



NATIONAL PHYSICIAN SUICIDE AWARENESS DAY

SEPTEMBER 17, 2020

THURSDAY

Welcome & Introductions

Setting the Stage

Panel Discussion

Resources Available to You

Concluding Remarks

Welcome & Introductions



MEET THE MODERATOR



Jeremy Segall

MA, RDT, LCAT

System Chief Wellness Officer
Assistant Vice President
Office of Quality & Safety
NYC Health + Hospitals | Central Office



Daniel Lakoff
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Medical Director, Simulation Center at Elmhurst
Attending Physician, Department of Emergency Medicine
Associate Professor, Department of Emergency Medicine
Associate Professor, Department of Medical Education
NYC Health + Hospitals | Elmhurst



Geralda Xavier
MD, MBA, FACEP

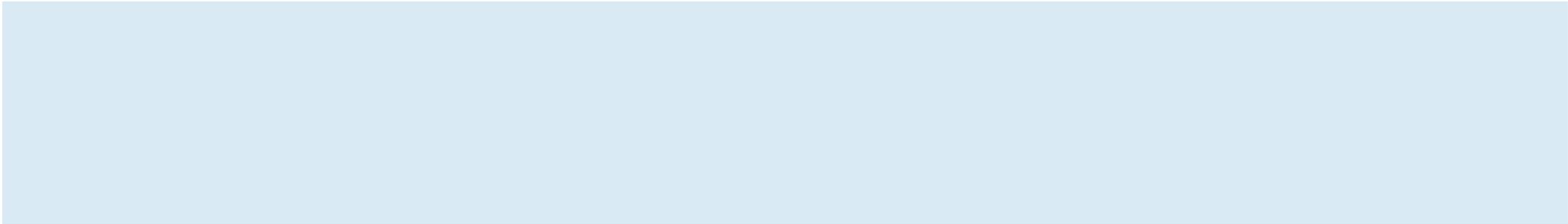
Chief Quality Officer
Helping Healers Heal Lead
NYC Health + Hospitals | Kings County



Omar Fattal
MD, MPH

Deputy Medical Director
Office of Behavioral Health | Medical & Professional Affairs
NYC Health + Hospitals | Central Office

Setting the Stage



What is National Physician Suicide Awareness Day?

The Council of Residency Directors in Emergency Medicine (CORD) has announced in collaboration with other medical organizations have come together to annually dedicate September 17th as National Physician Suicide Awareness Day. This is the third annual commemoration of the same.



“One of Us”

Let’s shed light on this issue and change the culture of medicine to save our own lives.

THE BURNING PLATFORM

WHY IS IT IMPORTANT?

The Relative Risk of Physician Suicide

Compared to the general population

 **2.27x**  **1.41x**

The Impact

A devastating loss for families,
friends, colleagues, and up to 1
million patients annually

Vision Zero

A call to individuals, residency programs, health care organizations and national groups to make a commitment to break down stigma, increase awareness, open the conversation, decrease the fear of consequences, reach out to colleagues, recognize warning signs and learn to approach our colleagues who may be at risk.

Let us challenge each other as individuals, communities, institutions and organizations to make changes to reach zero physician suicides.

A SPECIAL NOTE FROM DR. LAKOFF



Daniel Lakoff

MD, MBA, MS, FACEP

Associate Director
Department of Emergency Medicine
NYC Health + Hospitals | Harlem

Co-Founder of National Physician Suicide Awareness Day

#NPSADay

#DocsTalkSuicide



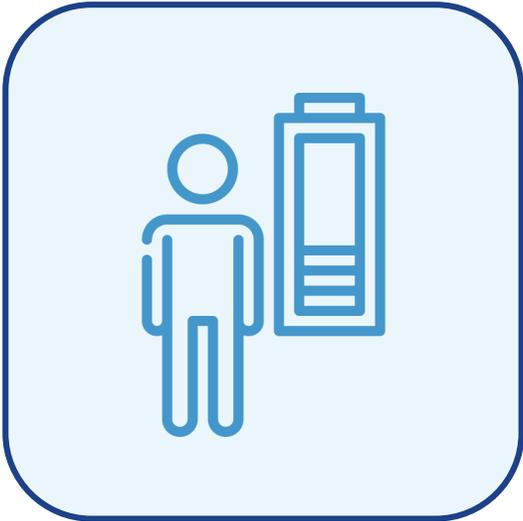
Get the Conversation Going!

