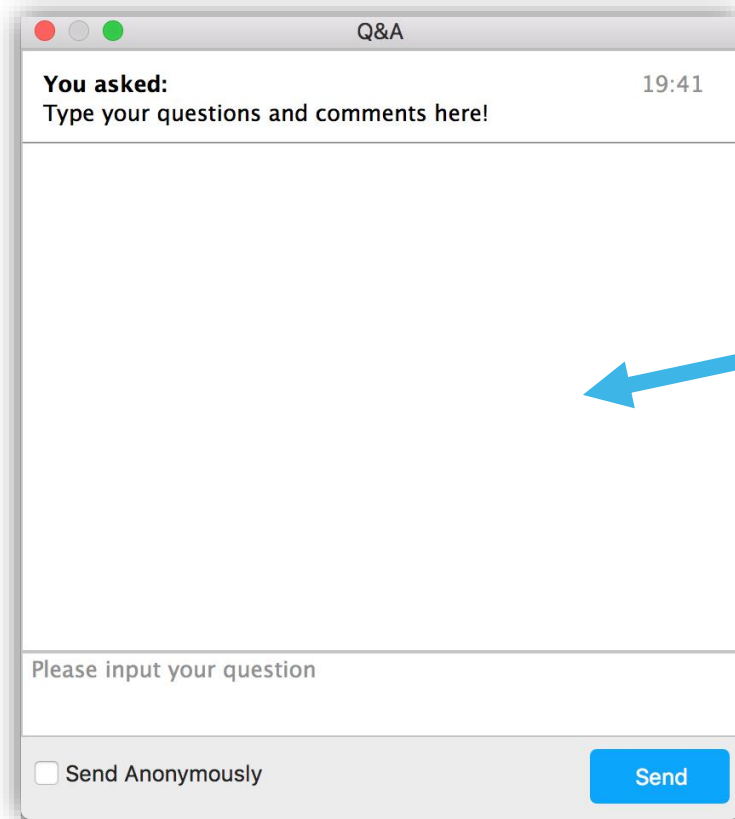


Job loss



Working
remotely

House Keeping Items



Q&A

You asked: 19:41
Type your questions and comments here!

Please input your question

Send Anonymously Send

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/ 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



