Going the Extra Mile to Care for our Caregivers

Thursday, May 28, 12pm EDT
Webinar Hosts

Karin Jay, MA
SVP, Global Services

Jill Golde, MS
SVP, Global Services

Gabe Steerman
Associate, Business Development
Webinar Logistics

– Webinar lasts 60 minutes

– Do you have questions?
  • Type into “Question” or “Chat” box on the right side of your screen
  • Click “Send”

– The program is recorded and we’ll follow up tomorrow

– If you have technical problems:
  • Chat your issue in the chat box to me
  • Go to zoom.us and leave a message in lower right hand corner
Enloe Medical Center

298 Beds
Level II Trauma Center
Nonprofit, Independent Hospital
Best Practices

• Dedicated COVID-19 care teams
• Labor Pool
• *Free* online resiliency workshops
• Masks
• Donations from local businesses
Communication

COVID-19 Intranet Page
• Resources
• Updated policies
• Blog/support

Daily Email
• Lesson learned:
  Send to all employees

Demystify process
• Facebook Videos
• Planetree Spotlights
Capture Community Support, Make Visible
Phases of Disaster

- Pre-Disaster
- Impact
- Heroic
- Honeymoon
  - Community Cohesion
- Reconstruction
  - A New Beginning
- Disillusionment
  - Setback
  - Working Through Grief
  - Coming to Terms
  - Anniversary Reactions

- Emotional Highs
- Emotional Lows
Lessons Learned

Grant Grace
• To yourself
• To others

Assumption
• Everyone is doing their best

Moving Forward
• Resiliency workshops

Choose your lens
• Focus on what you have

Gratitude
• Refocus daily
• Breathe
Care for the Caregiver Planetree Webinar
May 2020

• Veterans Health Care System of the Ozarks Fayetteville, AR
• Serving Northwest Arkansas, Southwest Missouri, and Northeast Oklahoma.
• We serve approximately 55,000 Unique Veterans.
• Total OP Visits last year 604,747
EAP has been meeting regularly with staff regarding COVID-19 with regularly scheduled meetings every Monday, Wednesday, and Friday, since Monday, March 23, 2020.

- The EAP “Self-Care” curriculum includes the following information and exercises.
  - “How to Practice Mindfulness: A Simple Plan to Be More Mindful At This Time”
  - Five Steps to Mindfulness
  - Breathing and Relaxation Exercises for the Present

Employee Whole Health
https://www.va.gov/WHOLEHEALTH/professional-resources/EWH-resources.asp
Available to all employees
“Self-Care Resources for Your Whole Health”
Includes Veteran Crisis line
Physician Support line
Also gives a menu
Several of the questionnaires used in COVID Coach, including the PTSD Checklist (PCL-5), are reliable and valid self-report measures used across VA, Department of Defense (DoD), and the community, but they are not intended to replace professional evaluation.
Employee COVID-19 FAQs ###

- What is changing?
- Why is it changing?
- Why is it changing now?
- What is not changing?
- What are the individual and organizational benefits of change?
- What are the individual and organizational benefits of not changing?
The Employee Experience Committee presents a Chalk the Walk Event April 6-10, 2020

you are STRONGER than you think

IF NOT ME THEN WHO?
"It felt so good to get outside"

"This was the most fun I have had at work in a long time"

"I don’t know how you can top this, the employees are so excited." MCD

Thanks for sending the chalk, it helped my employees so much! Clinic Manager
The Employee Experience Committee presents a Mask-erade Ball April 2020

NOT ALL SUPERHEROES WEAR CAPES
Homemade
2 pieces of cloth
with flannel between
Vinyl from JoAnn’s
double stitched
Ozark Clinic
Inspired by HOH Veteran

Hard of Hearing (HOH) Mask
OPS making masks for Oncology staff and patients

Masks Delivered!
If April was a drink, it would be a colyte prep!

Things I thought I would never hear... Your mask is so cute where did you get it?
What a year this week has been!

Be a Nurse they said, it will be fun they said!

