PROSPECT MEDICAL

OCTOBER 16, 2020

THE
PROSPECT
OF A
HEALTHIER
TOMORROW

CORONAVIRUS DISEASE 2019 (COVID-19) - Healthcare Personnel and First Responders: How to Cope with Stress and Build Resilience During the COVID-19 Pandemic.
https://www.cdc.gov/coronavirus/2019-ncov/hcp/mental-health-healthcare.html Last updated May 5, 2020.

Providing care to others during the COVID-19 pandemic can lead to stress, anxiety, fear, and other strong emotions. How you cope with these emotions can affect your well-being, the care you give to others while doing your job, and the wellbeing of the people you care about outside of work. During this pandemic, it is critical that you recognize what stress looks like, take steps to build your resilience and cope with stress, and know where to go if you need help.

Recognize the symptoms of stress you may be experiencing.
- Feeling irritation, anger, or denial
- Feeling uncertain, nervous, or anxious
- Feeling helpless or powerless
- Lacking motivation
- Feeling tired, overwhelmed, or burned out
- Feeling sad or depressed
- Having trouble sleeping
- Having trouble concentrating

Know about stress-related disorders, compassion fatigue, and burnout:
Experiencing or witnessing life threatening or traumatic events impacts everyone differently. In some circumstances, the distress can be managed successfully to reduce associated negative health and behavioral outcomes. In other cases, some people may experience clinically significant distress or impairment, such as acute stress disorder, posttraumatic stress disorder (PTSD), or secondary traumatic stress (also known as vicarious traumatization). Compassion fatigue and burnout may also result from chronic workplace stress and exposure to traumatic events during the COVID-19 pandemic.

Tips to cope and enhance your resilience.
- Communicate with your coworkers, supervisors, and employees about job stress.
  - o Talk openly about how the pandemic is affecting your work.
  - o Identify factors that cause stress and work together to identify solutions.
  - o Ask about how to access mental health resources in your workplace.
- Remind yourself that everyone is in an unusual situation with limited resources.
- Identify and accept those things which you do not have control over.
- Recognize that you are performing a crucial role in fighting this pandemic and that you are doing the best you can with the resources available.
- Increase your sense of control by keeping a consistent daily routine when possible — ideally one that is similar to your schedule before the pandemic.
  - o Try to get adequate sleep.
  - o Make time to eat healthy meals.
  - o Take breaks during your shift to rest, stretch, or check in with supportive colleagues, coworkers, friends and family.
- When away from work, get exercise when you can. Spend time outdoors either being physically activity or relaxing. Do things you enjoy during non-work hours.
- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting and mentally exhausting, especially since you work with people directly affected by the virus.
- If you feel you may be misusing alcohol or other drugs (including prescriptions), ask for help.
- Engage in mindfulness techniques, such as breathing exercises and meditation.
- If you are being treated for a mental health condition, continue with your treatment and talk to your provider if you experience new or worsening symptoms.

Yours in health - Dr. Derek Lanier, National CMO and Lourdes Alberto, SVP Nat'l Network Management

Helpful Resource Center

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National Suicide Prevention Lifeline:
Toll-free number 1-800-273-TALK (1-800-273-8255)

National Domestic Violence Hotline:
Toll-free number 1-800-799-7233 and TTY 1-800-787-3224

Disaster Distress Helpline
Toll-free number 1-800-985-5990 or text TalkWithUs to 66746

America's Physician Groups (APG) Response and Resources Page: https://www.apg.org/apg-covid-19-response-and-resources/

Medical Group Management Association COVID-19 Resource Center: https://www.mgma.com/

Telehealth Resources:
CMS Telehealth Fact Sheet: https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet
Center for Connected Health Policy- State Specific Resource: https://www.cchpca.org/resources/covid-19-related-state-actions

Diagnosis Codes and Claims Guidelines:
ICD-10-CM Official Coding Guidelines – Supplement: Coding encounters related to COVID-19 Coronavirus Outbreak: https://www.cdc.gov/nchs/data/icd/ICD-10-CM-Official-Coding-Gudance-Interim-Advice-coronavirus-feb-20-2020.pdf
New ICD-10-CM code for the 2019 Novel Coronavirus (COVID-19), April 1, 2020: https://www.cdc.gov/nchs/data/icd/Announcement-New-ICD-code-for-coronavirus-3-18-2020.pdf

Government Resources:
General COVID-19 information: https://www.coronavirus.gov/
CDCINFO: 1-800-CDC-INFO (1-800-232-4636) TTY: 1-888-232-6348 cdc.gov/info
CMS Partner Toolkit: https://www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit
DHCS COVID-19 Resource Page: https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-Response.aspx
DMHC COVID-19 Resource Page: http://www.dmhc.ca.gov/COVID-19.aspx
Orange County Health Dept COVID-19 Center: https://occovid19.ochealthinfo.com/
Los Angeles Health Dept: http://publichealth.lacounty.gov/

Please send us your most current e-mail address to ProviderInfo@prospectmedical.com to receive Provider Resources electronically.

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