

# COVID-19

An End Stage Renal Disease (ESRD) National Coordinating Center (NCC)  
Professional Education Webinar



May 19, 2021

COVID-19 = Coronavirus Disease 2019



# Agenda



- What is this call about?
- Today's speaker:
  - Daniel Cukor, PhD, Director of Behavioral Health, Rogosin Institute
- Topic: COVID-19 Burnout and Compassion Fatigue in the Dialysis Center
- Questions and answers (Q&As) from chat and Q&A panels

# What Is This Call About?



- Hear from stakeholders and peers in the ESRD community who are adapting to COVID-19.
- Share examples and provide real-world strategies for facilities to use.
- Engage in bi-monthly calls on varying topics.

# COVID-19 Burnout and Compassion Fatigue in the Dialysis Center

Daniel Cukor, PhD  
Director, Behavioral Health



*Member*  
NewYork-Presbyterian  
Regional Hospital Network

# Conflicts of Interest Disclosure

Nothing to disclose

# Learning Objectives

1. Describe the unique confluence of events and stressors associated with COVID-19 that are risk factors for staff stress.
2. Understand the similarities and differences between “burnout” and “compassion fatigue.”
3. Provide a framework for the development of psychological resilience.

# Profound Change to Life's Intersecting Domains

## Person

Risk profile: Age & health status,  
psychological make-up

## Professional Challenges

Increased risk & demand

## Domestic Responsibilities

Childcare responsibilities  
Older relatives  
Significant other

## Community Member

Social justice issues  
Fear of violence

intersectionality

Withdrawal of Usual Means of Support  
—Social Isolation

# Staff Concerns

## COVID-specific concerns

- Will I get sick? Will anyone I care about become ill? How can I protect my family?
- Will my patients be OK? Will I need to change job responsibilities?
- Will things ever go back to normal? How will outpatient practice change? When can I safely resume my duties?
- Will the vaccine really help? How long will it take to be available to me and my patients?

## Social distancing concerns

- When will my kids go back to school? For how long? When will I be able to see friends/family?
- How will I cope with the loneliness? Will life ever get back to normal?

