

# Rapid Response to COVID-19



Source: Jennifer Ramsey, MD MS March 17, 2020

With supplemental materials provided by Office of Professional Staff Affairs, Office of Caregiver Experience, Caring for Caregivers and Office of Patient Experience

# How to use this deck

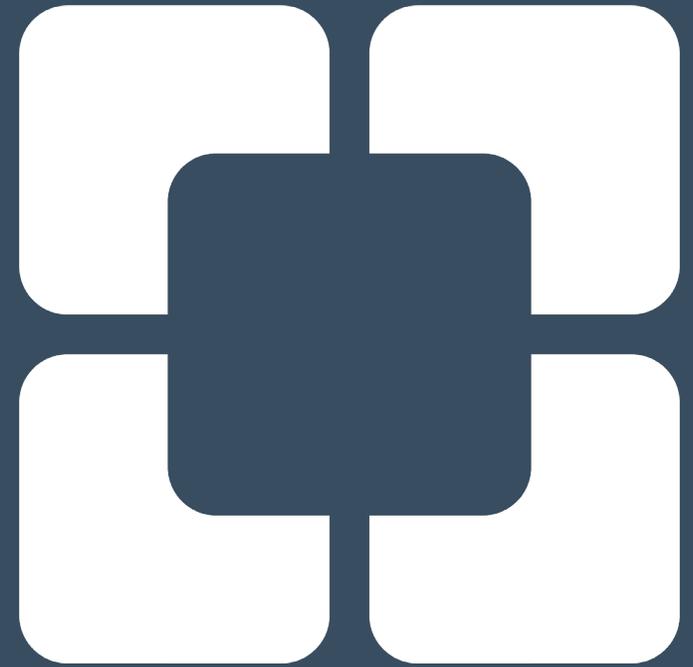
- Original was created by Jennifer Ramsey, MD MS for the Respiratory Institute. Share or customize general messages and resources for your Institute, Division, Hospital or Team.
- Additional resources added for reference. Add, delete and edit to make this most impactful for your team.
- Most important, you should know that you are not alone. There are many resources to support you and our 67,000 caregivers across the globe.

# Keeping our Community Informed, Connected & Supported

- Communication
  - Leaders
  - Patients & Visitors
  - Teams
- Support
  - Emotional & mental health
  - Remote work
  - Self-care
- Appreciation



# Communication



# Tips for Managers Communicating during Crisis

- Be honest and transparent
  - Refrain from making promises in changing circumstances
- Ask caregivers to be flexible and compliant
- Give factual answers
  - Avoid making assumptions or guessing
  - Keep calm and reassuring tone
- Under new conditions take a few minutes to:
  - Identify restrooms and access
  - Figure out food and beverage options



# Tips for Communicating with Patients & Visitors

- COVID-19 crisis is stressful for everyone; practice **empathy** with patient, visitors and each other
- Tips & best practices for virtual visits ([online resource](#))
- Responding to patient and visitor concerns ([online resource](#))
- For additional assistance, please connect with:
  - [Bioethics](#)
  - [Center for Excellence in Healthcare Communication \(CEHC\)](#)
  - [Ombudsman Office](#)



# Tips for Remote Communication

- Virtual Face-to-face:
  - If possible, use FaceTime, video chat or phone calls
  - Some “out-of-the-box” ideas:
    - Virtual lunches
    - Virtual birthday celebrations
    - remote book club meetings
- One-minute kindness:
  - Take a minute or less to tell someone “Thank you” in any format
  - Remember to communicate with others when scrolling social media. Share a few kinds words

# Tips for Remote Communication

- Redefine your Community and how you socialize:
  - Working from home can make you feel isolated from your work community
  - Consider
    - Joining an online meditation or workout session
    - Mid-day yoga
    - A virtual lunch date
  - Add appreciative inquiry to the beginning or end of meetings

# Tips for Team Communication

- Discuss how your team will communicate
  - What is and is not changing?
  - Share what you know
  - Be inclusive in planning efforts
- Use virtual communication
  - Huddles by phone
  - Chat rooms
  - Social media