Does this mask make me look pretty?
Maintaining Important Traditions
May 6-15 Nurses Week & Hospital Week
Blessing of the Hands
#VHSOSTRONG
#itsokaynotobeokay
#MentalHealthMatters
#MentalHealthMonth
Loch Lomond Villa

The second largest Planetree GOLD certified person-centered long term care community in the world

Home for nearly 500 residents providing a continuum of individualized care and services by 345 employees to citizens of Saint John, New Brunswick, Canada
“Our Employees have always been ESSENTIAL”

• Communication Strategies  
• Gratitude Door Bubbles 
• Visibility 
• Safety and Well-Being
“We’re all in this together!”

• Support
• Shared Decision Making
• Transparency
• Holistic
ISOLATION SURVIVAL GUIDE

For families and the young at heart

Big Brothers Big Sisters

www.BigBrothersBigSisters.ca
The New Normal

Thank You

Stay Safe

Cindy Donovan
Gracie Square Hospital
Going the Extra Mile to Care for the Caregiver

Thursday, May 28, 2020
Gracie Square Hospital

- A 135-bed adult inpatient behavioral health facility
- Founded in 1959
- Serving the diverse residents of NYC
- 500+ employees
- Member of the NYP Behavioral Health Service Line, over 500 beds
- Member of the NewYork-Presbyterian Regional Hospital Network.
Clinical Programs

- 2: Young Adult Program and Affective (Mood) Disorders Program
- 3: Dual Focus Program
- 4: Crisis Stabilization Program and Psychotic Disorders Program
- 5: Older Adults Program and Asian Psychiatry Program
Core Values

**RESPECT** - Treating every person in our care with dignity and respect

**COMPASSION AND EMPATHY** - Listening, understanding, and responding to our patients’ needs and concerns and dedicating ourselves to alleviating their distress

**QUALITY AND EXCELLENCE** - Continuously advancing the quality of our care to achieve the highest standard of excellence

**INTEGRITY** - Maintaining the highest ethical and moral standards throughout every facet of our organization

**TEAMWORK** - Working collaboratively within our interdisciplinary team, partnering with the individuals under our care, and involving their families and support systems
Coronavirus (COVID-19)

BODY: NYP OnDemand Tele-health visits, COVID testing for employees, numerous guidelines related to COVID protocols and PPE, psychiatric symptom tracker for staff as well as updated hotline information

MIND: Support resources for emotional and mental wellbeing

SPIRIT: Pastoral care supports, memorial services, coaching services, yoga and meditation, resiliency, recharge and education programming
Employee Support Resources for COVID-19

NYP employees have access to medical, child-care, and emotional wellbeing resources during this time.

Psychiatric Symptom Tracker and Resources (START)

People who experience intensely stressful situations like the COVID-19 pandemic are at an increased risk of developing mental health problems. Recent research shows that the simple act of recording and monitoring your stress levels and emotions during this time can improve your mental health now, and protect you from developing longer-term depression or anxiety symptoms. With this easy-to-use, confidential online tool you can track your stress levels and mood, and stay attuned to changes over time.

Announcements

Employee Support Resources for COVID-19
April 06, 2020, 12:00:00 AM
NYP employees have access to many medical, child-care, and emotional wellbeing resources during this time.

Urgent Counseling Program Available for Our Workforce
April 07, 2020, 2:00:00 PM
CopeNYP will provide staff members quick and free access to confidential and supportive virtual counseling.

Additional Employee Benefits and Resources for COVID-19
April 25, 2020, 10:00:00 AM
Learn more about new or expanded benefits that are being offered due to the COVID-19 crisis.

Frequently Asked HR Questions Regarding COVID-19
April 27, 2020, 10:30:00 AM
Find answers to your Human Resources questions on this evolving situation.

Additional Resources
COVID-19 Testing Resources
COVID-19 Clinical Resources
COVID-19 PPE Education & Resources
Virtual Health Resources

Have a live video visit with one of our doctors.

NewYork-Presbyterian now offers live video visits to make it easy for you to see and speak with us, quickly and conveniently.

