

HCID Response Team Development, Sustainment, Training and Exercise



Pre-Activation: Recruiting, Training and Sustaining Preparedness



During the initial interview discuss:

- Roles
- Expectations and responsibilities
- Challenges and rewards
- Their motivating factors to become part of the team

Seek referral and support from their primary manager

- Discuss
 - Clinical skills
 - Team work
 - What it means when there is an activation

Pre-Hire Physical

- Health Screening
- Identify potential health risks
- Vaccinations
- N95 fit testing
- Evaluate tolerance to work conditions while wearing a PAPR and/or N-95 mask
 - Consider PFT

Create a family/work plan in advance

- Child care needs
- Pet care
- Home responsibilities
 - Sports
- Changes in work pace
- Supervisory changes
- Altered patient/ family advocacy
 - Pediatrics – parental involvement

Prepare the Families of Team Members

Host a family day

- Tour the care area
- “Show and tell” specialized equipment e.g. PPE

Encourage families to develop a “family plan”

- Carpooling, grocery shopping and meal preparation

Coordinate team family outings or picnics

- Provides family members an opportunity to develop relationships
- May help to reduce the isolation they may feel during an activation



Encourage staff to ask difficult questions and speak out if something is bothering them

Be transparent with information

Incorporate resiliency strategies into training

- Partner with Behavioral Health to be present for exercises, drills and activations

What Does Resiliency Mean?

Resiliency is the ability to prepare and plan for, absorb, recover from, and more successfully adapt to adverse events



Disaster Resilience: A National Imperative (2012). National Research Council. National Academies Press

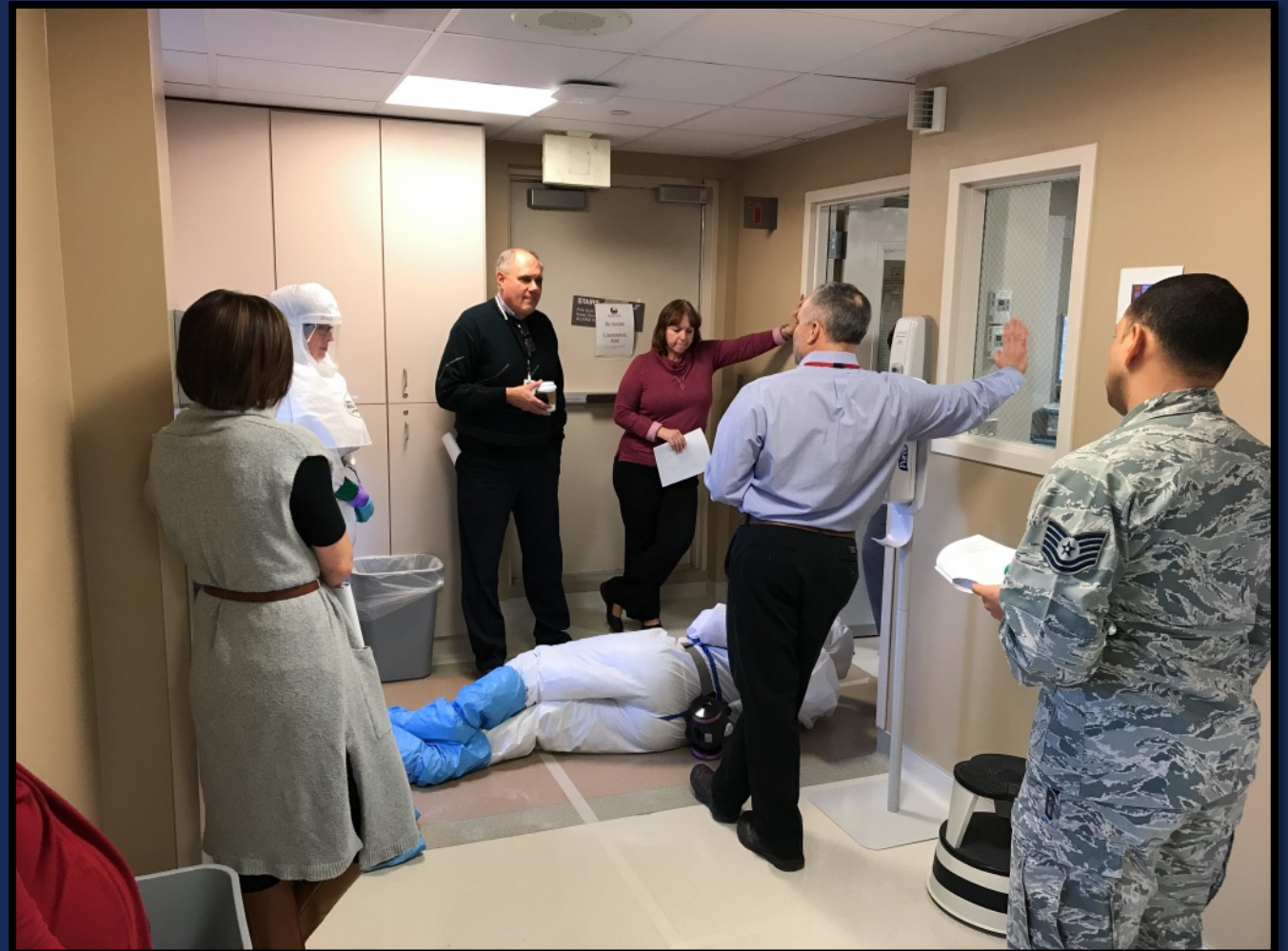
- Fear related to the disease
- Concern about being infected
- Concern about infecting family members
- Intensity of the work – public scrutiny, PPE, unique protocols, different equipment
- Letting down team members
- The death of a patient



