

MDH Resources for Health Care Worker Mental Health and Resiliency

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- **New Toolkit: *Mental Health and Resiliency Tools for Health Care Workers: COVID-19***
 - Posted on MDH Health Care: COVID-19 website
- **Toolkit Aims:**
 - Increase leaderships' understanding of HCW anxieties & concerns
 - Illustrate ways leadership can help to reduce HCW anxieties & concerns
 - Promote self-care among leadership and HCW
 - Increase access to mental health services & counseling

The screenshot shows a webpage titled "Health Care: COVID-19" with a navigation menu on the left. The main content area is titled "Mental Health and Resiliency Tools for Health Care Workers: COVID-19" and contains several paragraphs of text and a list of bullet points. On the right side, there are several icons and links for sharing, subscribing, and accessing resources in other languages.

Health Care: COVID-19

Health Care Home
Reporting
Evaluating and Testing
Infection Prevention and Control
Long-term Care
Health Care Facilities and Systems
Surgeries and Procedures
Clinical Recommendations for Underlying Medical Conditions
Waivers and Modifications
Mental Health and Resiliency Tools

Related Topics

COVID-19 Home
Infectious Respiratory Illness
Supporting Medical Cannabis Patients During the COVID-19 Pandemic
COVID-19 Response Funding

Mental Health and Resiliency Tools for Health Care Workers: COVID-19

Tools and resources for health care leaders and workers to deal with common mental, emotional, and psychological concerns they have because of the COVID-19 pandemic.

High demand for medical services over a long period of time puts particular stress on health care settings and staff. This may cause staff shortages as workers get sick or stay home because of stress and anxiety, or for other reasons.

Many things about COVID-19 are still unknown. Health care workers risk infection to care for patients and residents who have this new disease. It is important to actively listen to, understand, and respond to their concerns, which can include:

- Working without needed personal protective equipment or safeguards.
- Witnessing human suffering.
- Making life and death decisions.
- Fear of infecting family members.
- Separation from family.
- Fear of getting sick.
- Mental exhaustion.

Consider making the following strategies part of your mental health and wellness plan. Print the handouts to post in your building and to share with your team.

Address anxieties and concerns

Share This
Subscribe: COVID-19 updates
Planning Guidance and Data for Schools
Masks and Face Coverings
Videos for COVID-19 Response
COVID-19 information in other languages:
Kab Mob Khaus Las Nas Vais Lav 2019 (COVID-19) (Hmong)
Cudurka Koronafayras 2019 (COVID-19) (Somali)
Enfermedad del Coronavirus 2019 (COVID-19) (Spanish)
American Sign Language (ASL) Videos
Contact us:

Facilities Handouts and Guides

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Common Staff Fears and Concerns

COVID-19 CONSIDERATIONS FOR HEALTH CARE LEADERS

Not enough information

- We do not have access to current information and communication.
- We do not always know if we can trust what we see or read.

Not being heard

- Leadership may not know our biggest concerns or how to handle them.

Using personal protective equipment (PPE)

- Why is leadership wearing different PPE than us, or not using the PPE we are expected to use?
- How can we be expected to work in settings with COVID-19 when we do not have the right PPE and/or training?

Staff shortages/extra pay/job security

- What is our organization doing, or planning to do, to make sure enough staff are working during an outbreak? Will I be told I have to come into work?
- Will we be paid more if we work with community members who have confirmed or suspected COVID-19 disease?
- We worry about not getting paid, retaliation for speaking up about concerns, and being pressured to work when sick.

Support for our families

- We worry about being exposed to COVID-19 at work and bringing it home to our families.
- We need access to childcare when we work longer hours and when schools are closed.
- Who will support our families? Reporting Methods for POC T We need support for other personal and family needs, as work hours and demands increase.

Access to testing

- We worry about not being able to get tested fast if we develop COVID-19 symptoms. We worry that infection can spread at work because we cannot get tested fast.

