



Encouraging Well-Being of our healthcare workforce to assure patient safety and optimal quality of care.

Much more during the pandemic of COVID19.



<https://secondvictims covid19.umh.es/>



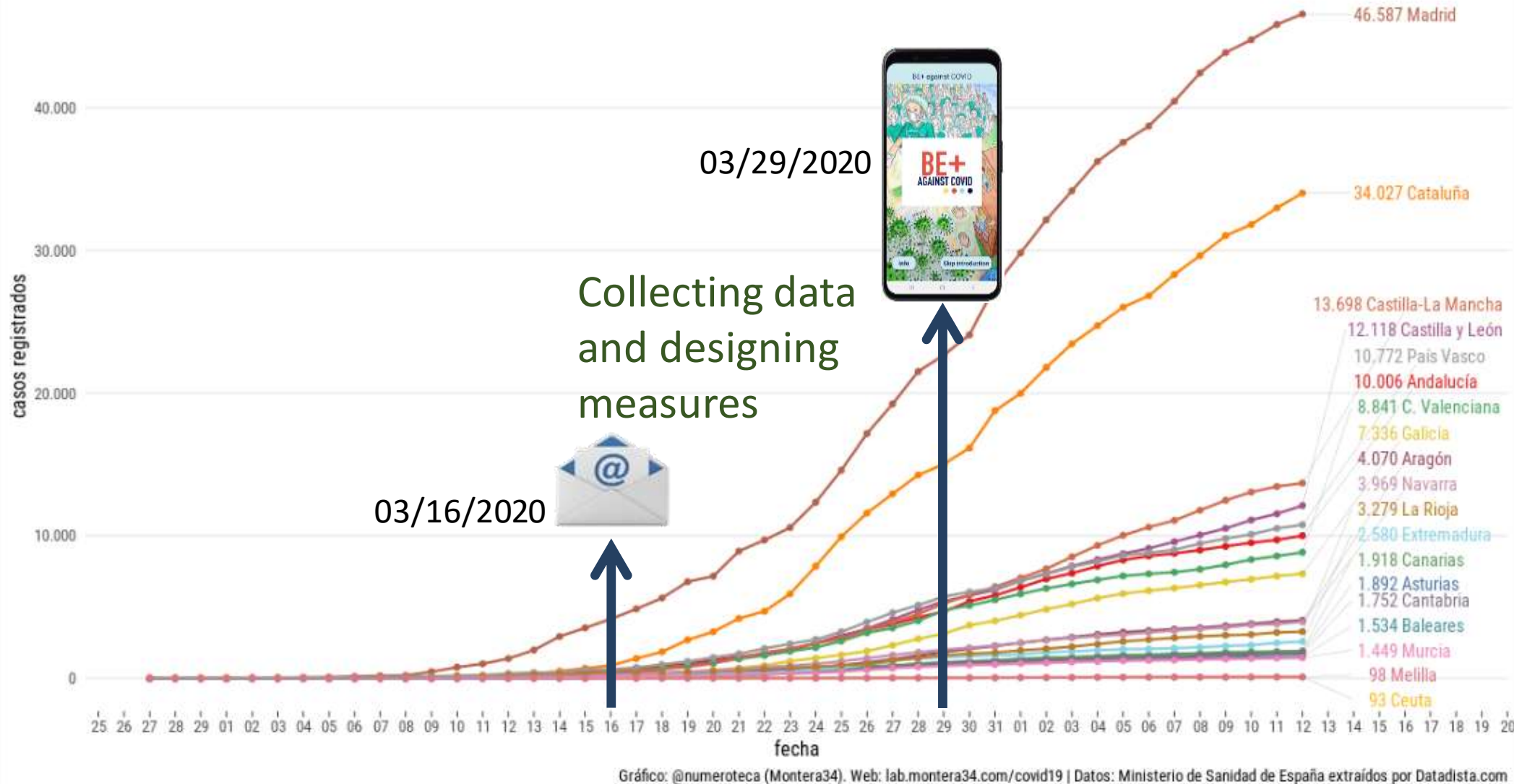
@second\_victims

@notasalpie

José Joaquín Mira  
on behalf of the Spanish Second Victims of  
SARS-CoV-2 Research Group

# Second Victims of the SARS-CoV-2

- Universidad Miguel Hernández (Elche)
- FISABIO (Alicante)
- Hospital Universitario Clínico San Cecilio (Granada)
- Grup SAGESSA (Reus)
- Centro de Salud "La Jota" (Zaragoza)
- Dirección Territorial de Sanidad (Alicante)
- Hospital General Universitario (Elda)
- Osasunbidea (Pamplona)
- Hospital Universitario Fundación Alcorcón (Madrid)
- Servicio de Salud Castilla-La Mancha (Toledo)
- Instituto de Investigación Sanitaria (Aragón)
- Distrito de Salud de Calatayud (Aragón)
- Hospital de Yecla (Murcia)
- Hospital Clínico Universitario Lozano Blesa (Zaragoza)
- Hospital Universitario Ramón y Cajal (Madrid)
- Hospital Universitario 12 de Octubre (Madrid)
- Hospital General Universitario (Alicante)
- Sociedad Española de Calidad Asistencial (España)