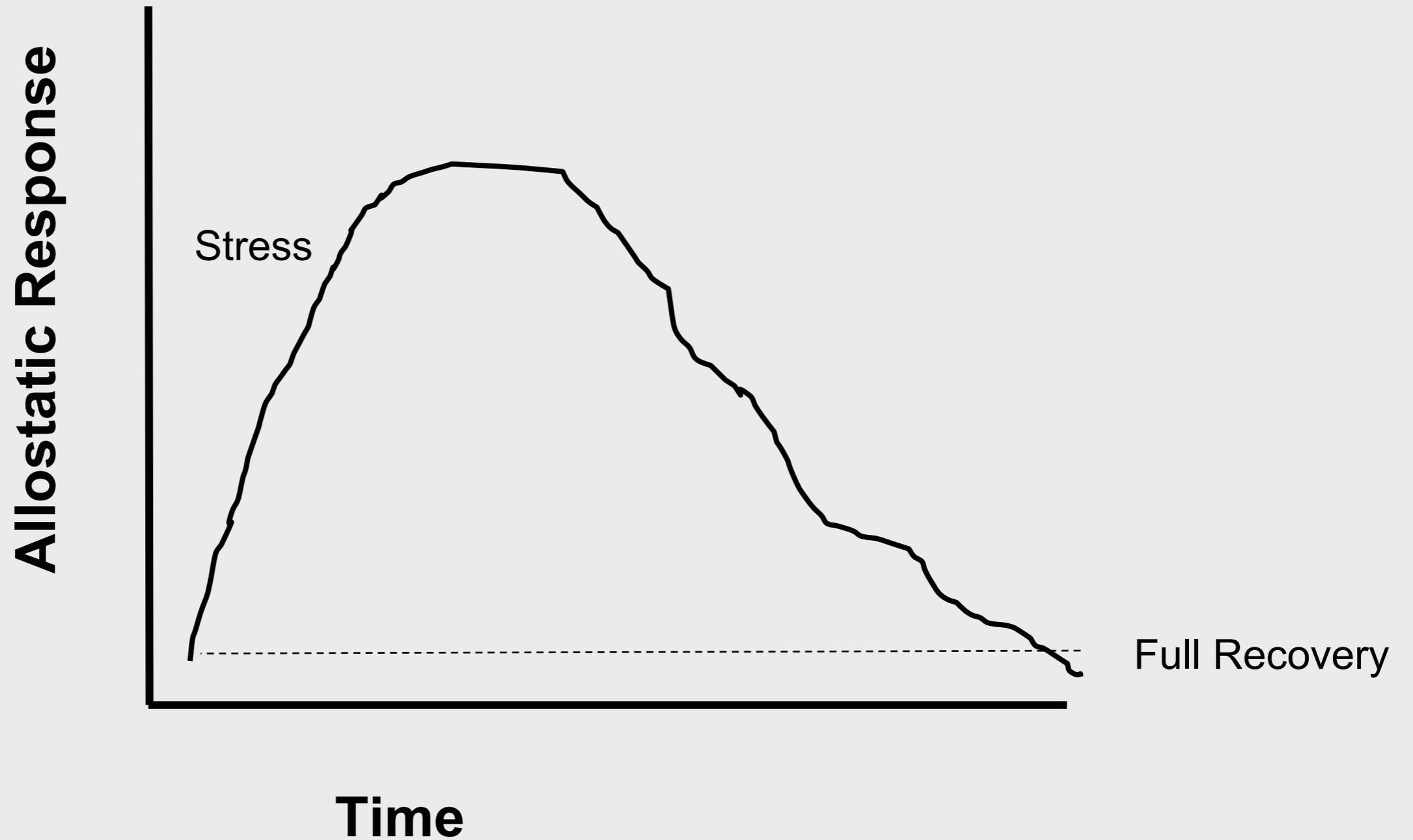
## Emotional concerns

- How will I ever grieve the loss of life? How do I cope when I can't do any of my normal things?