# Best Practice: Huddles

- Used in Respiratory Institute with success
- Twice-daily huddles to share information and ask questions
  - Ensures two-way communication
  - Prior to huddles send your questions via email to organizer
  - Be responsive to all questions
  - A.M. huddle focus on out-patient
  - P.M. huddle focus on in-patient



# “Love in the time of COVID-19”

(a.k.a, Social connectedness in the time of social distancing)

- BIG: back-and-forth communication with leadership (share info, Q&A)
- Chat rooms
- Neighborhood groups

Contact: [KOHLERE2@ccf.org](mailto:KOHLERE2@ccf.org) for Connect Today page information.

# Chat Rooms

- Create chat rooms for various groups.
  - Institute level
  - Doctors
  - APPs
  - Nursing
  - Administrative
- Use clear messaging on purpose:
  - Chatroom for WELLNESS, not as source of truth/latest COVID-19 info
  - Realistic level of expectation of privacy

Contact: [KOHLERE2@ccf.org](mailto:KOHLERE2@ccf.org) for Connect Today page information.

# Best Practices: Chat Rooms

- Group administrator
  - Monitors content
  - Removes inappropriate posts
  - Re-focuses discussion
- Free form discussion
- Blog posts (examples)
  - “Protecting our families”
  - Talking with our kids- tips
  - Expected emotional response to COVID-19
  - Link to Bioethics’ plan in MICU room
  - Info from CDC re: Pets and COVID-19

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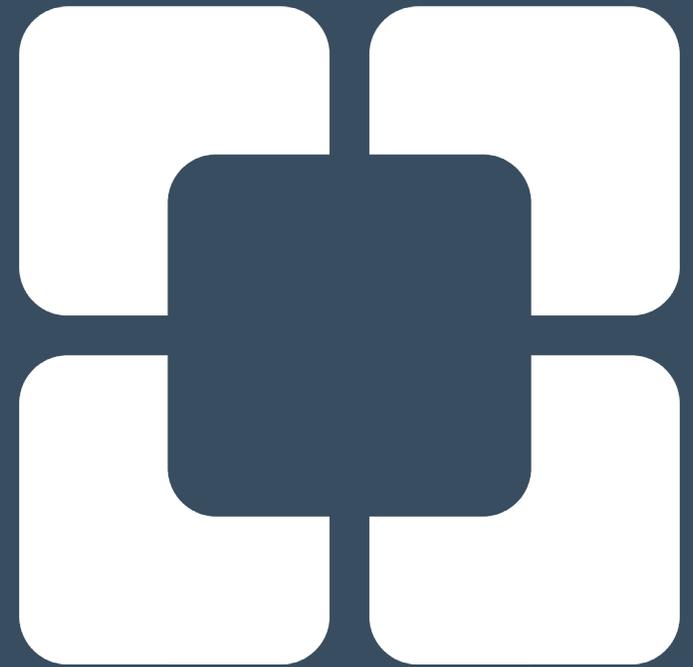
# Best Practice: Neighborhood Groups

(piloted in Respiratory Institute)

- Purpose: connect people who live physically close to one another
  - If quarantined, drop off food at door
  - Share ideas, solutions, local resources
  - Support for whatever comes
- All staff physicians divided into groups of 5-9 based on home zip code
- Champion identified- gets the ball rolling, keeps the net intact
- Group to decide how to connect
  - Weekly Sykpe meetings
  - Group emails
  - What's App for group text messages

Contact your HR BP for help setting up local groups by zip code.

# Support



# A Way to Start Your Day

Beginning of the day rituals help foster a routine that can bring a sense of calm, giving space for introspection and getting you in the right frame of mind.