What to expect

- No one has prepared us for what to expect when an outbreak occurs.
- What will happen if coworkers get seriously ill or die from COVID-19?
- How will we handle the grief and loss? What resources are available if we need help?

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Minnesota Department of Health | health.mn.gov
625 Robert St. N. PO Box 64975, St. Paul, MN 55164-0975
Contact health_communications@state.mn.us to request an alternate format. | 651-201-5000 | 08/25/2020

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Ways to Address Health Care Worker Anxieties and Concerns

Health care workers often work under stress. It is important to address their anxieties and concerns. This document outlines common sources of anxiety among health care workers, and the types of messages, behaviors, and support they need from their leaders.

Main sources of anxiety for health care workers, and ways that leaders can address it, are identified in [Understanding and Addressing Sources of Anxiety Among Health Care Professionals During the COVID-19 Pandemic \(https://jamanetwork.com/journals/jama/fullarticle/2764380\)](https://jamanetwork.com/journals/jama/fullarticle/2764380), on the Journal of the American Medical Association Network website.

Information in the article was gathered during listening sessions with groups of physicians, nurses, and other health care workers. Eight sources of anxiety were identified:

- Access to the right personal protective equipment.
- Exposure to COVID-19 at work and taking the infection home to their families.
- Lack of fast access to testing if they develop COVID-19 symptoms and the fear of then spreading infection at work.
- Uncertainty whether their organization will support and take care of their personal and family needs if they develop infection.
- Support for transportation, food, and other personal and family needs as work hours and demands increase.
- Access to child care when working extra hours and schools are closed.
- Having the right skills if sent to work in a new area, such as a floor nurse sent to work in an intensive care unit.
- Lack of access to up-to-date information and communication.

How to help your team

Leaders can help their health care workers in six main ways. They can lead, hear, protect, prepare, support, and care for them. The following tables list questions from health care workers to their organizations, and samples of ways to address their questions.

1 of 6

Fillable Mental Health Support Posters for Facility-specific Resources

- Increase awareness and access for mental health support for health care workers
- Customizable version with space for your facility's mental health resources

MDH: Where to Turn for Mental Health Support during the COVID-19 Pandemic
<https://www.health.state.mn.us/diseases/coronavirus/hcp/mhsupport.pdf>

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Where to Turn for Mental Health Support during the COVID-19 Pandemic

RESOURCES FOR HEALTH CARE WORKERS

If you are a health care worker and are feeling overwhelmed with anxiety and stress due to COVID-19, or you are experiencing a mental health crisis, you are not alone. Please call the numbers below to connect with trained professionals who can support you during this time.

SUPPORT SERVICES

Mental Health Minnesota helpline

Get mental health services, referrals, programs, tools, and resources for you or a loved one.

Call 800-862-1799.

"COVID Cares" support services

Minnesota health care workers can get help managing stress and emotions during difficult times. These 20-minute calls are safe, anonymous, and confidential.

Visit the Minnesota Psychiatric Society website for telephone numbers, call times, and other resources:
www.mnpsychsoc.org/covid-care-schedule.html

CRISIS SUPPORT

Crisis Text Line

Minnesota crisis services are available 24 hours a day, every day if you or someone you care about is having a mental health crisis.

Text "MN" to 741741 or call **CRISIS (**274747).

Local phone number: _____

Disaster Distress Helpline

Get help during a disaster with the related stress, anxiety and depression. The national Substance Abuse and Mental Health Services Administration telephone hotline is open 24 hours a day, every day.

Text "TalkWithUs" to 66746 or call 800-985-5990.

National Suicide Prevention Lifeline

Call the hotline 24 hours a day, every day for free, private help from the National Suicide Prevention Lifeline. Visit the website at www.suicidepreventionlifeline.org for information on suicide prevention, risks and warning signs for you, your loved ones, and professionals.

Call 800-273-8255.

PROVIDER-SPECIFIC SERVICES

SERVICE: _____

Description: _____

Contact information: _____

SERVICE: _____

Description: _____

Contact information: _____

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8/18/2020