Use these hashtags on social media to spread awareness on National Physician Suicide Awareness Day and show your support for physicians around the nation.

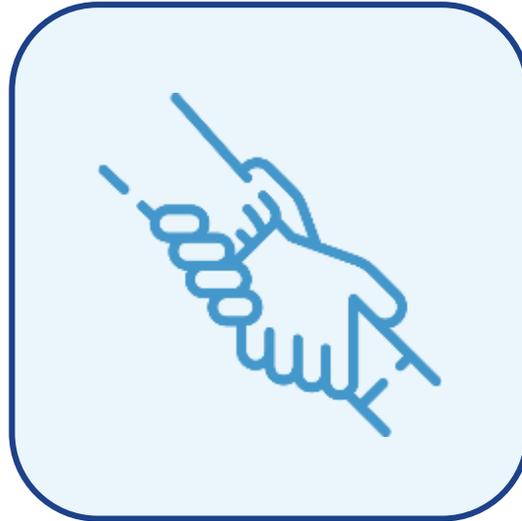
Panel Discussion



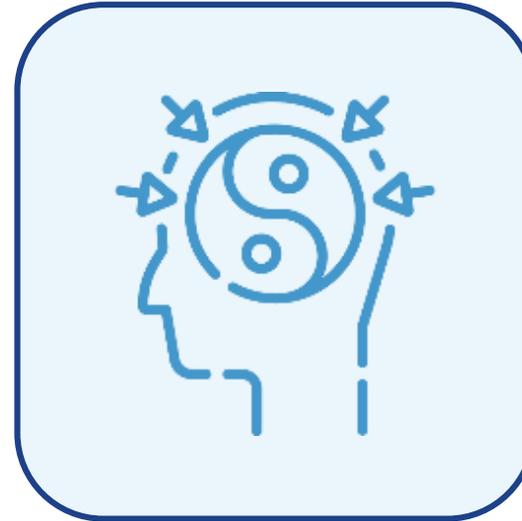
TOPICS OF DISCUSSION



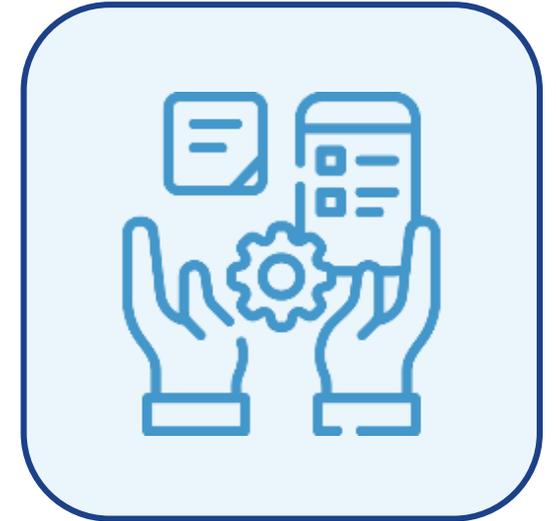
Stigma



**Importance and
benefits of attaining
support**



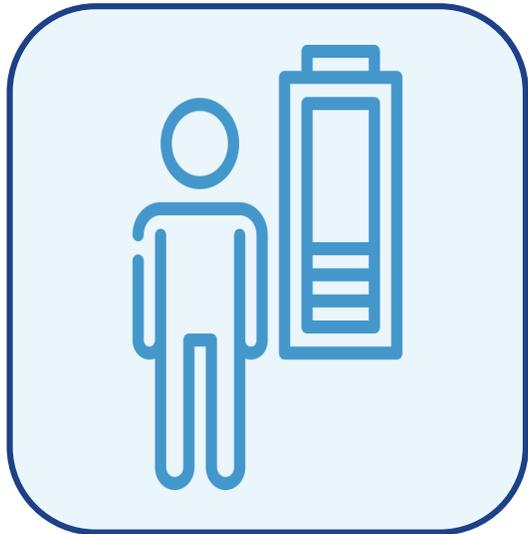
**Advice on how to
openly discuss
physician wellbeing**



**Resources available
across the system**



As a Physician, what does National Physician Suicide Awareness Day personally mean to you, and why is it important to acknowledge this day?



