



## DEFUSING IN HEALTHCARE CENTRES

# COVID-19 CRISIS

GET RID OF ALL EMOTIONAL OVERLOAD BEFORE THE END OF THE WORKDAY **TO AVOID** TAKING IT HOME AND RECOVER STRENGTH FOR THE NEXT SHIFT

### WHAT IT IS?

1. A strategy to share emotions and experiences
2. After being exposed to situations of extreme stress
3. May become part of the daily routine for the different teams (15-10')

### DON'T CONDUSE DEFUSING WITH:

1. Group therapy
2. Critical analysis of errors and improvement actions
3. A search of responsibilities or exchange of reproaches

### WHY DO WE DO IT?

- To **deactivate** discomfort and tension
- To **recover** strength and confidence
- To **avoid** taking stress back home and be able to take a break
- To **create** an atmosphere of mutual support, enhance team unit
- To **preserve** well-being
- To **prevent** extreme stress responses and errors caused by emotional overload
- To **integrate** adaptively critical experiences of the workday
- To **detect** if I am emotionally overloaded and need some additional help.

**VENT • CLOSE • RESTORE • CONTINUE**





## WHO?

- **Small groups** (6-10 people) - Personnel from the unit present in the shift
- **Moderator:** person responsible of patient's or the unit's safety, prevention of occupational hazards or mental health personnel, external staff

## WHEN AND WHERE?

At the end of the workday

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In a place where little interruption occurs

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Face-to-face or streaming

## WHAT TO COMMENT?

### ADAPTABLE TO THE SITUATION

*How was the workday?*

*How are you doing?*

*What difficult situation did you deal with today?*

*How are you feeling?*

*What worries you the most?*

*What repetitive thoughts have you had throughout the shift?*

*Have your experiences today changed the way you see things?*

*Which has been the worst moment during this shift?*

*What has impacted/affected you the most?*

*Is there any task/decision you used to handle easily before which you had little strength to do today?*

*Is there anything else you would like to comment?*

*Does anyone else share these feelings/worries?*

### OTHER INFORMATION OF INTEREST

**Voluntary participation**

**Confidentiality of shared information**

**Time for all to speak**

End the session with positive messages of unit and strength



## TIPS TO FIGHT AGAINST COVID-19 FAKE NEWS

TO IDENTIFY AND FIGHT AGAINST FAKE NEWS THE FOLLOWING  
SHOULD BE CONSIDERED



That the provided information is always received from the same **official source**, such as governments, research and science institutions, or health-focused organizations.

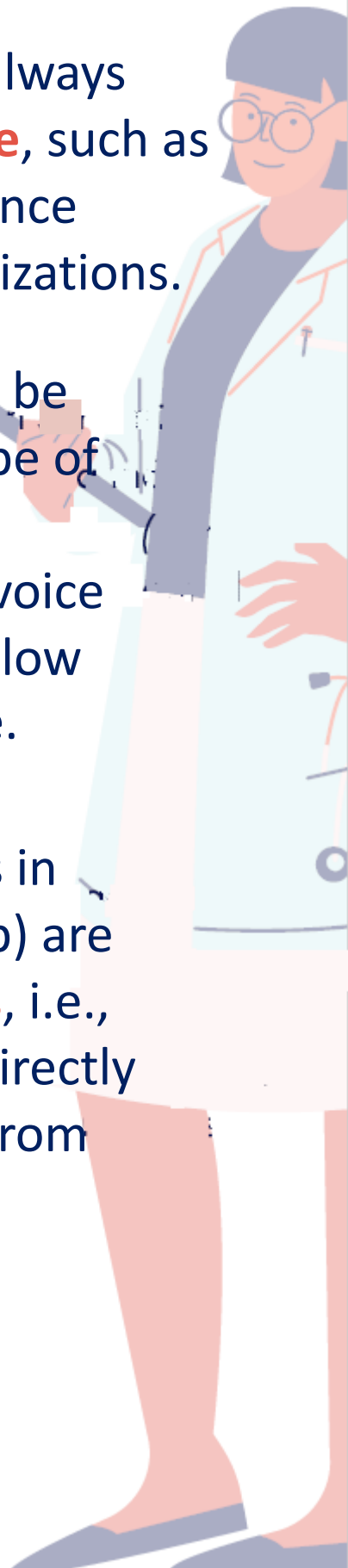
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That the health-related information be preferably in **video** format, as this type of messages are more credible in comparison to other means, such as voice or text messages. Video messages allow easier identification of the source.