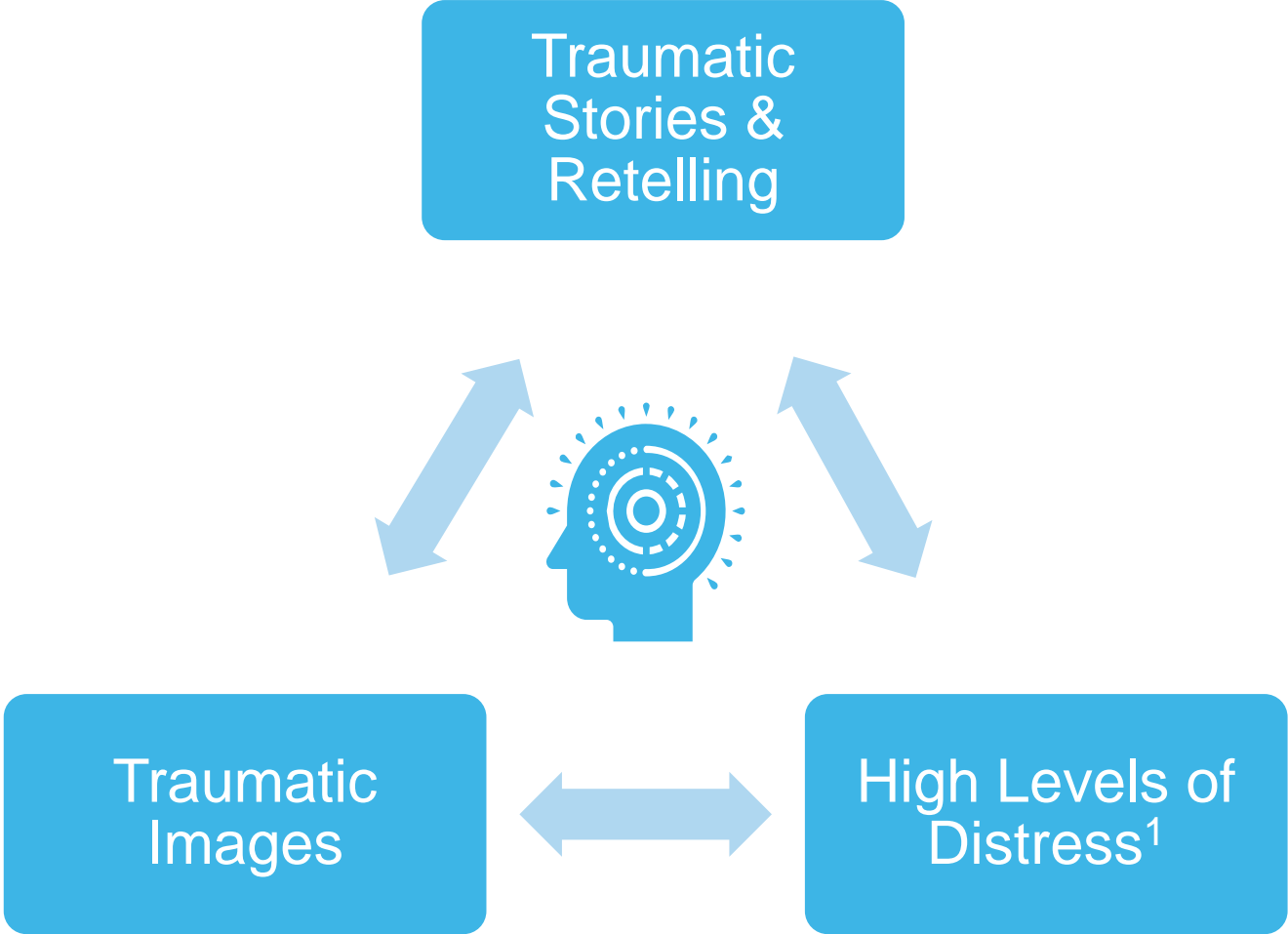
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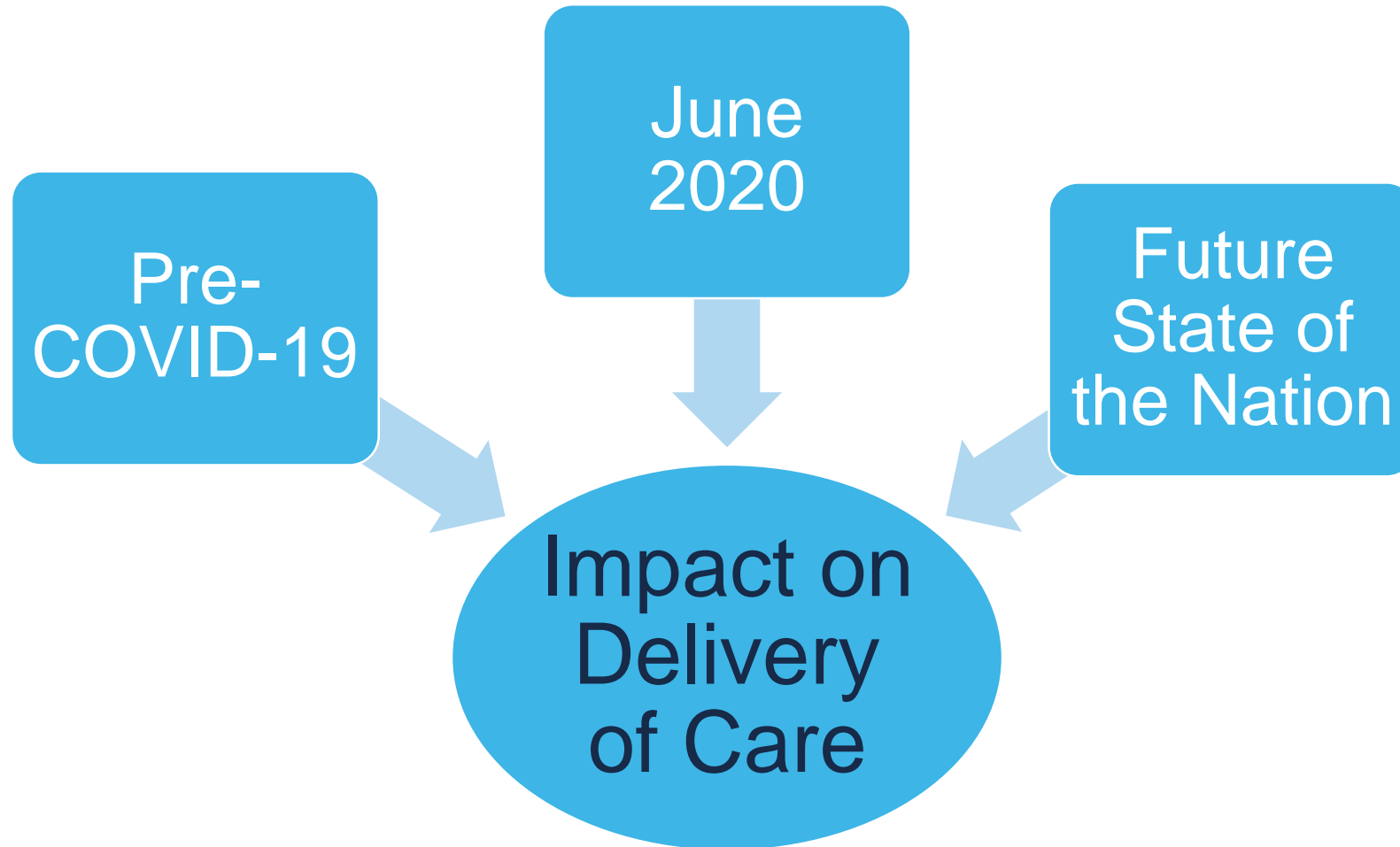
**Caring through
COVID-19**