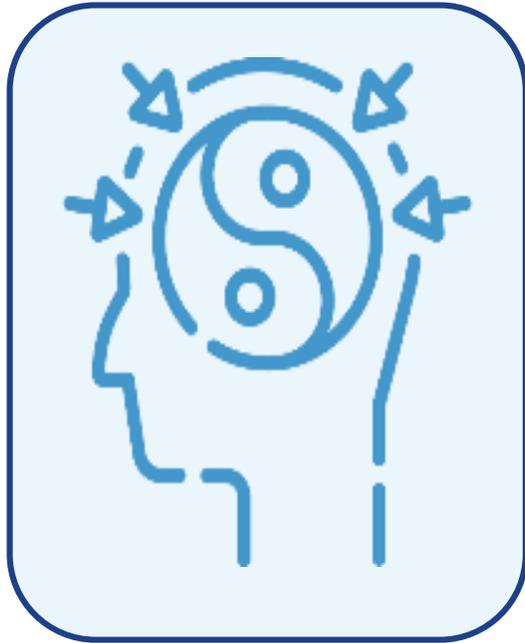
Why do you believe asking for support or help, and openly sharing emotional and psychological stressors is challenging for Physicians? What can we do to better navigate stigma among providers of care?



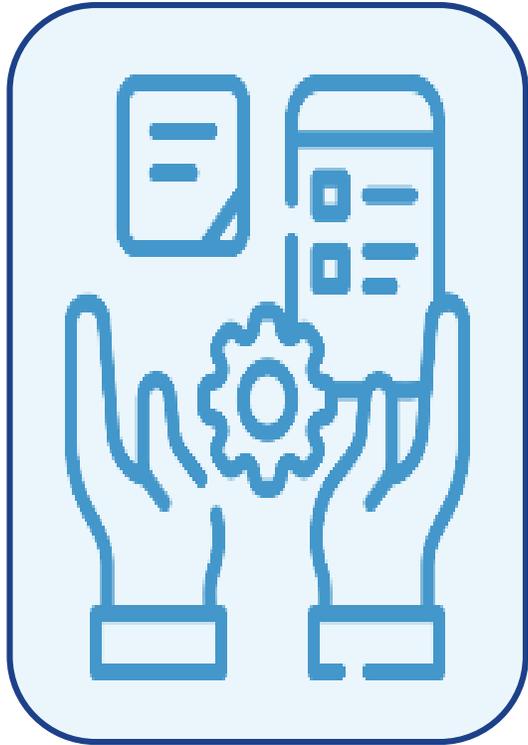
Have you ever personally asked for support, or provided support, and what are the benefits to openly discussing physical, mental, emotional, and/or spiritual challenges encountered while working in patient care settings?



What risk and protective factors should we all be on the lookout for in our peers?
When you see something, should you say something, and how would you go about it?



What can we as individuals do today to make health care environments healthier for workforce members? How can we make workforce wellness a priority and improve the culture around attaining support?



In preparation of a potential second wave of COVID-19 and to combat feelings due to racial injustice, what support resources would you like to see utilized more or would recommend to a fellow provider of care? What would you like Physician staff to be more open to?

What questions do you have?

We are monitoring the Chat feature for your questions and comments to moderate the panel discussion.



Use the Chat feature in your WebEx to ask the panelists a question.

COMMENTS FROM PARTICIPANTS

- Although super heroes, we are not super human. This is not a weakness. Physicians are trained to assist others but must help themselves. We must remove this stigma.
- Suicide is often due to excruciating emotional pain
- Change starts from medical/dental/podiatry schools and reinforced in residency
- Words aren't necessarily needed to support healing
- Physicians start the change and it takes courage!
- First we need to meet emotion with emotion, and from there, we can start supporting our colleagues through it.

COMMENTS FROM PARTICIPANTS

- We are thankful that H3 was already in place before COVID-19 hit
- All residency programs should have mentors
- Mentors that are more than just for professional development are crucial. We are shepherding trainees into a complex world and dealing with personally challenging issues. We need to teach them healthy coping skills as well.
- Holistic approaches to health are needed to unearth not just work-related but personal challenges as well
- Our biggest teacher is what we learn from our own errors. Not just our own, but even others

COMMENTS FROM PARTICIPANTS

- Better wording than committed suicide is: killed herself/himself; completed suicide; died by suicide. Committed suicide makes it sound like a crime, which it is not. What it is, someone in the perfect storm often suffering alone from stressors and/or mental illness.
- A helpful story:
<https://www.militaryveteranproject.org/news/a-soldier-with-ptsd-fell-into-a-hole-and-couldnt-get-out>

Resources Available to You

Across the System, City, and Nation

Staff Support During the COVID-19 Pandemic

Wellness spaces and resources have been created and managed across the System over the past few months to establish an increased sense of psychological safety and to enable staff to cope with challenging experiences by providing support wherever they are.