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That informative chain messages in messaging services (e.g., WhatsApp) are linked to **official accurate accounts**, i.e., avoiding to attach the information directly (text, voice message, video, etc.) from unknown sources.

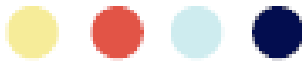
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# JACOBSON'S BRIEF MUSCLE RELAXATION

## TECHNIQUE AGAINST ANXIETY AND STRESS



### 1 Place yourself in a comfortable position: **SITTING**

Leave your mind in blank  
A calm environment will also help

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### 2 Tighten the muscles of the **FOREHEAD**

To achieve this, rise your eyebrows for six seconds.  
Next, relax your forehead for 15 seconds and focus  
in the sensation of relaxation

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### 3 Tense the **EYES** and **NOSE AREA**

Tighten the eyelids and wrinkle the nose for six  
seconds and release the tension for 15 seconds. Feel  
what happens

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### 4 Tighten the muscles of the **MOUTH**

Next, you have to grit your teeth, lips and tongue  
against the palate for six additional seconds and  
relax for 15 seconds

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### 5 Tighten your neck **NECK MUSCLES**

Grit your teeth, lips and tongue against the palate  
for six additional seconds and relax for 15 seconds

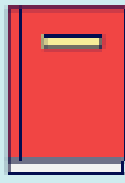
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### 6 REPEAT THE PROCESS AS MANY TIMES AS YOU NEED TO DO SO

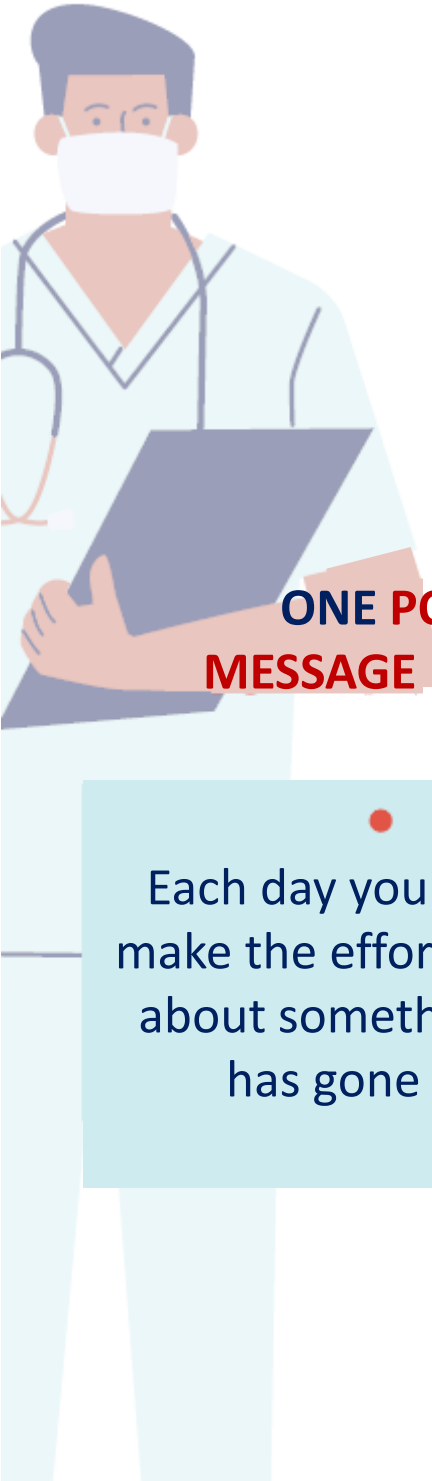
Remember you can accompany this exercise with breathing  
techniques

It is important to **be patient** and if relaxation is not achieved the first  
time, it's a matter of **practice**



# MY DIARY OF POSITIVE NOTES

ONE MINUTE EACH DAY TO BRING OUT **THE POSITIVE**  
OF THE PRESENT SITUATION



**ONE POSITIVE  
MESSAGE EVERY DAY**

**GET SOMETHING TO  
WRITE ON**

It can be a notebook, a sheet of paper, or post-it notes to place on the fridge or the new board in the floor you work

Each day you have to make the effort to think about something that has gone well

**THIS WILL HELP your mind  
KEEP FOCUSED ON THE  
POSITIVE SIDE**

You will be able to balance all achievements and challenges occurring through the day

**TAKING CARE** of your **MIND** is **ALSO IMPORTANT**  
This crisis will test us physically and emotionally



## TAKE A BREAK AGAINST STRESS

### THE two-minute **STOP** TECHNIQUE



**FEEL** How you keep still wherever you are

**S** By doing this, you are deciding to take control instead of allowing external pressure to take over you and make you react and stress.

