

## In brief

### COVID-19 pandemic and wellbeing of critical care and other healthcare workers

17 February 2022

## Summary

### Critical care workforce

- During the COVID-19 pandemic, intensive care unit (ICU) and urgent care staff may be at increased risk of physical and mental stress, including burnout, exhaustion, depression, anxiety and post-traumatic stress.
- Managing the wellbeing of ICU staff may include providing psychological support, assisting with basic needs, promoting self-care, and maintaining communication. Studies were predominantly descriptive, and effectiveness of different management strategies was not evaluated.

### Healthcare workers

- Studies have shown that during the COVID-19 pandemic healthcare workers are at higher risk of mental health issues, including depression, anxiety, sleep problems and stress, compared to non-healthcare workers.
- Managing the wellbeing of healthcare workers may include systematic screening, early psychological intervention, and organisational actions to support staff. A Cochrane review did not find any evidence on how well different management strategies work.

## Critical care workforce

### Risk

Many studies report on the impact of the COVID-19 pandemic on the wellbeing of ICU staff. They include the following:

- A [cross-sectional study on the effect of COVID-19 pandemic](#) on physical wellbeing and mental health of ICU healthcare workers in Turkey reported mental health issues including poor sleep quality, anxiety, depression and emotional exhaustion. Decreased sleep duration, white blood cell count, vitamin B12 and vitamin D levels, and increased daily cigarette consumption were also reported, particularly in ICU workers working  $\geq 200$  hours per month.<sup>1</sup>
- A [survey on the mental health status](#) of 3,851 ICU practitioners in China reported that the mental health of ICU practitioners in the COVID-19 group was worse than the Chinese norm including somatisation, depression and anxiety.<sup>2</sup>
- A [study of perceived stress and post-traumatic stress disorder \(PTSD\) symptoms](#) reported by ICU staff working with COVID-19 patients found the majority of participants perceived working in the ICU as moderately to severely stressful. PTSD symptoms were reported in 17.7% of respondents. Staff with previous ICU experience were less likely to be diagnosed with probable PTSD than staff without prior experience.<sup>3</sup>
- A [cross-sectional survey of Swiss health care workers](#) reported low wellbeing, anxiety, depression and peritraumatic stress in ICU staff. Working in the ICU was associated with a significant change in eating habits, sleeping patterns, and alcohol consumption compared to other departments.<sup>4</sup>

- A [survey of Italian ICU workers](#) assisting COVID-19 patients reported over half (60%) met the criteria for burnout. Nurses reported significantly higher scores of anxiety and insomnia compared to physicians. Symptoms of depression were reported in 45% of participants.<sup>5</sup>
- A separate Italian survey reported [being exposed to COVID-19 infection](#) was associated with symptoms of depression in healthcare workers.<sup>6</sup>
- A [study from China](#) reported that healthcare workers engaged in direct diagnosis, treatment and care of COVID-19 patients were associated with a higher risk of depression, anxiety, insomnia and distress.<sup>7</sup>
- A [report of American physicians](#) found a 42% prevalence of self-reported burnout with the highest proportion (48%) being intensivists.<sup>8</sup>
- [Concerns linked to symptoms of mental health disorders](#) included fear of being infected, lack of sleep or rest, inability to care for family, managing difficult emotions, visitor restrictions, and end-of-life decisions.<sup>9, 10</sup>

## Management

- [Organisational support for staff](#) may include ongoing provision of psychological support and support during isolation or quarantine (e.g. testing, assisting with alternative accommodation, arranging food deliveries).<sup>11</sup>
- A [New York City taskforce](#) identified three priority areas for promoting and maintaining healthcare workforce wellbeing during the pandemic: meeting basic daily needs; enhancing communication; and developing robust psychosocial and mental health support options.<sup>12</sup>

Table 1 Priority areas and deliverables for workforce wellbeing during COVID-19<sup>12</sup>