~30

Wellness Rooms created
across the System



2,200+

Wellness Encounters
(March – August)



10,780

Wellness Rounds
completed



62,800

Visits to Wellness areas
(March – August)

RESOURCES AT YOUR DISPOSAL

The screenshot shows the 'INSIDER' website header with a search bar. A prominent blue box on the left contains the text 'COVID-19 Guidance & Resources'. Below this, a 'THANK YOU HEALTH CARE HEROES' section features a red heart icon and the statistic '8,388 COVID-19 PATIENTS HAVE RETURNED HOME AS OF SEPTEMBER 15, 2020'. To the right, a 'Picture of the Day' section shows a photo of staff at a 'Free COVID-19 testing and Flu Shots' event with a banner that reads 'Protect yourself and your loved ones' and 'BANDAGE TODAY NO FLU TOMORROW'.

The screenshot shows the 'COVID-19 Guidance and Resources' page. A vertical navigation menu on the left lists: Home, Clinical Guidance, PPE Guidance, Employee Resources, Training Resources, For Patients & Community, Emotional Staff Support Resources, Crisis Response Just-in-Time Training and Schedules, Frequently Asked Questions, Ventilator Resources, and Messages of Hope. The main content area features a large banner with 'COVID-19 Guidance and Resources' and several call-to-action buttons: 'CLICK HERE TO REQUEST EMOTIONAL OR PSYCHOLOGICAL SUPPORT', 'CLICK HERE TO ACCESS CRISIS RESPONSE JUST-IN-TIME TRAINING AND TRAINING SCHEDULES', and 'PERSONAL PROTECTIVE EQUIPMENT HOTLINE FOR ALL NYC HEALTH + HOSPITALS EMPLOYEES'. Below these are icons for 'CLINICAL GUIDANCE', 'PPE GUIDANCE', 'EMPLOYEE RESOURCES', 'TRAINING RESOURCES', 'FOR PATIENTS & COMMUNITY', 'FREQUENTLY ASKED QUESTIONS', 'MESSAGES OF HOPE', 'VENTILATOR RESOURCES', and 'ANONYMOUS SUPPORT HOTLINE 646-815-4150 FOR ALL NYC HEALTH + HOSPITALS EMPLOYEES'. At the bottom is the 'TEST & TRACE CORPS' logo.

Centralized COVID-19 Information

- Trigger emotional / psychological support response
- Find training calendars, presentations, and hotline information



NYC
HEALTH+
HOSPITALS

**Helping
Healers
Heal**

HELPING HEALERS HEAL (H3)



IT Security Savvy
Info Sec (information security) is the key to online safety for organizations as well as individuals.
[Read more](#)

NYC Health + Hospitals | Queens Named Baby Friendly
Offering the highest levels of breastfeeding education and support and for having environments that foster and encourage maternal-infant bonding.
[Read more](#)

8 Ways That Project Evolve Will Improve Your Life
NYC Health + Hospitals' Project Evolve will move multiple payroll, HR, and timekeeping systems to one integrated digital system. Here are some of the ways it is expected to simplify your work life. [FULL STORY >](#)

Helping Healers Heal Program
Please join NYC Health + Hospitals/Queens in officially kicking-off our Helping Healers Heal program. [FULL STORY >](#)

INFORMATION SECURITY SAVVY - SCAMMING
"Scamming has been around forever and some online"



NYC HEALTH+ HOSPITALS | **GO**

Helping Healers Heal

Library | **CORPORATE PATIENT SAFETY GATEWAY** | **CORPORATE EMPLOYEE SAFETY GATEWAY** | **SPECIAL PATHOGENS PROGRAM (Infectious Disease Dashboard)** | **Helping Healers Heal** | Break