Take a few minutes to observe your body

**T** Slowly scan your body beginning by the tip of your toes working your way up to the top of your head. As you move up, notice where your tensions or negative emotions accumulate. Breathe towards the tension and then let go

**CLOSELY OBSERVE** what surrounds you

**O** Look around you for small details you have never observed before. They should be nice for you to see. Immerse and become part of your surrounding until you find something you like or surprises you

**POSSIBILITIES** you now have

**P** You have just turned off autopilot mode and are free to choose a new more beneficial direction. If you were feeling overloaded, exhausted, and not knowing what to do, you can now see a variety of different choices and options in front of you with fresh eyes...

HOW WAS YOUR EXPERIENCE WITH THE **STOP** YOU HAVE JUST MADE?

Repeat the sequence several times a day to relieve emotional tension, take better care of yourself, patients and close ones.



SARS-CoV-2 (COVID-19)  
**second victims**



## DIAPHRAGMATIC BREATHING

### TAKE A BREATH

REMEMBER **THE REASONS** FOR MAKING **A STOP**



#### IT RELAXES YOU

Allows releasing anxiety and stress

#### IT PROTECTS YOU

Decreases over-activation

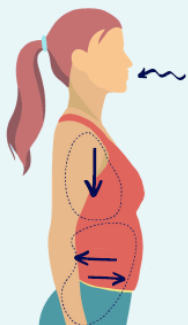
#### IT BALANCES YOU

Favours homeostatic regulation

### HOW TO DO THIS?

# 1

WHEN TAKING A **BREATH**, PLACE ONE HAND ON THE **CHEST** AND THE OTHER ON YOUR **STOMACH**  
Make sure you let the air towards the lower part of the lungs without moving your chest

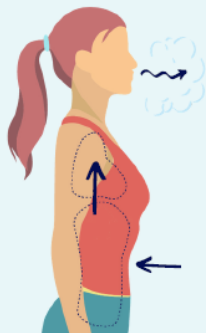


**AS YOU BREATHE IN**, ALLOW YOUR **STOMACH AND BELLY TO RISE** **WITHOUT MOVING YOUR CHEST**

# 2

# 3

**RETAIN THE AIR**, FOR A MOMENT WHILE **IN THIS POSITION**



**RELEASE THE AIR SLOWLY**, **TIGHTENING YOUR ABDOMEN** **SLIGHTLY WITHOUT MOVING** **THE CHEST**

# 4

# 5

TRY TO REMAIN **RELAXED** FOR FOUR **SECONDS** WITH YOUR LUNGS **EMPTY** **UNTIL THE NEXT INHALATION**





# RAPID ON-LINE RESOURCES

FOR **PROFESSIONALS** IN ISOLATION WHO ARE  
ACTING AS **TRAINERS**



## WHATSAPP

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DOUBTS-ANSWERS FOR TUTORS OR SUPPORT PERSONNEL

- It allows up to four people to interact simultaneously in a video call
- Information can be shared directly through the audio, video or images
- Most people have a smartphone and the WhatsApp app

## GOOGLE HANGOUTS

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IT ALLOWS PERFORMING DIRECT VIDEO CONFERENCING OR  
A QUESTIONS AND ANSWERS SESSION BETWEEN TUTORS  
AND SUPPORT STAFF

- The user inviting to the video conference must have a Gmail account
- It can be used in PC and smartphones
- Possible participation of a large number of people



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**second victims**





# RAPID ON-LINE RESOURCES

FOR **PROFESSIONALS** IN ISOLATION WHO ARE  
ACTING AS **TRAINERS**



## LIFESIZE

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TO ORGANIZE ONLINE MEETINGS HOSTING UP TO 25  
PARTICIPANTS BETWEEN TUTORS AND SUPPORT STAFF

- The user inviting the meeting must register in the LIFESIZE platform (free trial version)
- Can be used on **any device**
- Allows real-time **screen** and document sharing
- **High-quality video**

## SKYPE

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GROUP VIDEO CALLS WITH UP TO 50 TUTORS AND SUPPORT  
STAFF

- The user inviting the meeting as well as the guests must have a **Skype account**
- Allows real-time **presentation of slides, sharing documents, videos** or recording
- Classic tool for group video calls



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# RECOMMENDATIONS TO HELP PROTECT YOUR FAMILY

We know you worry each time you go to work because you think you will transmit the coronavirus to your family. Here, we provide some recommendations to help reduce the risk of a possible infection by the SARS-CoV-2 (COVID-19).