Secondary Trauma

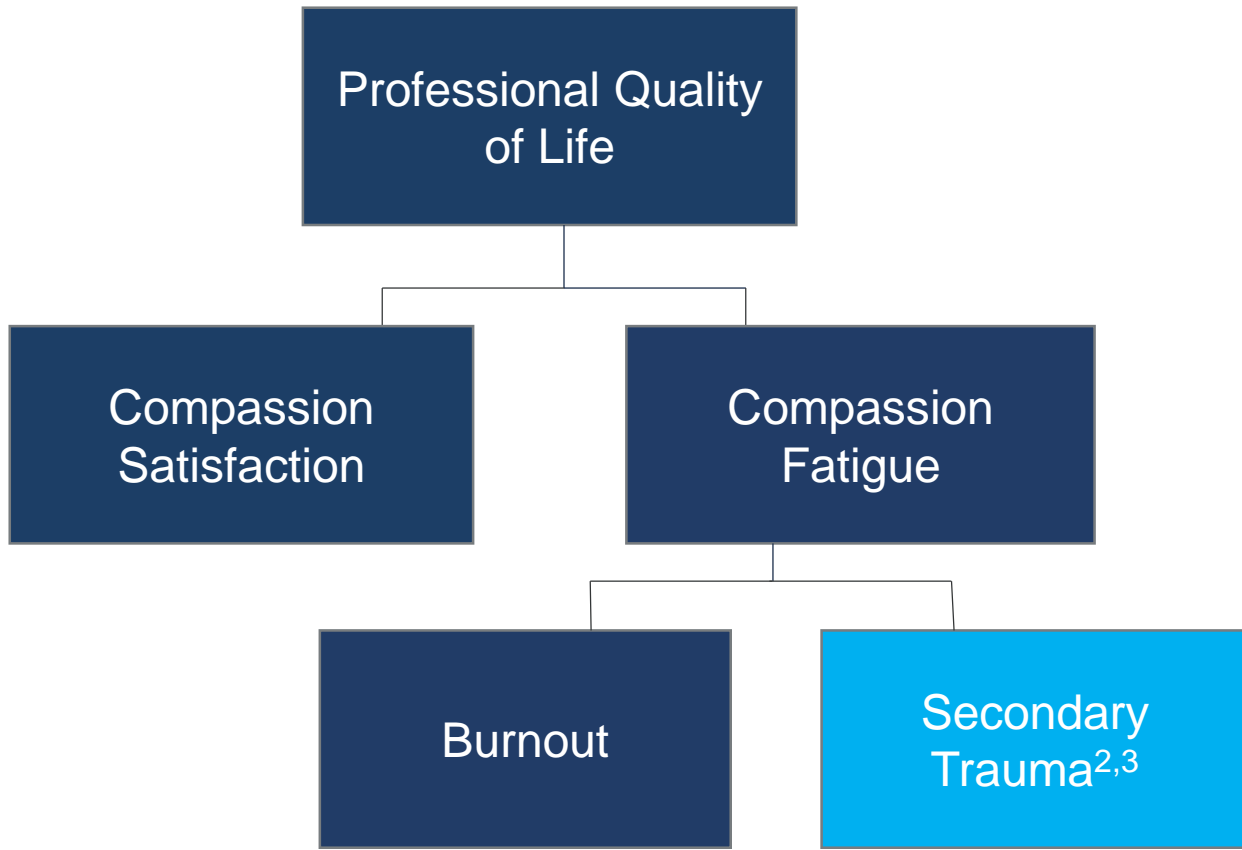
Exposure to Secondary Trauma



COVID-19's impact on delivery of care



Secondary trauma impacts your professional quality of life



Secondary Trauma impacts all areas of your life



Home

- Avoidance ⁴
- Sleep disturbance ^{4,5}
- Chronic exhaustion & physical ailments ^{4,5}