- Can I handle this again for months to come? Am I nearing my breaking point?

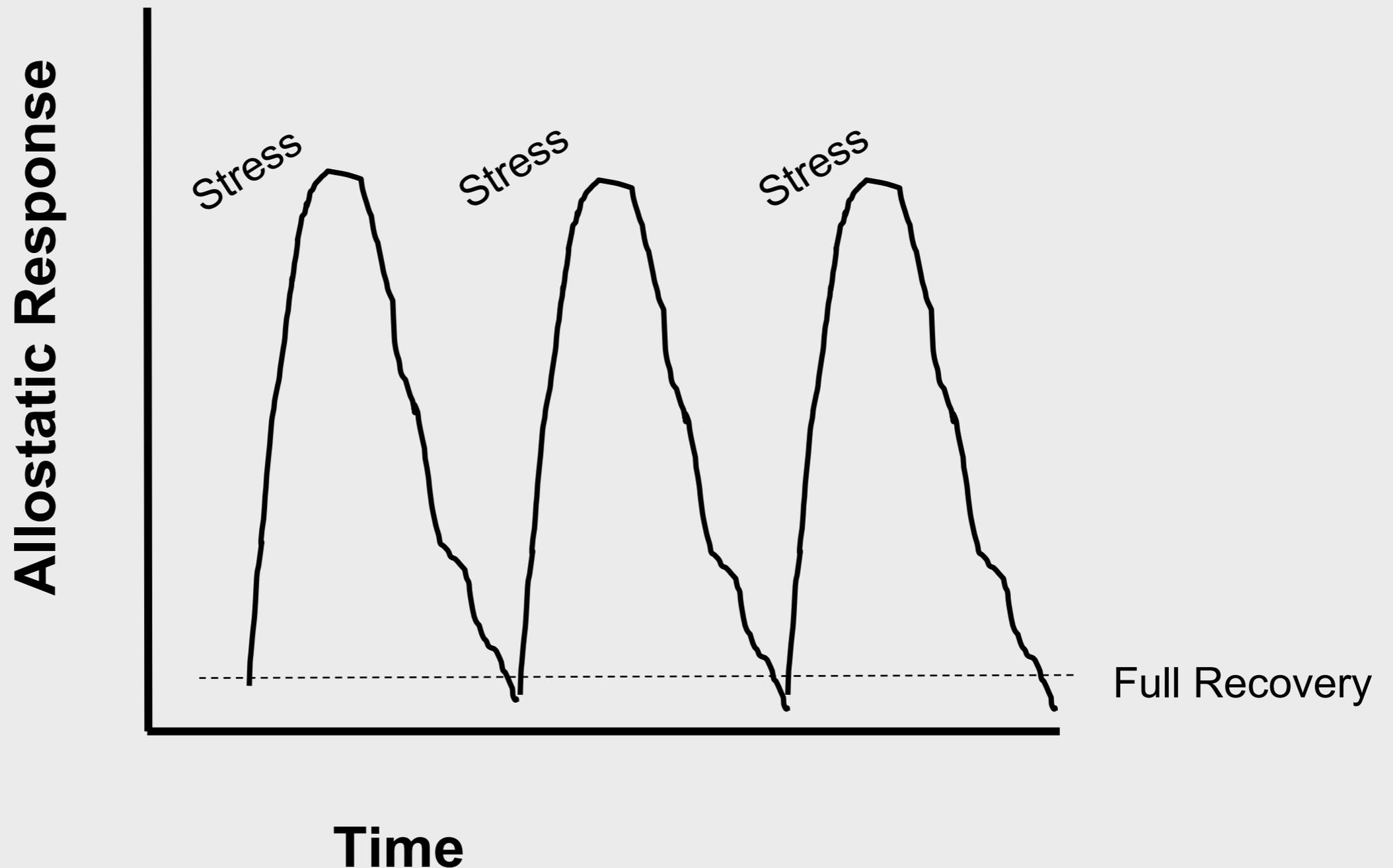
# “Leading in Times of Crisis” Survey of 226 Nurse Leaders

