COVID-19

An End Stage Renal Disease (ESRD) National Coordinating Center (NCC) Professional Education Webinar

May 19, 2021
Agenda

• What is this call about?
• Today’s speaker:
  ▪ Daniel Cukor, PhD, Director of Behavioral Health, Rogosin Institute
• Topic: COVID-19 Burnout and Compassion Fatigue in the Dialysis Center
• Questions and answers (Q&As) from chat and Q&A panels
What Is This Call About?

- Hear from stakeholders and peers in the ESRD community who are adapting to COVID-19.
- Share examples and provide real-world strategies for facilities to use.
- Engage in bi-monthly calls on varying topics.
COVID-19 Burnout and Compassion Fatigue in the Dialysis Center

Daniel Cukor, PhD
Director, Behavioral Health

Rogosin Institute

Member
New York Presbyterian
Regional Hospital Network
Conflicts of Interest Disclosure

Nothing to disclose
1. Describe the unique confluence of events and stressors associated with COVID-19 that are risk factors for staff stress.

2. Understand the similarities and differences between “burnout” and “compassion fatigue.”

3. Provide a framework for the development of psychological resilience.
Profound Change to Life’s Intersecting Domains

Person
Risk profile: Age & health status, psychological make-up

Professional Challenges
Increased risk & demand

Domestic Responsibilities
Childcare responsibilities
  Older relatives
  Significant other

Community Member
Social justice issues
  Fear of violence

Withdrawal of Usual Means of Support — Social Isolation
Staff Concerns

COVID-specific concerns

- Will I get sick? Will anyone I care about become ill? How can I protect my family?
- Will my patients be OK? Will I need to change job responsibilities?
- Will things ever go back to normal? How will outpatient practice change? When can I safely resume my duties?
- Will the vaccine really help? How long will it take to be available to me and my patients?

Social distancing concerns

- When will my kids go back to school? For how long? When will I be able to see friends/family?
- How will I cope with the loneliness? Will life ever get back to normal?

Emotional concerns

- How will I ever grieve the loss of life? How do I cope when I can’t do any of my normal things?
- Can I handle this again for months to come? Am I nearing my breaking point?
“Leading in Times of Crisis”
Survey of 226 Nurse Leaders

• 61% of nurses have emotional and physical fatigue.
• 53% cite challenges with inadequate staffing.
• 35% say it is difficult to meet work and family demands.
• 28% wish for more adequate support programs for emotional needs and wellbeing.
• 25% say they have suffered compassion fatigue in dealing with traumatic events.
Allostatic Load

Time

Allostatic Response

Stress

Full Recovery

Source: Daniel Cukor
Allostatic Load—Consecutive Stressors

Source: Daniel Cukor
Allostatic Load—Compounded Stress

Source: Daniel Cukor
Burnout

Characterized by emotional exhaustion or depletion. Signs of burnout:

• Feeling overwhelmed or worried
• Becoming easily irritated
• Feeling tired/changes in sleep
• Frequent headaches
• Turning to alcohol or drugs more frequently
Would you say that you feel burned out about going to work these days, or not?

Healthcare workers overall: 55%

18–29 year-olds: 69%
50–64 year-olds: 43%

Compassion Fatigue

More analogous to post-traumatic stress disorder than depression (burnout).

- Reoccurrence of nightmares and flashbacks to traumatic event (or vicarious event)
- Apathy, detachment, no longer finds activities pleasurable
- Difficulty concentrating
- Mentally and physically tired
- Physical ailments such as gastrointestinal problems and recurrent colds
- Often not identified as a problem
Healthcare Workers Are Particularly Vulnerable

“All of us who attempt to heal the wounds of others will ourselves be wounded; it is, after all, inherent in the relationship.” (Figley, 2002)

“The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.” (Rachel Remen, 1996)
Healthcare Workers Are Overwhelmed

As a result of the Covid-19 pandemic, have you considered no longer working in healthcare, or not?