# A Checklist for Starting Your Day

- ✓ Keep as many things as normal as possible for yourself and your family.
  - Children especially appreciate and benefit from routines.
    - making your bed
    - maintaining your “getting ready for work” routine (showering, getting dressed)
    - taking a lunch break
- ✓ Practice mindful meditation before starting work
  - Think about what you find meaningful about your work
  - Acknowledge what’s bothering you: LET IT GO
- ✓ Infuse mindfulness minutes at the beginning of calls or before switching tasks
- ✓ Establish or continue your TO DO list
- ✓ Check-in to find out the latest COVID-19 updates

# A Checklist for Ending Your Day

- Take a moment to think about today
- Acknowledge **ONE** thing that was difficult in your day: **LET IT GO**
- Be proud of the care you gave today
- Consider **THREE** things that went well
- Check on your colleagues before you leave- Are they OK?
- Are you OK? You have people here to listen to and support you
- Now, switch your attention to home: **REST & RECHARGE**

Closing rituals are designed to bring closure to the day's experiences, helping you move forward with less stress and more focus. This checklist provides guidance on developing a ritual that's all your own.

# Caring for Caregivers during COVID-19



- Care for yourself in order to best care for others
- COVID-19 has been stressful, which can cause:
  - Fear, anxiety, confusion and feelings of isolation
  - Changes in sleep, diet, concentration
- Do not let stigma or shame prevent you from reaching out for support

## Caring for Caregivers & Professional Staff Assistance Program

Provide expert, confidential, and free support.

Services include in-person and virtual appointments, as well as telephonic support.

216-445-6970 or 1-800-989-8820

Or [Click Here](#)

# Working Remotely



- Keep and Establish Routines
- Interaction vs. Isolation
- Self-Care



# Keep & Establish Routines

- Create schedule & stick to routine
- Discuss and share with your family
- Designate spaces for work and school
- Communicate your needs with your team
  - Be flexible with schedule
  - Show understanding for conditions
  - Be patient and gracious



# Interaction vs. Isolation

- Set up Face Time and video conferences to continue to feel connected to other caregivers.
  - Don't forget to do this with family members who may be isolated
- Don't forget gratitude!
  - Send a gratitude message through [Office of Caregiver Experience \(OCE\)](#)
  - Send a [Caregiver Celebration](#)
- Continue to connect and check in with fellow caregivers
  - Ask “how is everyone feeling today with \_\_\_?”
  - Do a thinking round at the end of meeting to see how everyone is doing.
- Participate in positive thinking challenges
  - Click [here](#) for ideas

# Self-Care

- Don't forget to take breaks – It's easy to get lost in the tasks of the day
  - Remember to get up and walk around
  - Participate in online meditation, virtual cafeteria and yoga
- Take a break from social media or news
  - There is so much information that can be less than uplifting right now
  - Listen to music or go for a walk
- Communicate – Remember to keep an open line of communication to your leader and fellow caregivers of your needs during this time
  - This is a time to be a support for each other!

# Moral Distress

*is the psychological/spiritual distress that occurs because of a moral event/ethical issue.*

Need to address the moral event and the psychological distress

Moral Event	
<a href="#"><u>Moral Distress Reflective Debriefs &amp; Dialogues</u></a> <i>Collaboration with Caring for Caregivers &amp; Spiritual Care</i>	<b>When?</b> When caregivers are experiencing on-going moral distress
	<b>How to request?</b> E-mail Georgina Morley at <a href="mailto:morleyg@ccf.org">morleyg@ccf.org</a>
	<b>Delivery:</b> Virtual delivery mechanism <u>and drop-in clinic</u> forthcoming
<a href="#"><u>Ethics Consultation Service</u></a>	<b>When?</b> Support for a value-laden decision related to a specific patient's care
	<b>How to request?</b> Page 22512
COVID-19 Specific	<b>Additional Materials</b> <a href="#"><u>Ethical Standards for Clinicians in a Pandemic</u></a> <i>Other materials forthcoming</i>

# Moral Distress

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## Psychological & Spiritual Distress

### Grief and Relief Hotline:

1-844-204-7433

A 24/7 confidential hotline to allow patients, families and caregivers the opportunity to speak with a clinically trained chaplain so they may receive solace and support.

\*Individuals need not identify themselves to receive care.