- 61% of nurses have emotional and physical fatigue.
- 53% cite challenges with inadequate staffing.
- 35% say it is difficult to meet work and family demands.
- 28% wish for more adequate support programs for emotional needs and wellbeing.
- 25% say they have suffered compassion fatigue in dealing with traumatic events.

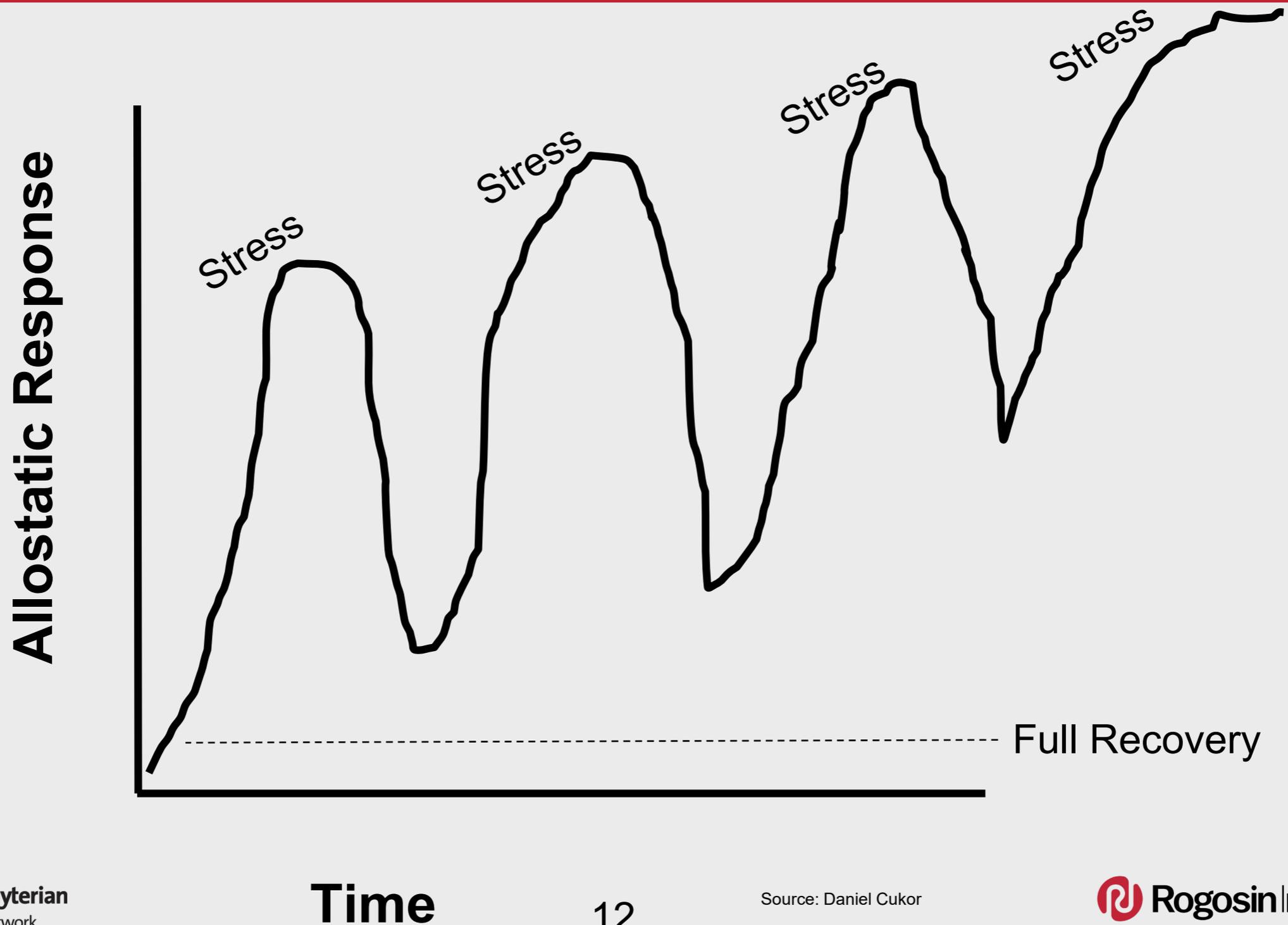
# Allostatic Load



# Allostatic Load— Consecutive Stressors



# Allostatic Load— Compounded Stress



# Burnout

Characterized by emotional exhaustion or depletion. Signs of burnout:

- Feeling overwhelmed or worried
- Becoming easily irritated
- Feeling tired/changes in sleep
- Frequent headaches
- Turning to alcohol or drugs more frequently

# Recent Burnout Data

Would you say that you feel burned out about going to work these days, or not?

Healthcare workers overall: **55%**

18–29 year-olds: **69%**

50–64 year-olds: **43%**

Source: Washington Post-Kaiser Family Foundation poll of 1,327 U.S. healthcare workers from February 11 to March 7, 2021, with an error margin of +/- 3 percentage points. Error margins are larger among subgroups.

# Compassion Fatigue

More analogous to post-traumatic stress disorder than depression (burnout).

- Reoccurrence of nightmares and flashbacks to traumatic event (or vicarious event)
- Apathy, detachment, no longer finds activities pleasurable
- Difficulty concentrating
- Mentally and physically tired
- Physical ailments such as gastrointestinal problems and recurrent colds
- Often not identified as a problem

# Healthcare Workers Are Particularly Vulnerable

“All of us who attempt to heal the wounds of others will ourselves be wounded; it is, after all, inherent in the relationship.”  
(Figley, 2002)

“The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.”  
(Rachel Remen, 1996)

# Healthcare Workers Are Overwhelmed

As a result of the Covid-19 pandemic, have you considered no longer working in healthcare, or not?

Yes: **29%**

Source: Washington Post-Kaiser Family Foundation poll of 1,327 U.S. healthcare workers from February 11 to March 7, 2021, with an error margin of +/- 3 percentage points

# Dialysis Staff Are Particularly Vulnerable

## Close ties between staff and patients

- Care can last for years.
- Staff often assigned to same patients.
- High frequency of treatment

## High potential for complex relationships with patients.

- Frequency of needed care/patients cannot miss.
- Difficult to manage challenging patients in dialysis system.
- Cannot discharge patients from care easily.

# British Survey of Kidney Care Providers

Out of 195 respondents ...

- 54% had burnout.
- Higher rates for younger workers.
- Equal rates in men and women.
  