Priority area	Work group representation	Categories	Deliverables
Basic needs	Office of Well-being and Resilience (OWBR), human resources, recreation office, housing office, security office, infection prevention, nursing	Food	<ul style="list-style-type: none"> <li>• System-wide provision of food for staff and physicians</li> <li>• Free or reduced-cost options for staff to order</li> </ul>
		Housing	<ul style="list-style-type: none"> <li>• Onsite call room options</li> <li>• On-campus option</li> <li>• Local hotel options (reduced rates)</li> </ul>
		Transportation	<ul style="list-style-type: none"> <li>• Free parking</li> <li>• Reduced-cost/free car rentals</li> <li>• Free bike rental options</li> </ul>
		Personal safety	<ul style="list-style-type: none"> <li>• Clear guidelines for use of and updates on status of PPE</li> <li>• Provision of scrubs</li> <li>• Clear guidelines for reducing exposure for self and loved ones</li> </ul>
		Childcare	<ul style="list-style-type: none"> <li>• Online tool to link employees, faculty, trainees in need of childcare with available services</li> </ul>
Communications	OWBR, institutional leadership, communications team, department and divisional leadership, infection prevention	System wide	<ul style="list-style-type: none"> <li>• System-wide email (with inspiring and honest messaging)</li> <li>• Website with pandemic resources and well-being resources</li> <li>• Town halls with leadership and infection prevention personnel (weekly to a few times per week)</li> </ul>
		Local	<ul style="list-style-type: none"> <li>• Department/division emails (daily updates, with information distilled to fit group)</li> <li>• Department/division conference meetings (daily to weekly) for information sharing, and questions and concerns to be raised</li> </ul>
Psychosocial and mental health support	OWBR, psychiatry, psychology, social work, employee assistance, nursing	Resilience and self-care	<ul style="list-style-type: none"> <li>• Virtual mindfulness, yoga, music therapy</li> <li>• Social networking groups</li> <li>• Free apps for the above</li> </ul>
		Group debrief support	<ul style="list-style-type: none"> <li>• Virtual social worker/psychologist-facilitated support groups</li> <li>• Spiritual care support groups</li> </ul>
		Individual brief support	<ul style="list-style-type: none"> <li>• System-wide peer support hotline</li> <li>• Employee Assistance Program counseling</li> <li>• Spiritual care one-on-one counseling</li> <li>• Government/nonprofit help lines</li> </ul>
		Individual long-term mental health support	<ul style="list-style-type: none"> <li>• Institutional psychiatry and mental health services</li> <li>• Voluntary and offsite mental health services</li> </ul>
		Crisis management	<ul style="list-style-type: none"> <li>• System-wide peer support hotline</li> <li>• 24/7 Mental health crisis support</li> <li>• Deployment of mental health providers to units in need (virtually or in person)</li> <li>• Government/nonprofit crisis lines</li> </ul>

In brief documents are not an exhaustive list of publications but aim to provide an overview of what is already known about a specific topic. This brief has not been peer-reviewed and should not be a substitute for individual clinical judgement, nor is it an endorsed position of NSW Health.

- [Individual strategies combined with a supportive system](#) are recommended to reduce burnout and promote resilience. Individual strategies may focus on self-care, including adequate nutrition, rest, exercise and connecting with others.<sup>8</sup>
- There are [emerging 'blended care' services](#) for healthcare workers combining digital (websites and apps) and person-to-person (including telehealth) mental health support. These services can deliver personalised, evidence-based support at scale during and beyond the pandemic.<sup>13</sup>
- The [NSW Health adult intensive care workforce report in COVID-19 pandemic](#) provides recommendations for supporting staff wellbeing and a sustainable workforce. Recommendations include providing debriefing and psychological support, assisting with accommodation and other basic needs, and access to testing and vaccination.<sup>14</sup>
- The [South Australia Health Critical Care Surge Nursing Workforce Strategy](#) for COVID-19 outlined wellbeing support measures for staff including psychological support, employee support programs, mindfulness and resilience training, debriefing and communication.<sup>15</sup>
- The [UK Intensive Care Society](#) published advice for sustaining staff wellbeing in critical care during and post COVID-19 including communication updates, escalation planning, peer support, supporting basic needs, psychological first aid and debriefing.<sup>16</sup>