For more information on services, [Center for Spiritual Care](#)



### Code Lavender

provides emotional & spiritual support as well as grief counseling when a healthcare team, employee team, patient or family would benefit from additional well-being support within a scheduled time frame

To Contact Healing Services Call **216.444.2518**

# Resources Just a Click Away!



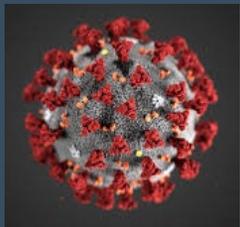
[Caring for Caregivers](#): Offering confidential services that preserve, restore & enhance wellbeing of our caregivers



[OneClick Well-being](#): all well-being resources in one place



[Connect Today/Learner Connect](#): Resiliency Resources



[Enterprise COVID-19 Community](#): to share latest information, clinical guidelines & internal communications on COVID-19

[Workplace Wellness](#): tool for collaboration to start discussions, share materials, ask questions & connect with colleagues

Let's work to keep ourselves healthy by following these steps — at work and at home.

**CLICK AND SHARE**

**Do you think you may have Coronavirus (COVID-19)?**

**TAKE THESE STEPS:**

 **Start with a virtual visit** using Cleveland Clinic's Express Care Online ([clevelandclinic.org/ECO](http://clevelandclinic.org/ECO)). Or call your primary care physician. You will be advised what to do next.

 **Call ahead** before going in person to any Cleveland Clinic location.

 **Don't go to the local emergency department for COVID-19 testing.** The emergency department is only for those who need the most critical care.\*

**QUESTIONS?** Call the Ohio Department of Health's 24/7 hotline at **833.4.ASK.GOH**. Cleveland Clinic patients call **855.697.3790**.

\* If you have chest pain, shortness of breath, weakness, a severe headache or other potentially life-threatening problems, go to the nearest emergency department or call 911.

**HOW TO WASH YOUR HANDS PROPERLY**

 **1** Wet your hands with clean, running water (warm or cold).

 **2** Lather your hands with soap. Rub together 20+ seconds. Don't forget wrists, back of hands, between fingers + under nails.

 **3** Rinse your hands well under running water.

 **4** Turn off the water with your elbow or a clean towel.

 **5** Dry your hands with a clean towel or an dry them.

 **6** Use a towel! Use it to open the bathroom door.

**QUARANTINE DOESN'T HAVE TO BE A SCARY THING!**

**What is it?** When people who aren't sick but were exposed to a virus, like COVID-19, stay at home.

**Why does it matter?** It keeps them from unknowingly spreading the virus.

**What if I'm quarantined?** Being cooped up inside may seem unbearable. But the time WILL pass — and you could save lives.



**SOCIAL DISTANCING**

**What is it?** Avoiding large crowds + gatherings (~25+ people).

**Why does it matter?** It may help limit the spread of a contagious disease like COVID-19.

**Have to go out?** Keep 6 feet of distance between you + others whenever possible.



**Cleveland Clinic**

**COVID-19  
Coronavirus**

<http://sp.ccf.org/documentation/hrcommunications/Shared%20Documents/COVID-19/COVID19.jpg>

# Appreciation



# Gifts of Gratitude

Fostering a culture of gratitude is one of the ways together Cleveland Clinic will be a best place to work in healthcare. During times of crisis it is more important than ever to express your appreciation and celebrate caregivers for the ordinary during extraordinary times and the extraordinary during ordinary times. Log onto the Gifts of Gratitude Portal: <http://portals.ccf.org/m/gratitude> and send a fellow caregiver gratitude.



Communicate



Accountable



Respect



Evolve



Send recognition through [Caregiver Celebrations](#)  
*available via Cleveland Clinic intranet*



# Cleveland Clinic is here for you

Please contact us for more information or questions

- Office of Caregiver Experience (OCE)
  - Email: [ces@ccf.org](mailto:ces@ccf.org)
  - [OCE intranet site](#)
- Office of Patient Experience (OPE)
  - Email: [PatientExperience@ccf.org](mailto:PatientExperience@ccf.org)
  - [OPE intranet site](#)
- Office of Professional Staff Affairs (OPSA)
  - Email: [BULAVAK@ccf.org](mailto:BULAVAK@ccf.org)
  - [OPSA intranet site](#)

