



AIAMConnect

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Caregiver Well-Being: Maintaining Wellness During This Difficult Time

Facilitator:

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Questions to Promote Open Discussion:

1. What **value-added** Caregiver Wellbeing efforts did you, your program, or your organization focus on in response to the COVID pandemic?
2. What potential opportunities do you see in your organization's current Caregiver Wellbeing efforts that others on this call can offer insights into potential solutions?

Well-Being Efforts:

- Organizations recognized anxiety and fear among residents
 - Acknowledged how residents were feeling
 - Created stability
 - Be Transparent
- COVID-19 Hazard Pay (at Christiana Care only for those on call)
 - Must work directly with COVID patients
 - Minimum 4-hour shift to qualify
- Weekly calls with residents and DIO/C-Suite leadership
 - Residents could ask anything and receive an answer
 - Themes included PPE concerns and "What's in it for me" (vacation, personal travel, hazard pay, etc.)
 - As residents became more comfortable, attendance numbers started to decrease
- Three times a week calls with Program Directors and DIO
 - Able to share resident concerns, etc.
- Employee Assistance Programs (EAP)
 - Removed limit to number of sessions per person
 - Moved to virtual platform
- Provide free child-care to all employees

NI VI National Initiative: Stimulating a Culture of Well-Being in the Clinical Learning Environment: How Did Participation Help Prepare You for the Pandemic?

- Having the infrastructure in place made a huge difference
- Communication channels open – issues were handled proactively and quickly
- Increased use of EAP lessened the stigma associated with seeking help

- Wellness programs blossomed – Little things mean a lot
 - Snack carts available throughout the institution
 - Food provided during shifts
 - Support of community

Social Support:

- In-person rounding throughout the day on floors (take time to decompress for a few minutes during work) as well as virtual sessions
- Peer support groups facilitated by wellness professionals
- Happy hour Yoga – virtual yoga and meditation sessions

Sustainability:

- Many well-being initiatives will continue after COVID because they were so well-received and provided significant benefits to the employees and organization. Well-being officers and departments will continue the efforts.