

# THE RECOVERY BLUEPRINT:

# HOW TO SUPPORT CLINICIAN WELL BEING DURING COVID-19

Clinician stress and burnout and feelings of isolation have only intensified during the pandemic<sup>1</sup>. View the blueprint for an understanding of four serious conditions your clinicians may face and how you can support them.



## Compassion Fatigue

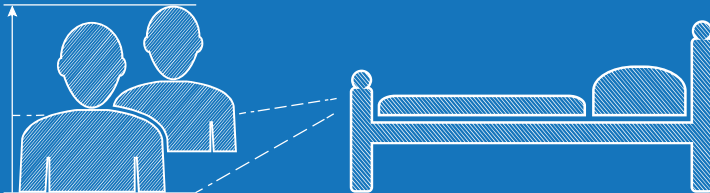
Severe emotional and physical consequences that come from acute or prolonged care of those who are ill and suffering.

### HOW TO HELP

Provide opportunities for debriefing, peer support, spiritual care and comfort. Encourage self-care, which is a known deterrent for compassion fatigue.

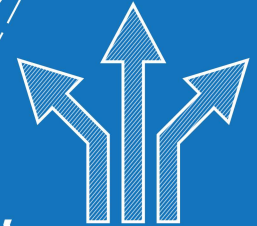
## Second Victim Syndrome (SVS)

The emotional trauma for a healthcare provider following an adverse event.



### HOW TO HELP

Follow up with second victims in real time and provide ongoing monitoring for signs of distress during and after events. Assist the clinician in developing a "system" vs. "individual" perspective of the situation. Separate clinical investigation from emotional support for clinicians and care teams. It's critical for clinicians to know they are not alone with their struggles. Provide avenues for peer support, and emotional defusing and debriefing for critical events.



## Moral Injury

The impact of making impossibly tough decisions conflicting with clinician morals or ideals.

### HOW TO HELP

Develop and implement clear triage protocols to aid in allocation of resources and treatment decisions, compassionate visitation policies, technology to connect patients with family and offer support through active listening.

## PTSD

Post-traumatic stress disorder (PTSD) is a psychological condition that can develop after a single very stressful, frightening or distressing event, or after a prolonged traumatic experience.



### HOW TO HELP

Preventing PTSD by protecting staff from exposure to the pandemic, responding to concerns about short staffing, creating a caring and appreciative culture and offering social and emotional resources for help is important. By keeping well being issues and resources visible, it normalizes having difficult emotions as well as seeking help and support.

Contact us for more information on how your organization can keep your clinicians' needs at the forefront of your plans.

Download our latest article, *Best Practices for the COVID-19 Recovery Process*, to learn more about the value of understanding clinicians' struggles and practical methods on how to assist your healthcare workers during a global pandemic.

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1. Kane, Leslie, MA. "Medscape US and International Physicians' COVID-19 Experience Report: Risk, Burnout, Loneliness" Medscape, September 11, 2020.

2. Cocker, Fiona, and Nerida Joss. "Compassion Fatigue among Healthcare, Emergency and Community Service Workers: A Systematic Review" International journal of environmental research and public health vol. 13,6 618. 22 Jun. 2016.