INFORMATION LINKS	APP LINKS	EXTERNAL LINKS
2018 Calendar	AIM - Application & Imaging Manager	AND Nutrition Care Manual
Clinical Schedules	Allscripts Care Management	Electronic Death Registration Online Course
Community Exchange	Amion	GME Surveys - HHC Physician Time Allocation Log
Conference Room Schedule	ARMS-Advanced Remote Monitoring System	ISMP Do Not Crush List
Connecting to Guest WiFi (click for list)	Canopy	KCI
DART	EFAS	LACTMED
Digital Radiology Images	Ellucid Policy Manager	Micromedex
Ebola Information Center	Financial Audits	Milliman Guidelines
GO EMR Downtime	Forms Database	New Innovations
Healthmatics Advantage RCA (Allscripts)	GHX Procurement	Safety Data Sheets
Helping Healers Heal	Healthmatics	Virtual Radiologic Consultants (VRC)
House Staff Assignment	Hyperion Budget and Planning (EPM)	
I-STOP (NYSDOH-HCS Health Commerce System)	Jellyfish Health Access Management System	
Managed Print Services	Mosby	
Medical Record Index	Near Miss Reporting/CSI	
NORTHWELL Laboratory	NYC Health + Hospitals Enterprise Service Desk	
Notary Public List	NYCMED	
Nursing TOP LINKS	Paging System (SPOK)	
NYC Health + Hospitals Elmhurst	Patient Relations System	
NYC Health + Hospitals Compliance	PeopleSoft - HELP	
NYC Health + Hospitals Directory	PeopleSoft ELM	
NYC Health + Hospitals Diversity and Inclusion (CLAS/LEP)	PeopleSoft HR	
NYC Health + Hospitals Human Resources	Phone Directory	
NYC Health + Hospitals Insider	PTRAC - Surgical Procedure Tracking System	
NYC Health + Hospitals SharePoint Site	Q - Path	
NYC Health + Hospitals Translated Consent Forms	Radiology Sign In	
Online Medical Library	RADTRAC	
Oral & Enteral Nutrition Formulary	Secure File Transfer	
Patient Education	Sign-Out	
PeopleSoft	Soanian Enterprise Document Management	
Pharmacy TOP LINKS	SurgTrac	
Provider Privileges	The Watercooler(now Community Exchange)	
Request Intranet Updates	Transfer DB	
Security Archive	Vanguard Easy Order	
Shuttle Schedule	WebView	
Special Pathogens Program		
Survey Preparedness		
TIGR - QHC		
Unrestricted Sites		
Work Order Request		



HELPING HEALERS HEAL (H3)



Helping Healers Heal

Helping Healers Heal is a comprehensive program that supports NYC Health + Hospitals staff affected by second victimization. Second victims are health care providers who are involved in an unanticipated adverse event, in a medical error and/or a patient-related injury, and become victimized in the sense that the provider is traumatized by the event.

Research shows that nearly half of health care providers could experience second victimization at least once in their career. Second victimization is common in circumstances such as medical errors, failure to rescue, first death experience, pediatric cases, and unexpected patient demise. Traumatized staff who do not receive adequate support are at a higher risk of experiencing emotional suffering and burnout.

Helping Healers Heal consists of three tiers of support for second victims: 1) local (unit/department) support, 2) trained peer supporters, and 3) an expedited referral network. The program turns our healing powers toward each other to break the cycle of burnout so that we may continue giving our whole selves to our patients. Together, we can ensure that we do not lose one more friend or colleague to second victimization.

Stay tuned to this page for additional information about Helping Healers Heal and the latest program developments.

Peer Support Graphic



Second Victim Team Peer Support:

SUBMIT A REQUEST FOR H3 TEAM PEER SUPPORT

Peer Support Champion:

SUBMIT H3 INTERACTIONS ENCOUNTER FORM

Queens H3 Program Coordinator:
Sheila Robinson, RN, MSN, MHA, BSN,
CPPS, Patient Safety Coordinator
Office of Patient Safety
Telephone: 718.883.4684
Email: robinssh@nychhc.org



We welcome your thoughts, comments and suggestions [Submit >](#)



Helping Healers Heal

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HELPING HEALERS HEAL (H3)