- Awareness of the stress response
- An ability to bring about a relaxation response
- The ability to recognize distorted thoughts
- The ability to create more accurate thoughts
- A sense of connectedness with others



- Assess risks and have a plan
- Anticipate change
- Work together
- Engage stakeholders
- Have clear goals
- Have leaders who commit to improvement and accountability

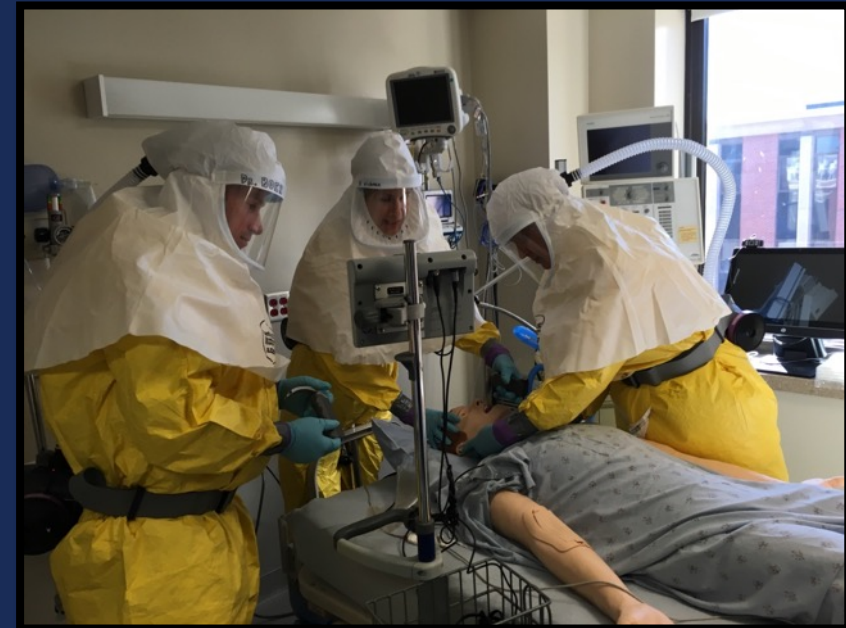


Technical training

- Training – learning skills
 - IV insertion
 - Autoclave operations
 - Donning and doffing PPE
- Drills
 - Testing protocols
- Exercises
 - Simulating a real event