## SARS-CoV-2 Pandemic

## Post-crisis

Support team morale

Prevent teams from breaking down

Suggest tools to confront situations of acute stress

Repair the health care system

Strengthen team morale and support professional suffering emotional disturbance and Moral Injury

Avoid emotional injury from possible litigation



Patient Safety + Quality Assurance

# Main affective and anxiety responses in health care professionals caring COVID-19 patients during the most critical phase of the SARS-CoV-2

reported suffering distress



23.4% Moderate



1.6% Severe



22.3% Moderate



5.3% Severe



16.3% Moderate



0% Severe

Primary Care

Hospital

Higher number of COVID-19 patients and deaths

Females suffers Acute Stress 1.7 times more than males

N=861



Resistance to considering oneself emotionally affected.

High workload that kept them active all workday.

Inability to disconnect at the end of the shift.

The image shows the website and mobile app for "BE+ AGAINST COVID". The website header includes the logo "BE+ AGAINST COVID" and the title "SARS-CoV-2 (COVID-19) second victims". The navigation bar lists: Home, Pressing situations, Resources, Self report, Download, and APP. The main content area features a yellow box with the text: "We present our SUPPORT RESOURCES to help relieve the acute stress associated to the crisis caused by the SARS-CoV-2 (COVID-19)". Below this is a grid of icons representing various support resources. To the right, there is a language selection section with options for ESP (Spanish), ENG (English), and PT\_BR (Portuguese), each with a corresponding flag. Below the language selection is a button for the "BE+ AGAINST COVID" APP. The mobile app interface is shown below the website, displaying the same logo and a "Skip introduction" button.

**Home**

CHOOSE WEB LANGUAGE

ESP | ENG | PT\_BR

"BE+ AGAINST COVID" APP

**Introduction**

Healthcare workers providing care to SARS-CoV-2 (COVID-19)-infected patients with slow course of the disease -possibly worsened by underlying health problems- may experience emotional distress which will put their psychological wellness, mental health and professional performance at risk.

In addition to the clinical crises of individual patients, health professionals are repeatedly exposed to extremely stressful situations caused by multiple factors (public concern, shortage of resources, overload of care facilities, uncertainty, etc.). Moreover, health professionals have the most exposure to the virus by virtue of their direct contact with people affected by COVID-19, thus are at the highest risk of becoming first victims.

**What is the purpose of this website?**

The SARS-CoV-2 (COVID-19) pandemic is increasing the pressure on healthcare systems, forcing staff to make critical decisions in an environment of extreme public concern and multiple adverse conditions. This leads to emotional overload, acute stress reactions and other affective pathologies or psychosomatic responses in healthcare workers.

App with various resources and materials to mitigate acute stress in healthcare and non-healthcare professionals associated with the crisis situation caused by COVID19.

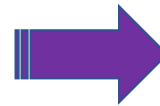
Interventions that we have recommended to cope with adaptive reactions and affective symptomatology

<https://secondvictimscovid19.umh.es>

Interventions that we have recommended to avoid adaptive reactions and affective symptomatology among health professionals



## Acute Stress Scale



### Reinforcing the leadership of middle management

Promoting their ability to communicate effectively with the care team.

### Protecting the family

Providing instructions on how to act when health professionals arrive at home. Offering recommendations on how to keep their relationship with the children during this situation.

### Humanization of care

Offering guidance to professionals on how to counsel families of deceased patients due to COVID-19 in their grief

### Psychological first aid

Mindfulness (STOP technique)  
Specialized psychological support hotline  
Positive psychology (positive notes)

### Establishing regulated recovery times

### Defusing

Deactivate the emotional overload before the end of the shift, to avoid taking it home and overcome it before the next shift





## RECOMMENDATIONS TO HELP PROTECT YOUR FAMILY



We know you worry each time you go to work because you think you will transmit the coronavirus to your family. Here, we provide some recommendations to help reduce the risk of a possible infection by the SARS-CoV-2 (COVID-19).

### Don't wait to have symptoms to put them into practice

#### ESTABLISH SOME PATTERNS:

- Take the minimum number of objects to work: keys, mobile phone, wallet, glasses, handbag, backpack.
- Whenever possible take a shower before leaving your work place.
- Try that all material used at work remain in the centre for cleansing and disinfection (clothes and shoes).