H3 LEADS ACROSS THE SYSTEM

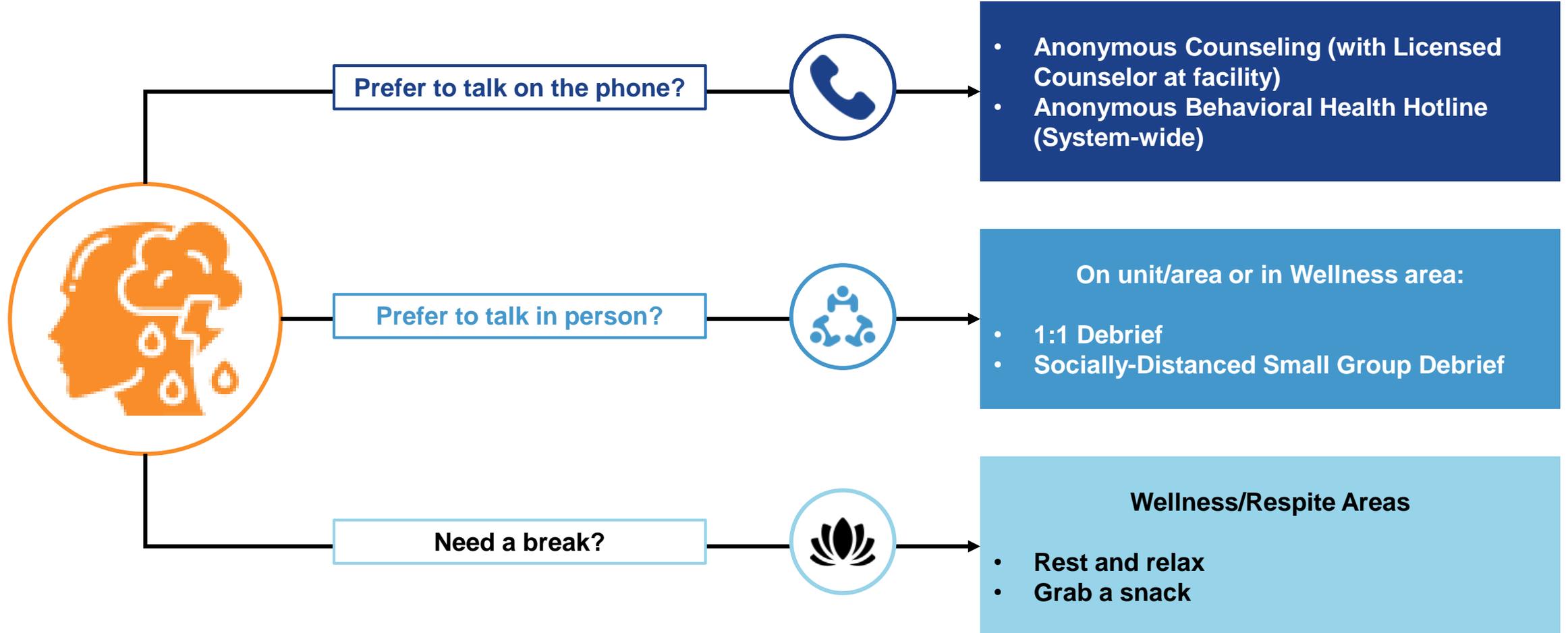
Acute Care Site	Lead
Bellevue	Natalie Kramer; Anne Rugova
Coney Island	John Jannes; Lynn Hussey
Elmhurst	Lisa Saraydarian; Suzanne Bentley; Samantha Warner
Harlem	Tawanna Gilford; Keisha Wisdom
Jacobi	Donna Geiss; Mami Confino
Kings County	Donna Leno-Gordon; Mikael Phillip; Latoya Jackson; Geralda Xavier
Lincoln	Lewis Marshall
Metropolitan	Leonard Davidman; Nicole Desimone; Linda Takourian
North Central Bronx	Yvonne Torres; Olayinka Oluwole; Kalsang Tshering
Queens	Gail Hirsch; Jean Fleischman
Woodhull	Marlene Dacken

Post-Acute Care Site	Lead
Carter	Daniel Stone
Coler	Cheryl Dury; Monserrate Nieves-Martinez
Gouverneur SNF	Emalyn Bravo
McKinney	Angela Cooper
Sea View	Marisol Arroyo