## Don't wait to have symptoms to put them into practice

### ESTABLISH SOME PATTERNS:



- Take the minimum number of objects to work: keys, mobile phone, wallet, glasses, handbag, backpack.
- Whenever possible take a shower before leaving your work place.
- Try that all material used at work remain in the centre for cleansing and disinfection (clothes and shoes).

### WHEN YOU ARRIVE HOME:



- Don't touch anything.
- Take off your shoes and leave them at the door.
- Clean the objects you will use while at home with alcohol at a 70% concentration: mobile phone, glasses...
- Place the clothes brought from work in a separate closed bag until you put the to wash.
- Take a shower immediately.

### GENERIC RECOMMENDATIONS:



- Wash your hands frequently with water and soap or alcohol-based solutions.
- Cover your mouth and nose with your bent elbow when coughing or sneezing.
- Use disposable tissues.
- Avoid touching your eyes, nose and mouth.
- Try not to share the bed or the room with other people.
- Be very vigilant of the appearance of symptoms.



### IF YOU ARE LIVING WITH PEOPLE AT RISK:

- Establish minimum contact with that person.
- Use facemask if you have to help them and wash your hands as many times as possible.
- Use separate bathrooms and/or disinfect after each use.

### HOME CLEANING:



- Wash personal clothes, bed linen and towels in the washer at 60 – 90 °C (140 – 194 °F) using your regular detergent. There is no need to separate the laundry. Do not shake the clothes.
- Use disposable gloves and other material.
- Clean the kitchen and bathrooms with a 1:50 solution of household bleach.
- Clean high-touch surfaces with a 1:50 solution of household bleach: knobs, handles, taps, switches, phones, computers, keyboards...
- Preferably use waste bins with a pedal and a lid to dispose of material used for cleaning.
- Do not share personal items: toothbrush, drinking glasses, utensils, towels...
- Wash dishes and utensils in a dishwasher or with hot water and soap
- Keep common spaces ventilated.



COVID-19



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## HOW TO BEGING THE DAILY ACTIVITIES IN AN INTENSIVE CARE UNIT SHIFT

At the beginning of the shift, each professional must enter the unit with:

- The regulation uniform
- Enclosed footwear
- Surgical facemask

Once in the care area, the first thing the professional will undergo is a **BRIEFING**

- Duration: 10-15 minutes
- Aimed to all personnel in every room: intensive care medical specialists, resident medical interns, nurses, nursing care assistant technicians and safety coordinators

### INFORMATION TO BE DELIVERED IN THE BREFING:

#### 1. Availability and indications for the different types of equipment\*:

##### FACEMASK

**Surgical facemask** → All the time and in any area of the ICU except when the following is indicates:

**Facemask FFP2** for distances under two meters with the patients.

**Facemask FFP3** for procedures with high-risk of generating aerosol at high concentrations. Basically reserved for orotracheal intubation.

##### PERSONAL PROTECTIVE EQUIPMENT

###### For any procedure in de the room

- Fluid-resistant gown
- Shoe covers
- Cap
- Goggles and/or visor
- Facemask FFP2
- Double layer of gloves

###### For an orotracheal intubation and pronation-depronation

- Coverall
- Shoe covers
- Goggles and/or visor
- Facemask FFP2
- Facemask FFP3 (only for the person performing orotracheal intubation)
- Double layer of gloves

##### GLOVES

###### Indicated:

- As part of the standard precautions during a procedure when there is perceived risk of exposure to bodily fluids.
- Gloves must also be used when assisting colleagues that are using the above-mentioned personal protective equipment

###### Remember:

- Perform hand hygiene before putting on the gloves
- Remove gloves immediately after finishing the task
- Perform hand hygiene after removing gloves

In all other situations, the use of gloves is counterproductive. They macerate and spoil the hands and eliminate the perception of risk. Hands with gloves get contaminated as much or more than hands without gloves.