- Physicians: 43%
- Trainees: 57%
- Nurses: 53%
- Other health professions: 67%

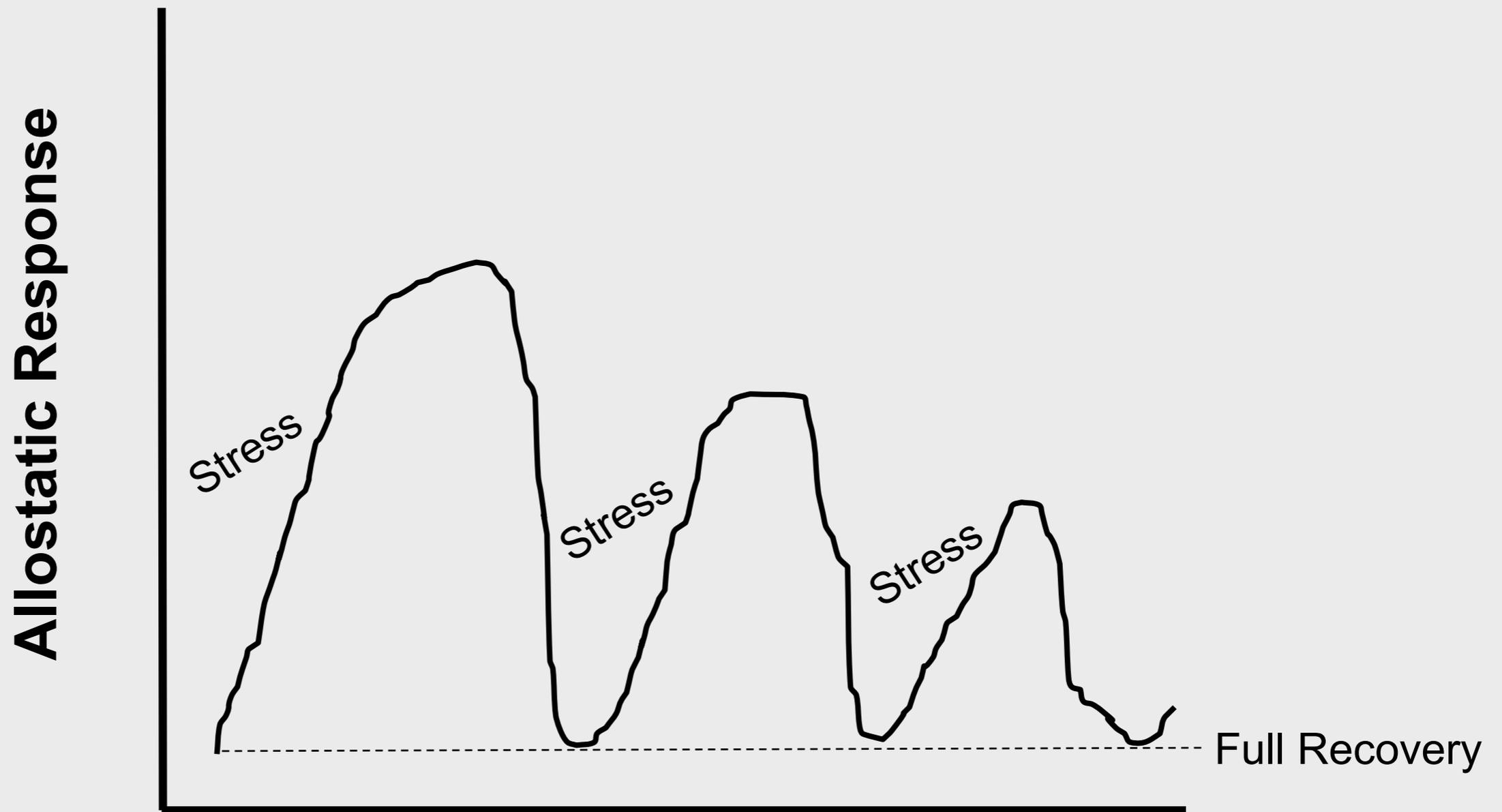
Source: Impact of the COVID-19 Pandemic on Training, Morale and Well-Being Among the UK Renal Workforce Beckwith, Hannah et al. *Kidney International Reports*, epub online.

# From Challenge—Opportunity

“Not till we are completely lost or turned around ...do we begin to find ourselves.”

—Henry David Thoreau

# Allostatic Load— Adaptation to Stress



# Kintsugi

(Japanese) “To repair with gold” —  
The art of repairing pottery with gold lacquer  
and understanding that the piece is more  
beautiful for having been broken.

# Resilience

## Post-traumatic growth

A positive psychological change experienced as a result of adversity and other challenges in order to rise to a higher level of functioning.

# Key Skills for Thriving and Surviving

- Managing uncertainty
- Remaining socially connected
- Developing healthy life rhythms

# Managing Uncertainty

## Anxiety

# Productive vs. Unproductive Worry

**Evaluate the usefulness of your concern.**

**If you can't change it, there is no value in worrying about it.**

“Worry won't stop the bad stuff from happening, It just stops you from enjoying the good.”

# Acceptance

Source: PowerPoint 3d Model library

## IT'S RAINING

I don't like rain.  
I wish it wasn't raining.  
My day would be better  
if it wasn't raining. My day is  
ruined. Everyday is like this.  
Why does it always rain the  
most when I want it to be sunny?  
It's never going to stop.

## IT'S RAINING

Yup.

# Social Connection

# Remaining Connected

## Personally

- Make an effort to remain connected to our social networks.
- As humans we need to connect and be connected (even through Zoom).