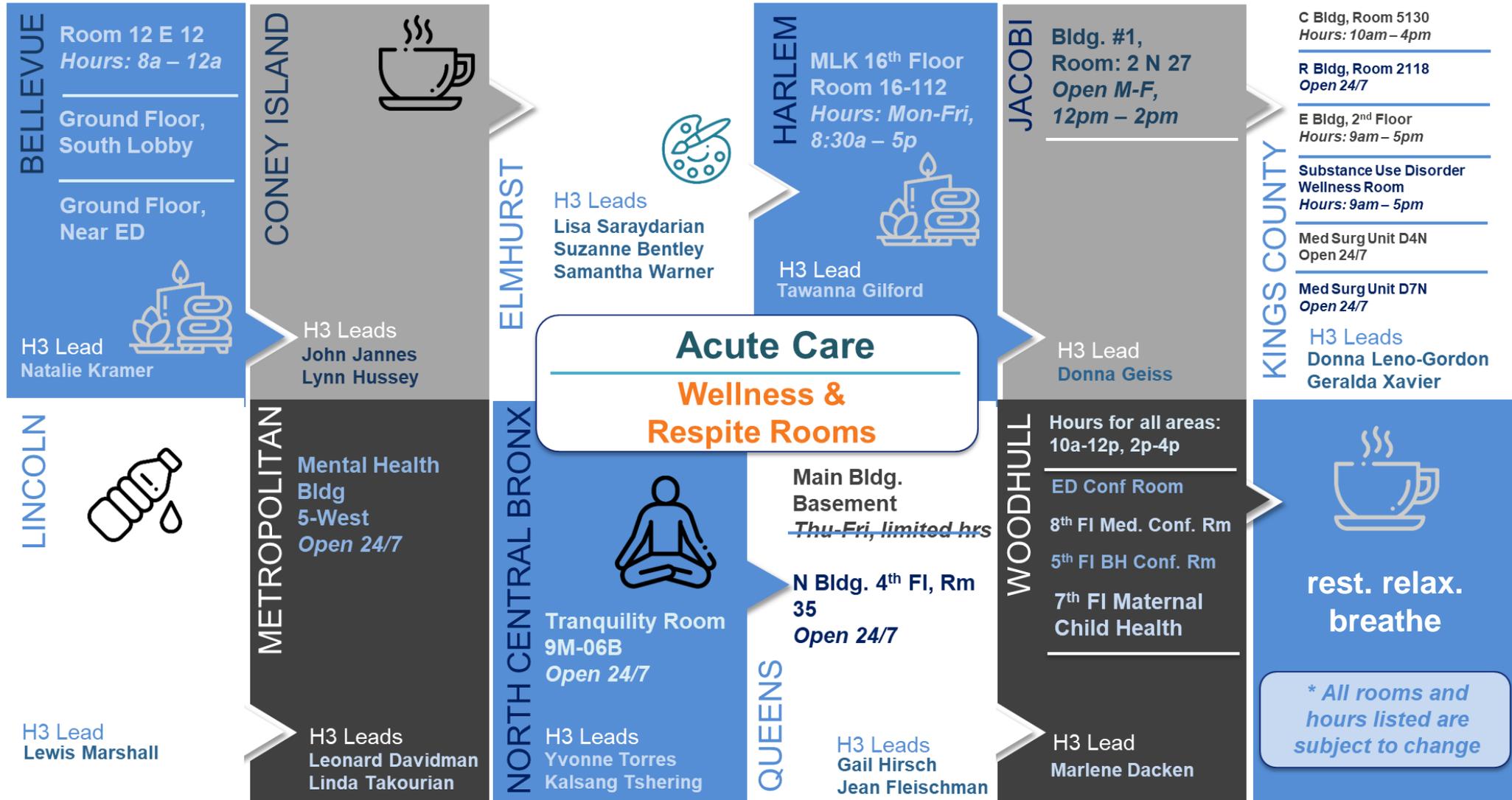
Service Line	Lead
Community Care	Jennifer Melendez-Suarez
Ambulatory Care	Justin List Morris Gagliardi

PROMOTING WELLNESS

SUPPORT, STANDING DEBRIEFS, & WELLNESS EVENTS



WELLNESS ROOMS ACROSS THE SYSTEM



PROMOTING WELLNESS

WELLNESS ROOMS ACROSS THE SYSTEM

CARTER

LTACH clinic
1st Floor, Room 1-106
Open 24/7

H3 Lead
Daniel Stone



COLER

2nd Floor Atrium
12:30pm – 3:30pm

H3 Leads
Cheryl Dury
Monserate Martinez



GOUVERNEUR

Wellness/Meditation
Room
1st Floor Lobby

H3 Lead
Emalyn Bravo



MCKINNEY

Serenity Grove
Room 1B14
Open 24/7

Learning Center
Room 1A36
Open 24/7

H3 Lead
Angela Cooper

SEAVIEW

Basement
Employee Lounge
Open 24/7

H3 Lead
Marisol Arroyo



** All rooms and hours listed are subject to change*

Post-Acute Care

Wellness & Respite Rooms



rest. relax. breathe.

thank you for all that you do.

