



## Caring for Caregivers during a Pandemic: Building Resiliency in Healthcare Teams

March 30, 2021

8:30 – 12:30

Webinar

*Provide by the Department of Psychiatry and  
Baystate Continuing Interprofessional Education*

### AUDIENCE

This course is designed for all patient-facing healthcare workers and health care system leadership including, but not limited to: physicians, nurses, advanced practitioners, psychologists, and social workers.

### GOAL

During a pandemic response, healthcare workers are at risk for emotional distress which is a function of the unique challenges of the role. The goal of this conference is to provide an overview of ways healthcare systems can build resiliency in the healthcare workforce based on the Institute of Medicine's 3-tiered framework using universal, selective and indicative interventions. Effects of the current and past epidemics on healthcare worker mental health and obstacles to supporting healthcare workers will also be reviewed.

### PROGRAM

8:30 Welcome/Introductions

8:45 **Keynote: Supporting the Healthcare Workforce during COVID-19-A 3-tiered intervention approach**  
*David Cates, Ph.D.*

10:00 Break

10:15 **Reflections on Healthcare Worker Resilience during the COVID-19 Pandemic: A Moderated Panel Discussion**

Moderator: *Barry Sarvet, MD*

Panel: *Jessica Wozniak, PsyD., Rev. Ute Schmidt, Annabel Hallgren, M.Ed., LMHC, John Barrett, BSN, RN-BC, Megan Maynard, Med. LMHC, Christina Kalashian, MSW, LICSW*

11:15 Break

11:25 **Building Resiliency Breakouts**

**1. Cultivating Resilience: Coping with Grief & Bereavement During COVID-19**

*Deidre Hussey, PsyD*

*Kerri Bergendahl, LICSW*

Purpose: The COVID-19 epidemic has led us to experience significant and cumulative loss. From our own personal loss, to mourning the loss of patients, and mourning our sense of normalcy, we are experiencing ongoing individual and collective grief. The disruptions to our everyday routines can

contribute to a sense of uncertainty and powerlessness. This workshop will help us to acknowledge our grief, learn ways to adapt and manage it, as well as make meaning from our experiences.

## **2. Building Resiliency: A Humanities Intervention**

*Jill Donelan, PsyD*

*Angela Sweeny, MEd, MA*

Purpose: This session will give participants the opportunity to explore the benefits of mindfulness, creativity and journaling as they relate to resilience. Participants will be guided through a hands-on humanities-based practice to address symptoms of burnout. Strategies in this session can be used at any time, but may be especially useful during the unprecedented stressors of the current pandemic.

## **3. Resiliency Workshop**

*David Cates, PhD*

Purpose: During a pandemic response, healthcare workers are at risk for emotional distress which is a function of the unique challenges of the role. This workshop reviews: signs of psychological distress, ways to identify and build resilience, techniques for relieving stress, emotional supports

12:15 Regroup Questions/Response to Breakout

12:30 Adjourn

## **OBJECTIVES**

1. Name universal, selective, and indicated intervention to support healthcare workers during a pandemic.
2. Describe the effects of epidemics on healthcare workers' mental health and the obstacles to supporting them.
3. Identify signs of emotional distress that arises during times of crisis.
4. Demonstrate techniques to promote resiliency.
5. Describe the various forms of grief and bereavement that may occur both personally and professional during a pandemic.
6. Learn practical skills to address problems more effectively, regain a sense of control, and increase self-efficacy in health care team members
7. Participants will apply journaling and breathing strategies from the humanities and mindfulness literature that can support resilience.

## **FACULTY & PLANNERS**

### **John Barrett, BSN, RN-BC\***

Nurse

Baystate Medical Center

### **Kerri Bergendahl, LICSW\***

Licensed Social Worker, Behavioral Health

Family Advocacy Center

### **David Cates, PhD\***

Director, Behavioral Health

Nebraska Medicine

Vice Chair of Clinical Operations, Department of Psychiatry

University of Nebraska Medical Center

Licensed Psychologist

**Jill Donelan, PsyD\***

Assistant Professor, Department of Psychiatry  
University of Massachusetts Medical School – Baystate  
Clinical Supervisor, Child Partial Hospitalization Program  
Baystate Medical Center

**Anna Gelinias, RN, BSN\***

Nurse Planner, Child Partial Hospitalization Program  
Baystate Medical Center

**Annabel Hallgren, MEd, LMHC\***

Sr. Consultant Employee Assistance Program (EAP)  
Baystate Medical Center

**Deidre Hussey, PsyD\***

Psychologist  
Clinical Supervisor  
Baystate Medical Center

**Christina Kalashian, MSW, LICSW\***

Social Work Manager  
Baystate Medical Center

**Tyrena Lester, MSN, LICSW\***

Clinical Coordinator, Child Partial Hospitalization Program  
Baystate Medical Center

**Megan Maynard, MEd, MLHC\***

Clinical Supervisor for the Behavior Resource  
Baystate Medical Center

**Katherine Oberwager, MSN, CNP, PMHNP-BC\***

Psychiatric Nurse Practitioner  
Child Partial Hospitalization Program  
Baystate Medical Center

**Heather Sagan, MS, PA\***

Physician Assistant  
Baystate Medical Center

**Barry Sarvet, MD\***

Professor and Chair of Psychiatry  
University of Massachusetts Medical School – Baystate  
Baystate Health

**Rev. Ute Schmidt\***

Manager, Spiritual Services & Clinical Pastoral Education  
Baystate Medical Center

**Angela T. Sweeney, Med. MA\***

Instructor

University of Massachusetts Medical School – Baystate  
Curriculum Design Specialist, Educator  
Baystate Medical Center

**Jessica Wozniak, PsyD\***

Psychologist

University of Massachusetts Medical School - Baystate  
Manager, Clinical Research and Development  
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**Faculty Disclosure**

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**Tuition:** Complimentary

### **Logging in:**

1. **BAYSTATE EMPLOYEES** and **medical staff** members log in using their network username and password. (5 digit EN/PN including letters).
2. **ALL OTHERS:** All those who do not have an EN or PN and have not already done so, must create a new account under the visitor section.

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