## Professionally

- Our staff requires opportunity to be connected and appreciated.
- “What is the best part of the job?”
- Create systems for open and clear communication

# Supporting Connections

# We Are Built for Routine

- Eat
- Sleep
- Exercise

# How Do We Build Resilience?

1. Start with an honest assessment of what is going well and what is not.
2. Identify your strengths and areas you could improve.
3. Develop an “asset map”—Who/what resources can you draw upon?
4. Acknowledge your emotions.
5. Develop a plan for moving forward: “Hope for the best, prepare for the worst.”
6. Make a plan for self care.
  - Care for your physical health—Eat right, exercise, sleep right.
  - Care for your mental health—Be honest about your needs, practice gratitude,
  - Take physical and mental breaks.
7. Develop short-term attainable goals.
8. Celebrate your own successes, even if minor.
9. Accept that some things are challenging, for now.

# Let Us Hear From You



- Q&As from chat and Q&A panels

# Dialysis Facility COVID-19 Vaccination Toolkit

**ESRD Dialysis Facility COVID-19 Vaccination Toolkit**  
*Promoting Knowledge of COVID-19 Vaccination Among Facility Staff and Patients*

**Vaccines and Dosing Intervals**

Vaccination Name	Time Between First and Second Doses
Pfizer-BioNTech COVID-19 vaccine	21 days
Moderna COVID-19 vaccine	28 days

*Reminder: The approved Janssen COVID-19 vaccine (also commonly called the "Johnson & Johnson vaccine") only requires one dose.*

**Remember:**

- As with any other multi-dose vaccine, it is imperative that if administering a vaccine that requires two doses, both doses are received within the appropriate time frame.
- There is no difference in the first and second dose of those COVID-19 vaccines that require two doses. Any difference in side effects is due to the body's reaction.
- The interval between the doses, if there is one, depends on the vaccine.
- Unless a medical provider instructs otherwise, even patients who had side effects from the first vaccination should receive the second dose of the same vaccination. For further details, patients should consult with their physician.

**ESRD Dialysis Facility COVID-19 Vaccination Toolkit**  
*Promoting Knowledge of COVID-19 Vaccination Among Facility Staff and Patients*

**5. Facilitating Education, Communication, and Promotion**

Informing populations about the health risks posed by COVID-19, as well as measures they can take to protect themselves, is key to mitigating spread and reducing the likelihood that people will become infected. Ensure communication is:

- Accurate, timely, and in plain language.
- From reliable sources. This enables informed decisions and prevents rumors and misinformation.
  - The 18 ESRD Networks serve as a credible and trusted resource to support dialysis facility and transplant center professionals, clinicians, and practitioners and patients in communicating and promoting timely COVID-19 vaccination information and updates to the kidney community. Click on the link for a map to find your local [ESRD Network](#).
  - The CDC creates new tools and resources often. They can be used or adapted for informing dialysis professionals about COVID-19 vaccination.
  - The [U.S. Department of Health & Human Services](#) has information and links to other agencies related to the COVID-19 vaccines.

Contains information and resources about the COVID-19 vaccination to share with staff and patients!



Visit <https://www.kcercoalition.com/en/covid-19/> or scan the QR code with your smartphone camera.

# Need Continuing Education Credit (CEU)?



**CMS and ESRD COVID-19 Webinar**

Thank you for completing our evaluation!

Please click on one of the links below to obtain your certificate for your state licensure.

After you complete the evaluation and click "Done," a screen appears for you to enroll as a new user or existing user in our Learning Management Center. This is our website, not the website of Global Meet and is a completely new registration.

If you do not receive an email after you register, please have your IT staff allow automatic emails from the following domain: hsag.com. Most healthcare facilities block automatic replies. You will need to be able to receive these automatic responses for future events too.

**Another way to get around the automatic response issues with healthcare facilities is to register under your personal email account.**

**New User Link:**  
<https://lmc.hshapps.com/register/default.aspx?ID=b71d32ca-dccd-4418-bcf6-ba93648c2335>

**Existing User Link:**  
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Submit Feedback

**Complete the post-event evaluation to be taken to the Learning Management Center for CEU certificates!**

# Thank You!

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844.472.4250

813.865.3545

[www.esrdncc.org](http://www.esrdncc.org)

Additional COVID-19 resources for patients and providers:



<https://www.kcercoalition.com/en/covid-19/>



[www.kidneyCOVIDinfocenter.com](http://www.kidneyCOVIDinfocenter.com)

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