#### WHEN YOU ARRIVE HOME:

- Don't touch anything.
- Take off your shoes and leave them at the door.
- Clean the objects you will use while at home with alcohol at a 70% concentration: mobile phone, glasses...
- Place the clothes brought from work in a separate closed bag until you put the to wash.
- Take a shower immediately.

#### GENERIC RECOMMENDATIONS:

- Wash your hands frequently with water and soap or alcohol-based solutions.
- Cover your mouth and nose with your bent elbow when coughing or sneezing.
- Use disposable tissues.
- Avoid touching your eyes, nose and mouth.
- Try not to share the bed or the room with other people.
- Be very vigilant of the appearance of symptoms.

#### IF YOU ARE LIVING WITH PEOPLE AT RISK:

- Establish minimum contact with that person.
- Use facemask if you have to help them and wash your hands as many times as possible.
- Use separate bathrooms and/or disinfect after each use.

#### HOME CLEANING:

- Wash personal clothes, bed linen and towels in the washer at 60 – 90 °C (140 – 194 °F) using your regular detergent. There is no need to separate the laundry. Do not shake the clothes.
- Use disposable gloves and other material.
- Clean the kitchen and bathrooms with a 1:50 solution of household bleach.
- Clean high-touch surfaces with a 1:50 solution of household bleach: knobs, handles, taps, switches, phones, computers, keyboards...
- Preferably use waste bins with a pedal and a lid to dispose of material used for cleaning.
- Do not share personal items: toothbrush, drinking glasses, utensils, towels...
- Wash dishes and utensils in a dishwasher or with hot water and soap
- Keep common spaces ventilated.



**SARS-CoV-2 (COVID-19)**  
**second victims**



## TAKE A BREAK AGAINST STRESS

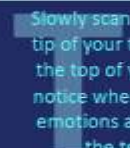
### THE two-minute STOP TECHNIQUE

**FEEL** How you keep still wherever you are



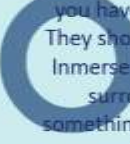
By doing this, you are deciding to take control instead of allowing external pressure to take over you and make you react and stress.

**Take a few minutes to observe your body**



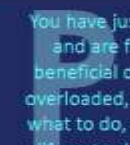
Slowly scan your body beginning by the tip of your toes working your way up to the top of your head. As you move up, notice where your tensions or negative emotions accumulate. Breathe towards the tension and then let go

**CLOSELY OBSERVE** what surrounds you



Look around you for small details you have never observed before. They should be nice for you to see. Immerse and become part of your surrounding until you find something you like or surprises you

**POSSIBILITIES** you now have



You have just turned off autopilot mode and are free to choose a new more beneficial direction. If you were feeling overloaded, exhausted, and not knowing what to do, you can now see a variety of different choices and options in front of you with fresh eyes...

### HOW WAS YOUR EXPERIENCE WITH THE STOP YOU HAVE JUST MADE?

Repeat the sequence **several times a day** to relieve emotional tension, take better care of yourself, patients and close ones.



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COVID-19



Junta de Andalucía  
Consejería de Salud y Familias  
SERVICIOS ANDALUZ DE SALUD



HOSPITAL UNIVERSITARIO CLÍNICO SAN CECILIO

## Care for professional with acute stress Intensive Care Unit

### RECOVERY PAUSES



#### PURPOSE

Offer regulated recovery periods during the workday using recovery and self-control tools.

### WHEN – Twice every shift

Room	Morning		Afternoon		Night	
A and B	10h30	12h30	18h	20h15	02h	05h
C	10h45	12h45	18h15	20h30	02h15	05h15

### FOR WHOM

All the staff in a room will take the rest together, with two people remaining on duty in the other room.

- ✓ Two professionals from room C in pauses of rooms A and B
- ✓ Two professionals from rooms A and B in pauses of room C

### DURATION

5-7 minutes

### HOW?

In the meditation room

- ✓ Closed doors
- ✓ Level of light attenuated
- ✓ Silence

Listen to the audio. It will help you relax



None of Us is as Good as All of US. Ray Kroc

<https://secondvictimscovid19.umh.es/p/home.html>



@clínicodegranada

www.clinicodegranada.es



# What we're doing now



<https://secondvictimscovid19.umh.es/p/home.html>

## Aim of our approach

Not realizing Moral Injury, Affective/anxiety symptoms except in serious cases among healthcare providers.

Quickly forgetting what behavior has favored a positive team response to the crisis.

Increase of professional liability claims and litigation.

## Recommended measures

Recognize that clinical leadership has helped to address the crisis and now give greater autonomy to clinicians.

Reinforce the role of middle management training them for this new context. Acknowledge the work done.

Encourage Well-Being at work approaches.

Reinforce the training of peer supporters to cope with

Promote a review of decision making based on the knowledge and means available at each moment of the crisis.