## Healthcare workers

Due to a large volume of literature, evidence on health care workers was limited to systematic reviews. Fourteen systematic reviews on the mental health impact of the COVID-19 pandemic on healthcare workers reported:

### Risk

- The [estimated prevalence](#) of [depression](#) ranged from 12.1-55.9%, [anxiety](#) 23.2-67.6%, [insomnia](#) or sleep disturbance 34.5-41.0%, and [stress](#) 28.8-63.0%.<sup>17-23</sup>
- Rates of depression, anxiety, sleep problems and stress were [higher compared to non-healthcare workers](#).<sup>17-19, 24</sup>
- Fear, [burnout](#), [post-traumatic stress disorder](#), obsessive compulsive disorder and somatisation were also experienced.<sup>17, 20, 21, 25</sup>
- Healthcare workers feel concerned about their own and others' [physical safety](#), including risk of infection, inadequate personal protective equipment and resourcing.<sup>18, 25, 26</sup>
- Healthcare workers struggled with high workloads and long shifts.<sup>24, 26</sup>
- Many healthcare workers experienced stigma, particularly in the early stages of the pandemic.<sup>26</sup>

### Management

- [Early psychological intervention](#) is recommended for frontline responders to prevent or minimise mental health impacts.<sup>23, 27</sup> Potential interventions include: psychological first aid; eye movement desensitisation and reprocessing; the anticipate, plan, and deter responder risk and resilience model; resilience at work mindfulness program; resilience and coping for the healthcare community; and trauma risk management.<sup>27</sup>
- Recommendations for managing mental health issues include [assessment and promotion of coping strategies and resilience](#), provision of adequate protective supplies, and organisation of online support services.<sup>25, 28</sup>

- One review proposed mental health interventions in five categories: supportive interventions; encouragement and motivation interventions; protective interventions; educational and training interventions; and technology and online services.<sup>22</sup>
- Support from their organisations was valued by healthcare workers.<sup>26</sup> [Organisational actions](#) included flexible work schedules, support systems for healthcare workers' families, and involving healthcare workers in decision processes.<sup>21</sup>
- Workplace interventions are associated with a reduction in burnout. Organisational strategies to reduce burnout may include improving workflow management, reducing workload, improving communication, debriefing, supporting adequate rest and exercise, developing coping skills, and increasing teamwork.<sup>25</sup>
- Consistent, centralised and accurate communication with healthcare workers is important.<sup>21, 26</sup>
- Psychological support, including online services, hotlines and peer support programs, may help reduce mental health problems.<sup>19, 21, 22</sup>
- Systematic screening of healthcare workers for mental health illness may be used to implement mental health support programs and provide early intervention.<sup>24</sup>
- Some staff were reluctant to engage in psychological support services when they were provided.<sup>26</sup>
- A [Cochrane review](#) evaluated workplace interventions designed to support resilience and mental wellbeing in healthcare workers during an infectious disease outbreak. Interventions included either psychological support (e.g. counselling or seeing a psychologist) or work-based interventions (e.g. training or changing routines). Barriers to implementation of an intervention included frontline workers lacking awareness of requirements to support their mental health and a lack of resources. Three facilitators to implementation of an intervention were adaptability for a local area, effective communication, and positive and supportive environments.<sup>29</sup>
- [Effective interventions during previous viral outbreaks](#) are applicable to the COVID-19 pandemic: communication; access to adequate personal protective equipment; adequate rest; and practical and psychological support.<sup>30</sup>

To inform this brief, PubMed and Google searches were conducted using terms related to critical care, workforce, wellbeing and COVID-19 on 17 and 18 January 2022. A separate search of systematic reviews was conducted using terms related to healthcare workers, wellbeing and COVID-19 on 25 January 2022.

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