PROMOTING WELLNESS

RECOGNITION FOR OUR CRISIS RESPONSE EFFORTS

All videos can also be found on the [Helping Healers Heal intranet page](#)
[Click here to stream or download.](#)



Impact of H3 Program: https://youtu.be/qw8cVWhq_s0



Second Victim Story: <https://youtu.be/aazkTgsBXRw>



Mock Group Debrief: <https://youtu.be/TkUAUSTXmvc>

PROMOTING WELLNESS

LEND YOUR VOICE – TAKE THE STAFF WELLNESS SURVEY

Now more than ever, NYC Health + Hospitals wants to support all staff

Amid the COVID-19 pandemic, we recognize it is a stressful time for many, but especially for those on the frontlines of healthcare. The survey is:

- Completely anonymous
- Brief and takes less than ten minutes to complete
- Designed for clinical and nonclinical staff
- Solely to identify additional ways we can support you

Click on your service line's survey using one of the links below.

- [Acute Care](#)
- [Post-Acute Care](#)
- [Community Care](#)
- [Correctional Health Services](#)
- [Ambulatory Care/ Gotham Health](#)
- [Central Office](#)



October: Battle Buddy Month

The Battle Buddy Support Program will match staff in pairs to create informal emotional and psychological support on a peer-to-peer level.

Registration Timeline for Staff: October 5th – 16th

Battle Buddy Match Timeline: October 17th – October 31st



ANONYMOUS BEHAVIORAL HEALTH HOTLINE

ACROSS THE SYSTEM

NYC Health + Hospital Anonymous Behavioral Health Hotline

Monday – Friday, 9:00am – 5:00pm

Licensed mental health clinicians will be available for emotional and psychological support. Referral opportunities for other services if needed.

Telephone: 646-815-4150

Website: <http://hcin Insider.nychc.org/sites/COVID-19/Pages/Index.aspx>

NYC Employee Assistance Program (EAP)

Provides services to select NYC employees and their family members. Generally, an EAP provides education, information, counseling and individualized referrals to assist with a wide range of personal and social problems.

Telephone: 212-306-7660

Website: <https://www1.nyc.gov/site/olr/eap/eaphome.page>

National Suicide Prevention Lifeline

The Lifeline provides **24/7**, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

Telephone: 800-273-TALK (8255) – Press 1 if you are a Veteran

Website: <https://suicidepreventionlifeline.org>

Open 7 days a week | 8:00 AM – 1:00 AM ET

This is a national, free, and confidential support line service made up of volunteer psychiatrists providing peer support for physician colleagues during COVID-19 epidemic.

Telephone: 1-888-409-0141

Website: <https://www.physiciansupportline.com/>

Substance Abuse and Mental Health Services Administration Helpline

A free, confidential, **24/7, 365-day-a-year** treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.

Telephone: 1-800-662-HELP (4357)

Website: <https://www.samhsa.gov/find-help/national-helpline>

NYC WELL Telephonic Support Services

Free, confidential mental health support for NYC residents to get access to mental health and substance use services, in more than 200 languages, **24/7/365**.

Telephone: 888-692-9355

Website: <https://nycwell.cityofnewyork.us/en/>

Concluding Remarks



Things that you can do today:

Create a safe space by dedicating time to talk about mental health and suicide: Dedicate time at your morning report or huddle to discuss physician mental health, depression and suicide. This allows your group to speak freely about it without a spotlight on them personally.

Say names of colleagues who have died by suicide: Remember them, honor their memory, share their stories and lessons learned.

Be vulnerable and a role model for your colleagues and trainees: Physicians are notoriously constricted in sharing their own emotions and experiences which may contribute to the higher rates of burnout, depression and suicide rate. We need courageous individuals to start the conversation and break the ice. By role modeling vulnerability, you are helping to change the culture in medicine.

Promote access to mental health: Share and speak openly about H3, provide lists of our resources, hotline numbers and the city's resources