Yes: 29%

Source: Washington Post-Kaiser Family Foundation poll of 1,327 U.S. healthcare workers from February 11 to March 7, 2021, with an error margin of +/- 3 percentage points
Dialysis Staff Are Particularly Vulnerable

Close ties between staff and patients
- Care can last for years.
- Staff often assigned to same patients.
- High frequency of treatment

High potential for complex relationships with patients.
- Frequency of needed care/patients cannot miss.
- Difficult to manage challenging patients in dialysis system.
- Cannot discharge patients from care easily.
Out of 195 respondents …

- 54% had burnout.
- Higher rates for younger workers.
- Equal rates in men and women.

- Physicians: 43%
- Trainees: 57%
- Nurses: 53%
- Other health professions: 67%

Source: Impact of the COVID-19 Pandemic on Training, Morale and Well-Being Among the UK Renal Workforce Beckwith, Hannah et al. Kidney International Reports, epub online.
“Not till we are completely lost or turned around ...do we begin to find ourselves.”
—Henry David Thoreau
Allostatic Load—Adaptation to Stress

Source: Daniel Cukor
Kintsugi

(Japanese) “To repair with gold”—The art of repairing pottery with gold lacquer and understanding that the piece is more beautiful for having been broken.
Resilience

Post-traumatic growth

A positive psychological change experienced as a result of adversity and other challenges in order to rise to a higher level of functioning.
Key Skills for Thriving and Surviving

• Managing uncertainty
• Remaining socially connected
• Developing healthy life rhythms
Managing Uncertainty

Anxiety
Productive vs. Unproductive Worry

Evaluate the usefulness of your concern.

If you can’t change it, there is no value in worrying about it.

“Worry won’t stop the bad stuff from happening, it just stops you from enjoying the good.”
Acceptance

IT’S RAINING

I don’t like rain.
I wish it wasn’t raining.
My day would be better
if it wasn’t raining. My day is
ruined. Everyday is like this.
Why does it always rain the
most when I want it to be sunny?
It’s never going to stop.

Yup.
Social Connection
Remaining Connected

Personally
• Make an effort to remain connected to our social networks.
• As humans we need to connect and be connected (even through Zoom).

Professionally
• Our staff requires opportunity to be connected and appreciated.
• “What is the best part of the job?”
• Create systems for open and clear communication
Supporting Connections
We Are Built for Routine

• Eat
• Sleep
• Exercise
How Do We Build Resilience?

1. Start with an honest assessment of what is going well and what is not.
2. Identify your strengths and areas you could improve.
3. Develop an “asset map”—Who/what resources can you draw upon?
4. Acknowledge your emotions.
5. Develop a plan for moving forward: “Hope for the best, prepare for the worst.”
6. Make a plan for self care.
   — Care for your physical health—Eat right, exercise, sleep right.
   — Care for your mental health—Be honest about your needs, practice gratitude,
   — Take physical and mental breaks.
7. Develop short-term attainable goals.
8. Celebrate your own successes, even if minor.
9. Accept that some things are challenging, for now.
Let Us Hear From You

• Q&As from chat and Q&A panels
Dialysis Facility COVID-19 Vaccination Toolkit

Visit https://www.kcercoalition.com/en/covid-19/ or scan the QR code with your smartphone camera.

Contains information and resources about the COVID-19 vaccination to share with staff and patients!
Need Continuing Education Credit (CEU)?

Complete the post-event evaluation to be taken to the Learning Management Center for CEU certificates!
Thank You!

NCCinfo@hsag.com
844.472.4250
813.865.3545
www.esrdncc.org

Additional COVID-19 resources for patients and providers:

www.kidneyCOVIDinfocenter.com

This material was prepared the End Stage Renal Disease National Coordinating Center (ESRD NCC) contractor, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy nor imply endorsement by the U.S. Government. Publication Number FL-ESRD NCC-7N5TCO-05172021-01