- Disruption in self-capacity ⁵

Work

- Poor boundaries ⁵
- Numbing ⁵
- Poor job performance ⁵
- Anger/cynicism ^{4,5}



Home & Work

- Hypervigilance ⁴
- Indifference ⁵
- Minimizing ⁴
- Anxiety ⁵



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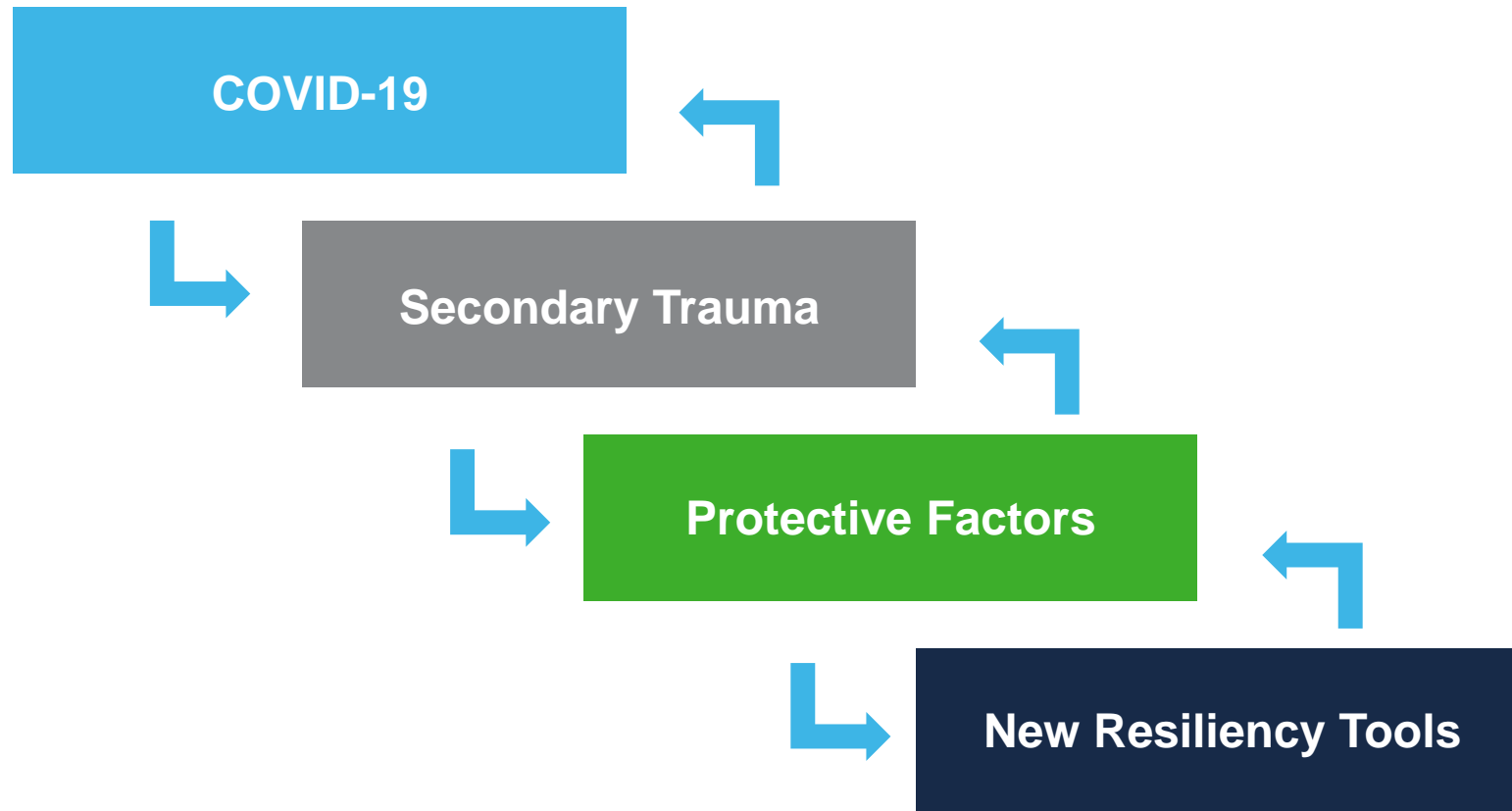
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Resiliency