How does this relate to:

- Frontline Facilities
- Assessment Hospitals
- Treatment Centers



Include team building activities into team training

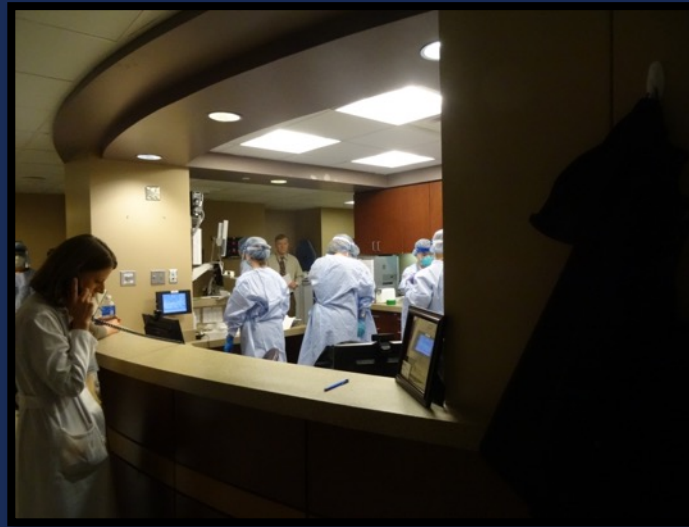
- Survivor games
- Lego building SOP activity

Create opportunities for team bonding and educational delivery

- Staff meetings with guest speakers
- Movie nights
- Journal club



Team



Activation



- Facing the reality of the assignment
- Responses of experienced staff
- Responses of new staff
- Recognition of team dynamics that will emerge with activation

Potential negative responses from impacted
home unit team members:

Anxious

Angry

Fearful

Surprise

Sad

Overwhelmed

Doubtful

Concerned

- Utilizing skills previously only practiced in simulation
- Shift from high volume acute care cases to dedicated service for 1 – 2 patients
- Patient's mixture of emotions will impact the caregivers and vice versa
- Adjustment to a different pace of work
- Caregiver's guilt feelings due to access to preventive resources to stay exposure-free which was not available to the patient.

Challenges Isolation from family

Challenges Sense of loss of control

Challenges Fatigue-limited rest time

Challenges Feelings misunderstood

Challenges Self-doubt

Challenges Re-entry stress at home

Challenges Concerns for safety of family and friends

Challenges Stigmatization or lack of appreciation

Challenges Fear of contracting illness-ongoing monitoring during the activation period

Implement daily Team Huddles

- In person
- Via secure email
- Keep record of minutes on unit for team review

Arrange for nutrition and hydration

- Meals & Snacks

Arrange debriefing sessions when critical incidents occur

- Engage behavioral health to help facilitate

Alert staff family members to the possibility of media interest in unit activations

- Discuss potential consequences of sharing information with friends, employers, colleagues and community contacts

Integrate behavioral health team members into daily shifts

- Available at staff rotation times
- Available in Incident Command Center

End of the Activation



Unexpected reactions and responses:

- Sincere affection for the patient
- Sadness to return to normal work places
- Bonding with team partners
- Genuine happiness when the patient recovered
- Intense sadness when a patient dies

Death

- Religious practices
- Memorial service
- Ashes
- Belongings
- Grieving



Provide opportunities for facilitated team debriefing sessions

- Involve Behavioral Health

Schedule family debriefing sessions

- Provide information
- Respond to questions and promote family resilience

Debrief

1. What went well?
2. What could've gone better?
3. What new knowledge or skills do we need to develop?

Managing the reactions of staff members who were not activated

- Professional jealousy

Maintaining unit preparedness

- Experienced team
- Quality improvement

THE

NEW NORMAL