#### 2. Specific briefing on the situation of each patient. ISOBAR / SBAR

#### 3. Allocation of patients and day planning

### Include a positive news

\*Following the recommendation of the document titled "PROCEDIMIENTO DE ACTUACIÓN PARA LOS SERVICIOS DE PREVENCIÓN DE RIESGOS LABORALES FRENTE A LA EXPOSICIÓN AL NUEVO CORONAVIRUS (SARS-CoV-2)" (ACTION PROTOCOL FOR THE PREVENTION OF OCCUPATIONAL HAZARDS SERVICES AGAINST THE EXPOSURE TO THE NOVEL CORONAVIRUS (SARS-CoV-2)) prepared by the Ministry of Health on March 24, 2020



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## Care for professionals with acute stress disorder

### Intensive Care Unit

#### BRIEFING



#### PURPOSE

Strengthen the safety and help control the pressure professionals are under, with specific focus on new hires.

#### WHERE

In each ROOM

#### WHEN

At the beginning of each shift

#### DURATION

10-15 minutes

#### WHO

- Intensive care medical specialists
- Resident medical interns
- Nurses
- Nursing care assistant technicians
- Safety coordinator

#### CONTENT

Regarding professionals:

- ✓ All have the necessary equipment
- ✓ Key aspects for using personal protective equipment (PPE)

Regarding patients:

- ✓ SBAR/ISOBAR
- ✓ Key points
- ✓ Allocation of patients and day planning



**Always include at least one good news**

*None of Us is as Good as All of Us*

*Ray Kroc*

<https://secondvictimscovid19.umh.es/>



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## Care for professional with acute stress Intensive Care Unit

### RECOVERY PAUSES



#### PURPOSE

Offer regulated recovery periods during the workday using recovery and self-control tools.

### WHEN – Twice every shift

Room	Morning		Afternoon		Night	
<b>A and B</b>	10h30	12h30	18h	20h15	02h	05h
<b>C</b>	10h45	12h45	18h15	20h30	02h15	05h15

### FOR WHOM

All the staff in a room will take the rest together, with two people remaining on duty in the other room.

- ✓ Two professionals from room C in pauses of rooms A and B
- ✓ Two professionals from rooms A and B in pauses of room C

### DURATION

5-7 minutes



### HOW?

In the meditation room

- ✓ Closed doors
- ✓ Level of light attenuated
- ✓ Silence

Listen to the audio. It will help you relax



**None of Us is as Good as All of US. Ray Kroc**



<https://secondvictimscovid19.umh.es/p/home.html>





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## Support service for taking care of emotional health of our professionals

As healthcare workers, we are used to deal with alert situations on a daily basis and have acquired multiple personal resources, in addition to strengthening our ability to recover (resilience). However, we are humans and may undergo emotional issues during the pandemic crisis caused by the coronavirus (COVID-19).

The San Cecilio Clinical Hospital (Granada, Spain) offers this additional support for the **care of the emotional health of our professionals** and help them cope with emotional situations.

### Key principles to regulate our emotions



- 1 Share your emotions with family and friends. Talk to them, they will listen and support you.
- 2 Your co-workers will understand you better than anyone else. Communicate with them. Peer support is a powerful tool, use it!

### Relaxation tools

Sometimes, basic measures are not enough and alert situations are not always relieved this way. A large number of meditation and relaxation audios are available in the Internet, but when we arrive home from a day of work we are too tired to decide which to choose.



### Basic tips for an emotional balance

#### 1 Sleep



#### Good eating habits 2



#### 3 Rest



#### 5



#### Moderate-intensity exercise

#### Disconnect from time to time (avoid being over-informed)

### Contact channels for personalized care

Corporate email:

[cuidaralprofesional.hucsc.sspa@juntadeandalucia.es](mailto:cuidaralprofesional.hucsc.sspa@juntadeandalucia.es)

Information you must include in your email:

1. Name
2. Contact telephone number or email address
3. In few words tell us what you need and describe your symptoms

We will contact you

Telephone: **693704** (corporate) or **671593704**

Generally from Monday to Friday between 9:00 a.m. and 2:00 p.m.

If you experience symptoms such as intense anxiety, insomnia, or disproportionate rage and none of the above-recommended basic tools help you