Resiliency helps us adapt in the face of trauma



Building your positive pathway in response to COVID-19



Assess your personal strengths and areas of need

The Devereux Adult Resilience Survey (DARS)⁷:
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**

Note: Adapted from Price, J., Kassam-Adams, N., & Kazak, A.E. (2020, March). Responding to the coronavirus/covid-19 pandemic toolkit for emotional coping for healthcare staff.⁸

Tool #1: ABC Model

Adversity

Belief

Consequences

Definition

Identify an event that is particularly upsetting to you in this moment

What thoughts are you having about the adversity you chose to focus on?
What are you **saying to yourself in private** about this adversity?

What **outcomes and consequences** are related to this adversity and your beliefs / thoughts?

Example

- *So many patients at once*
- *Working outside usual role*
- *I'm not available to help my partner/family*
- *Feeling emotionally isolated*

- *I can't handle this stress.*
- *I'm not a good parent/partner/worker.*
- *This situation has no end.*

- *Feelings*
- *Actions*
- *Relationships*

Note: Adapted from Ellis, A. (1991). The revised ABC's of rational-emotive therapy (RET). *Journal of Rational-Emotive and Cognitive-Behavior Therapy*, 9(3), 139-172.⁹

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

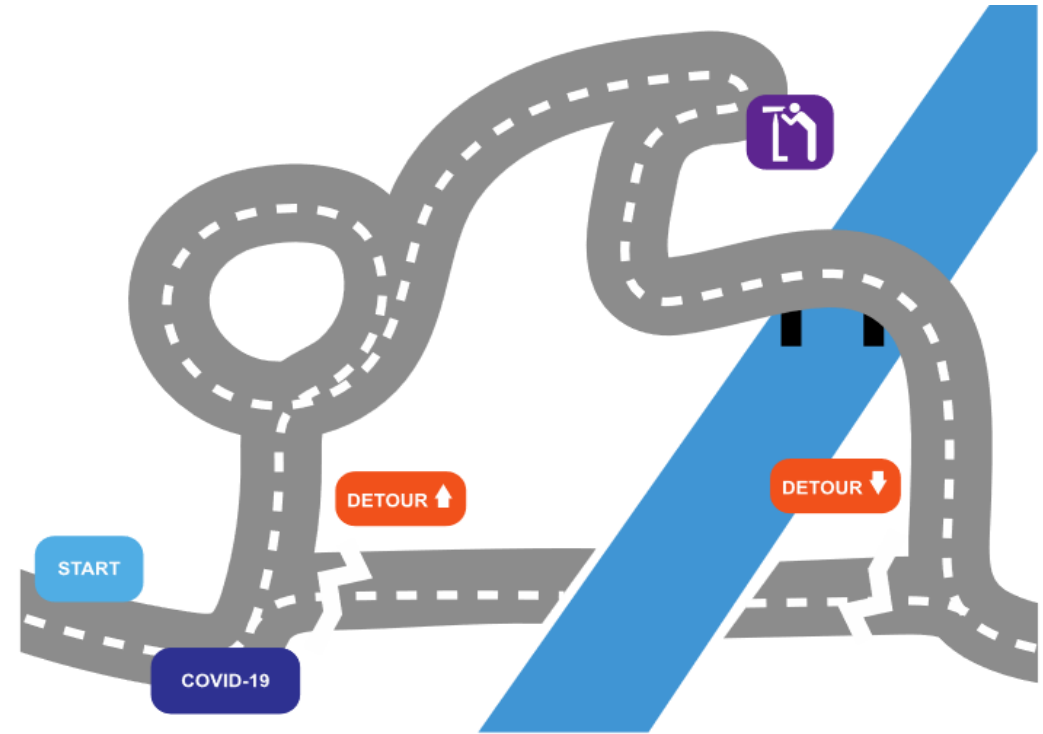
TOOL #3 Future Orientation

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?



