

COVID-19 – it seems to be the only thing people are talking about. It has become a household word for me. It's all over my social media feeds, constantly on the news, updates are in my email...you can't get away from it. It has impacted nearly every single country in this world. It has changed the way that we live and for many, the way that we work.

My new reality consists of virtual meetings, emergency conference calls on how we can support our teams and more importantly, <u>finding ways</u> to support our teams.

I have heard about the struggles from the front line - the recycling of one-time use PPE, and consistent crisis management updates, clinicians who can't see their immuno-comprised family members. To every single physician, nurse practitioner, physician assistant, registered nurse, tech, environmental service employee, supply chain team, directors, managers and administrators - and to so many more - **Thank you** - *you are my hero!*

The Coalition for Physician Well-Being has been here to help educate organizations on ways to enhance the well-being of their physicians and advanced practice providers. Our goal during this tumultuous time is to continue to ensure you and your team's wellbeing is taken care of.

Please talk with your teams and identify ways to ease their outside stressors. Every organization or group is equipped differently, so what can you do?

• Can you supply and deliver healthy snacks to your teams to keep them nourished throughout their shifts?

This can be as simple as getting pre-packaged nuts or whole fruits and making sure they are available. It's too easy to reach for junk food during stressful times.

• Can you provide bottle water to teams?

Hydrate your teams! Make sure there is plenty of water available for them to drink. They are likely to reach for that sugary drink otherwise.

Can we provide a place of rest?

Turning a small room into a quiet and comfortable place for providers to recalibrate or take a moment to clear their heads is essential. Sometimes you need a moment away from the hustle and bustle to get you back into the game. Put a lamp on and turn off the overhead lights. Put a comfy chair or couch in there and play some soft music. Don't make it too comfortable or they may fall asleep there. Ha.

Can you send out words of appreciation to your teams?

Sometimes it really is nice to hear from your leadership. So, a quick video memo shot on your phone, or an email out from you is a great way to show them your appreciation.

Can we inspire our team?

I have seen communities come together with chalk art – leaving words of inspiration outside of the hospitals for the healthcare workers to see on their way in and out. The impact that can have on teams – is huge! Maybe a board in the hospital would allow the same benefit?

I work for AdventHealth, a faith-based organization. I am proud to have prayer in our hospitals. Pray! Pray for our healthcare teams and organizations. Many of us have never experienced such a crisis. Pray for wisdom, rest and mental acuity for our providers. We will get through this together.

• Can we meet their most basic needs for their families?

In many places/states, food and supplies are getting difficult to find (I am in Apopka, Florida – and there is NO toilet paper). Can you work with your supply chain or local stores to create a "store" in your conference room? Oh, how that would help so many of our providers not worry about finding the resources that they may need at home while working. They can purchase what they need on their way home without fighting the lines or going store to store to locate what they need.

Let's not forget, our teams are out there taking care of our families and we want them to be the best that they can be. So, we need to go into this with the mentality of, "What can I do for you? How can I serve you?"

So, with that in mind, what can I do for you? And how can I serve you?



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