When you have a non-life threatening illness or injury, use NYP OnDemand Urgent Care to visit with a board-certified emergency medicine or pediatric emergency medicine physician from Columbia or Weill Cornell Medicine.

If you’re already a patient with us, use NYP OnDemand Virtual Visit to visit with your NYP medical professionals.
Support Resources for NYP Employees

Child Care Resources
Virtual Health Resources
Enhanced Benefits for Aetna Members
COVID-19 Information
Transportation Resources
Emotional Wellbeing Resources
Mental Health Resources
Physical Wellbeing Resources

The health and wellbeing of our patients and staff is our top priority.
Emotional Wellbeing
MENTAL HEALTH RESOURCES

CopeNYP

CopeNYP provides staff members quick and free access to confidential and supportive virtual counseling. The service can be accessed through NYP’s OnDemand portal using service key: CopeNYP. It is available from 8am-8pm Monday through Friday and 12pm-6pm Saturday and Sunday. During a session, you can expect a trained mental health clinician to provide compassionate support aimed at alleviating distress and identifying effective coping skills to help you manage current stressors. Download the NYP OnDemand App from the App Store, Google Play, OR start a visit from your computer by going to https://nypondemandvisits.org. View detailed instructions here. If you are having any difficulty with NYP OnDemand or prefer to schedule an appointment with a counselor, please email empcounselinghelp@med.cornell.edu or call 646-962-2710.

Healthy Mind

NYP offers off-campus confidential counseling, available for you and your family. To speak with a licensed counselor 24/7 and to arrange counseling sessions, call 844-860-0365. For additional educational resources, visit www.guidanceresources.com (Web ID: NYPEAP).

Aetna Teladoc

For employees with Aetna coverage, Aetna Teladoc behavioral health services 24/7 for a $0 copay through June 4. Approved services are posted under Programs and Services at nyp.aetna.com. Download the Aetna Teladoc app from the App Store, Google Play, OR visit the Teladoc website at www.teledoc.com. You can also call 1-855-TELADOC (835-2362).
Psychiatric Symptom Tracker and Resources

People who experience intensely stressful situations like the Covid-19 pandemic are at an increased risk of developing mental health problems. Recent research shows that the simple act of recording and monitoring your stress levels and emotions during this time can improve your mental health now, and protect you from developing longer-term depression or anxiety symptoms. With this easy-to-use, confidential online tool you can track your stress levels and mood, and stay attuned to changes over time.
Mindful Minute Break. This brief interactive experience offers a quick relaxation break and provides a hands-on way to learn simple relaxation techniques.

Yoga and Meditation. Basic yoga and meditation classes as well as special topics, such as anxiety, digestion, pain, exhaustion, and more are available 24/7 on the NYP app!

Dr. Sood Immune Resilience. Watch a short video in which resilience specialist, Dr. Sood discusses ways to boost your immune

Tips from NYP Senior Leaders. Watch a short video in which Dr. Laura Forese speaks with NYP experts on managing stress and anxiety during this uncertain time.
Additional Resources

- Emergency Parking and Bus Service Information
- Free Citi Bike Memberships to Support NYP Workforce
- Emergency Housing Accommodations
- Transportation Resources
- Meals
Roof Garden:

3,000 sq. ft. fresh air space allowing patients and staff to participate in outdoor yoga and meditation, exercise and fitness, group and social activities.
Questions?
New recommendations offer direction for responsible, compassionate visitation in hospitals and nursing homes during and in the aftermath of a pandemic.

New guidelines for preserving family presence in challenging times available now.

Developed by an international coalition to preserve family presence.

Save the Date!

Join us for our next complimentary Webinar:

Practical Strategies for Preserving Family Presence

Tuesday, June 16, 2020
10:00 a.m-11:00 a.m. EDT

Download at bit.ly/familypresence

Guidelines Endorsed by

[List of logos for various organizations]
Thank you!

Additional Resources:

• COVID-19 Free Resources:  [https://www.planetree.org/person-centered-pandemic-resources](https://www.planetree.org/person-centered-pandemic-resources)

• Language of Caring newsletter

For questions and more information, contact:

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