Note: Adapted from Price, J., Kassam-Adams, N., & Kazak, A.E. (2020, March). Responding to the coronavirus/covid-19 pandemic toolkit for emotional coping for healthcare staff. ¹⁰

Use the Future Orientation Tool to navigate COVID-19

Current position

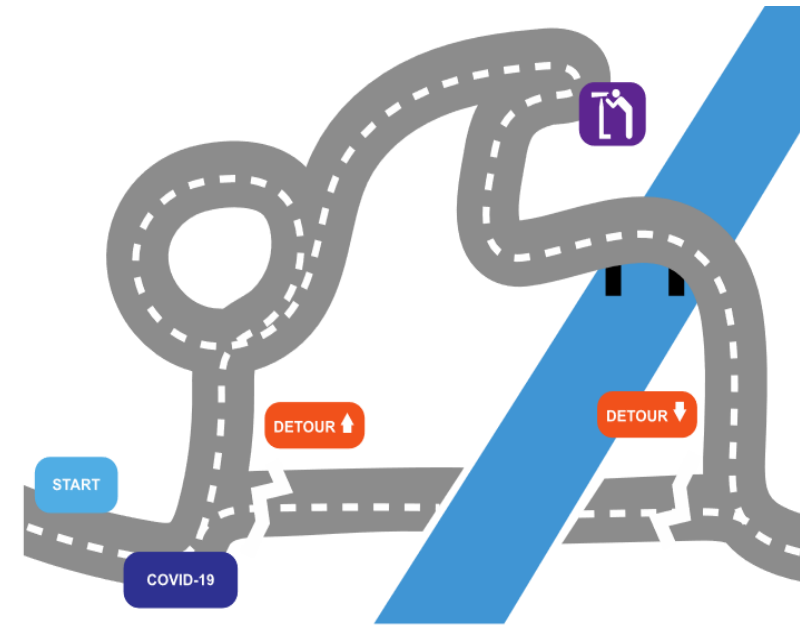
- At the first detour, trying to find a way past this barrier of insufficient PPE and daily risk of being infected.

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.



COVID-19 Roadmap

Other resiliency tools to consider





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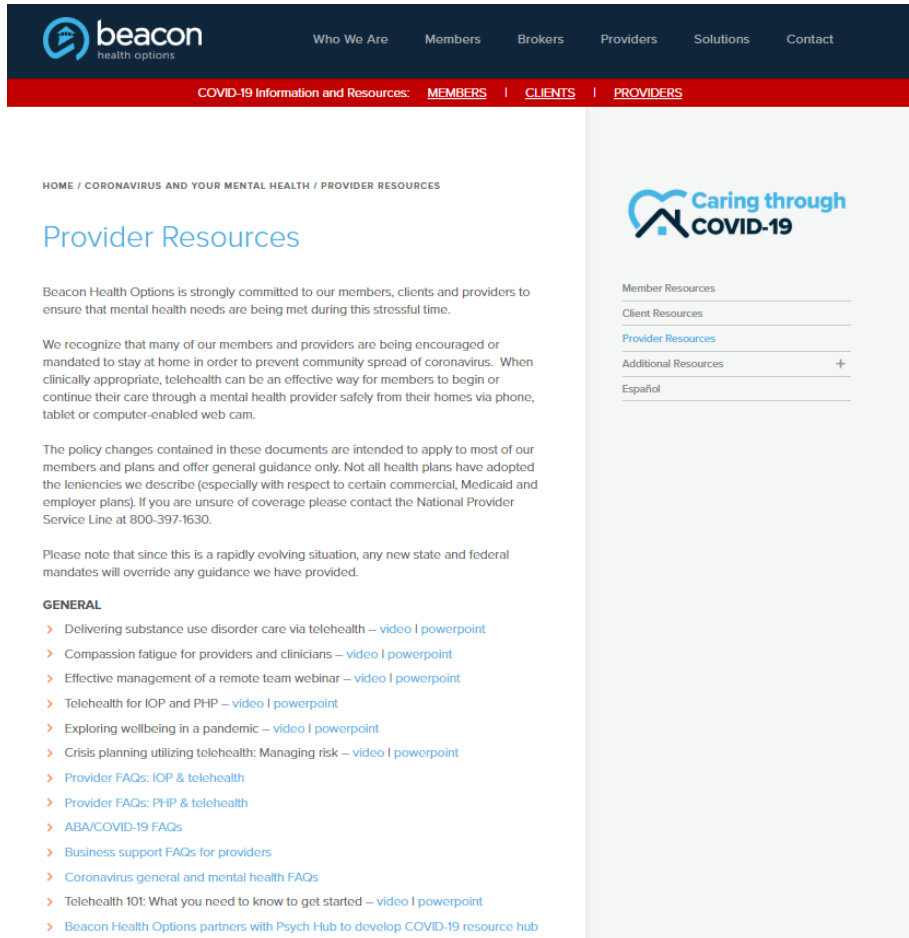
Resources & References

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**
2. **July 22nd, 2020 – Treating children & families via telehealth**



The screenshot shows the Beacon Health Options website. The top navigation bar includes links for Who We Are, Members, Brokers, Providers, Solutions, and Contact. A red banner below the navigation bar reads "COVID-19 Information and Resources: MEMBERS | CLIENTS | PROVIDERS". The main content area is titled "Provider Resources" and includes a "Caring through COVID-19" logo. A sidebar on the right lists "Member Resources", "Client Resources", "Provider Resources" (highlighted), "Additional Resources", and "Español". The main text area contains several paragraphs of information, including a commitment to mental health care, recognition of telehealth benefits, policy change notices, and a general disclaimer. A "GENERAL" section lists various resources such as "Delivering substance use disorder care via telehealth", "Compassion fatigue for providers and clinicians", "Effective management of a remote team webinar", "Telehealth for IOP and PHP", "Exploring wellbeing in a pandemic", "Crisis planning utilizing telehealth: Managing risk", "Provider FAQs: IOP & telehealth", "Provider FAQs: PHP & telehealth", "ABA/COVID-19 FAQs", "Business support FAQs for providers", "Coronavirus general and mental health FAQs", "Telehealth 101: What you need to know to get started", and "Beacon Health Options partners with Psych Hub to develop COVID-19 resource hub".

Resources

- **The ProQOL:** Stamm, B. H. (2010). The concise ProQOL manual.
http://www.proqol.org/uploads/ProQOL_5_English_Self-Score_3-2012.pdf
- **The Devereux Adult Resilience Survey (DARS):** Mackrain, M. 2013. Devereux Behavioral Health. Center for Resilient Children. Devereux Adult Resilience Survey (DARS): An Introduction. Retrieved from <https://centerforresilientchildren.org/wp-content/uploads/DARS1.pdf>
- **The Healthcare Toolbox:** Center for Pediatric Traumatic Stress (CPTS); Children's Hospital of Philadelphia and Nemours A.I. duPont Hospital for Children. (2020). Retrieved from <https://www.healthcaretoolbox.org/tools-and-resources/14-health-care-toolbox/tools-and-resources/599-covid19-resources-for-healthcare-staff.html>

References

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5. Traumatology Interest Network. American Counseling Association. Vicarious Trauma. Retrieved from <https://www.counseling.org/docs/trauma-disaster/fact-sheet-9---vicarious-trauma.pdf>
6. American Psychological Association. (2020, February 1). *Building your resilience*. <http://www.apa.org/topics/resilience>
7. Mackrain, M. (2007). Devereux adult resilience survey. *Villanova, PA: The Devereux Foundation*.
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9. Adapted from Ellis, A. (1991). The revised ABC's of rational-emotive therapy (RET). *Journal of Rational-Emotive and Cognitive-Behavior Therapy*, 9(3), 139-172.
10. Price, J., Kassam-Adams, N., & Kazak, A.E. (2020, March). *Responding to the coronavirus/covid-19 pandemic toolkit for emotional coping for healthcare staff*. https://www.healthcaretoolbox.org/images/Toolkit_Emoional_Coping_Healthcare_Staff_-_COVID-19_April_9.pdf
11. Center for the Study of Traumatic Stress. (2020). Sustaining the well-being of healthcare personnel during coronavirus and other infectious disease outbreaks. https://www.cstsonline.org/assets/media/documents/CSTS_FS_Sustaining_Well_Being_Healthcare_Personnel_during.pdf



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Questions

Thank You



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

