

EMPLOYEE WELLNESS UPDATE

HELPING HEALERS HEAL PROGRAMMING



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

NOVEMBER 18, 2020

WEDNESDAY

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



2,500+

Wellness Encounters



11,000+

Wellness Rounds
completed



63,000+

Visits to Wellness areas

INSIDER

HOME CENTRAL OFFICE EMPLOYEE RESOURCES CENTER FACILITIES POLICIES & PROCEDURES FORMS SERVICE DESK CONTACT

**COVID-19
Resource Hub**
CLICK HERE TO VIEW

**THANK YOU
HEALTH CARE HEROES**
BECAUSE OF YOUR HARD WORK AND DEDICATION
8,869 COVID-19 PATIENTS
HAVE RETURNED HOME
AS OF NOVEMBER 13, 2020

NEWS Sunday, November 15, 2020

COVID in a Minute Video
Watch Dr. Laura Iavicoli explain how our health system is better prepared for a possible second wave of COVID-19 patients. [FULL STORY >](#)

HEALTH CARE HEROES
In the face of a frightening pandemic, our staff is showing remarkable courage. Meet the dedicated people fighting COVID-19 and saving the city.

PICTURE OF THE DAY
NYC Health + Hospitals/Elmhurst cut the ribbon on a new biplane suite which includes advanced imaging technology for neurological procedures and stroke care.
[Picture of the Day archive](#)

RESOURCES AT YOUR DISPOSAL

Battle Buddy Support Program

A peer at work matching program that provides an informal emotional and psychological support forum by acting as an outlet for staff members to discuss their experiences and stressors.

SIGN UP

Largely developed by the US Armed Forces
Can positively affect personal coping, morale, and workplace engagement

A peer at work
Can provide informal emotional and psychological support by acting as an outlet for a staff member to discuss their experiences and stressors

Ideally will be matched based on
Individual preferences such as work setting, discipline, and demographics to help the BBs relate to each other

○○○○

Personal Protective Equipment (PPE)

COVID-19 Guidances and Policies

Education and Training Resources

COVID-19 Research

Employee Guidance/ Policies & Occupational Health

Employee Wellness & Support Resources

Contact Us

- PPE Hotline**
Phone #: 646-614-3030 [Learn More >](#)
- Anonymous Mental Health Hotline**
Phone #: 646-815-4150 [Learn More >](#)
- Emotional and Psychological Support Request**
[Submit a Request >](#)
- Questions about COVID-19 Research**
Email: COVID19ResearchCommittee@nychoh.org
- Questions?**
Health + Hospitals' Emergency Management colleagues are available to answer any questions you may have. [Contact Us >](#)
- COVID-19 Incident Command**
Central Office COVID-19 SharePoint site for Authorized Users. [Access Secured Site >](#)

Centralized COVID-19 Information

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

COVID-19 Resource Hub > [Employee Wellness Support Resources](#)

- Home
- Personal Protective Equipment (PPE)
- COVID-19 Guidances and Policies
- Education and Training Resources
- Employee Resources & Wellness
- Signage/Public Education Materials
- COVID-19 Research
- Social Services and Patient Resources
- Test & Trace Corps
- What's New?

COVID-19 Employee Wellness & Support Resources



Emotional and Psychological Support Resources

System-wide Emotional Staff Support

Anonymous Support Hotline For All Nyc Health + Hospitals Employees. 646-815-4150

Crisis Response Training Schedules

List of upcoming Crisis Response trainings. [View List >](#)

[View More >](#)

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EDUCATION TO HELP MANAGE

Positive Self Talk in the Workplace

Wednesday, November 4th

1:00PM-2:00PM

Access code: 172 170 1778

Meeting password: FQppgmZ*853

[Join meeting](#) here

Join by Phone: [1-844-621-3956](tel:1-844-621-3956)

Positive Self Talk in the Workplace

Friday, November 6th

11:00AM-12:00PM

Access code: 172 865 7285

Meeting password: SUsajQG3*88

[Join meeting](#) here

Join by Phone: [1-844-621-3956](tel:1-844-621-3956)

Helping Healers Heal: Stress, Trauma, & Resilience Training Parts 1 & 2

Friday, November 13th

1:00PM-3:00PM

Access code: 172 347 4321

Meeting Password: HelpingH3!

[Join meeting](#) here

Join by Phone: [1-844-621-3956](tel:1-844-621-3956)

Helping Healers Heal: Stress, Trauma, & Resilience Training Parts 1 & 2

Monday, November 16th

1:00PM-3:00PM

Access code: 172 793 2112

Meeting Password: HelpingH3!

[Join meeting](#) here

Join by Phone: [1-844-621-3956](tel:1-844-621-3956)



Crisis Response Trainings

Coping with COVID-19 for Trauma Survivors

Tuesday, November 17th

11:00AM-12:00PM

Access code: 172 572 4865

Meeting password: Coping19!

[Join meeting](#) here

Join by Phone: [1-844-621-3956](tel:1-844-621-3956)

Helping Healers Heal: Stress, Trauma, & Resilience Training Part 1

Wednesday, November 18th

1:00PM-2:00PM

Access code: 172 180 8169

Meeting password: HelpingH3!

[Join meeting](#) here

Join by Phone: [1-844-621-3956](tel:1-844-621-3956)

Helping Healers Heal: Stress, Trauma, & Resilience Training Part 2

Thursday, November 19th

10:00AM-11:00AM

Access code: 172 801 1952

Meeting password: HelpingH3!

[Join meeting](#) here

Join by Phone: [1-844-621-3956](tel:1-844-621-3956)



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




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		

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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@nycchc.org



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



Helping Healers Heal

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BATTLE BUDDY SUPPORT PROGRAM

SIGN UP HERE: <https://battlebuddy.nychhc.org>

BATTLE BUDDY MONTH SIGN-UP: **November**

MATCHING BEGINS! **November 16th**

Who can join the program?

ALL EMPLOYEES!

How It Works

Once matched, BBs connect to check-in with each other quickly and informally, as convenient for them.

BBs support and validate without judgement or criticism during check-ins.

BBs help each other to build resilience and collaborate to work through similar challenges together.

BBs help identify anxiety, stress responses, and can build connections for additional support if requested.

BBs provide camaraderie to help with coping.

If you have any questions about the program contact: BattleBuddy@nychhc.org



Largely developed by the US Armed Forces
Can positively affect personal coping, morale,
and workplace engagement

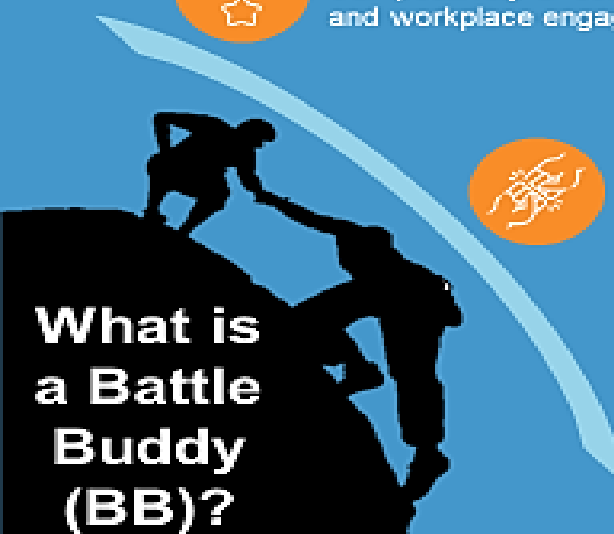


A peer at work
Can provide informal emotional and
psychological support by acting as an outlet for
a staff member to discuss their experiences and
stressors

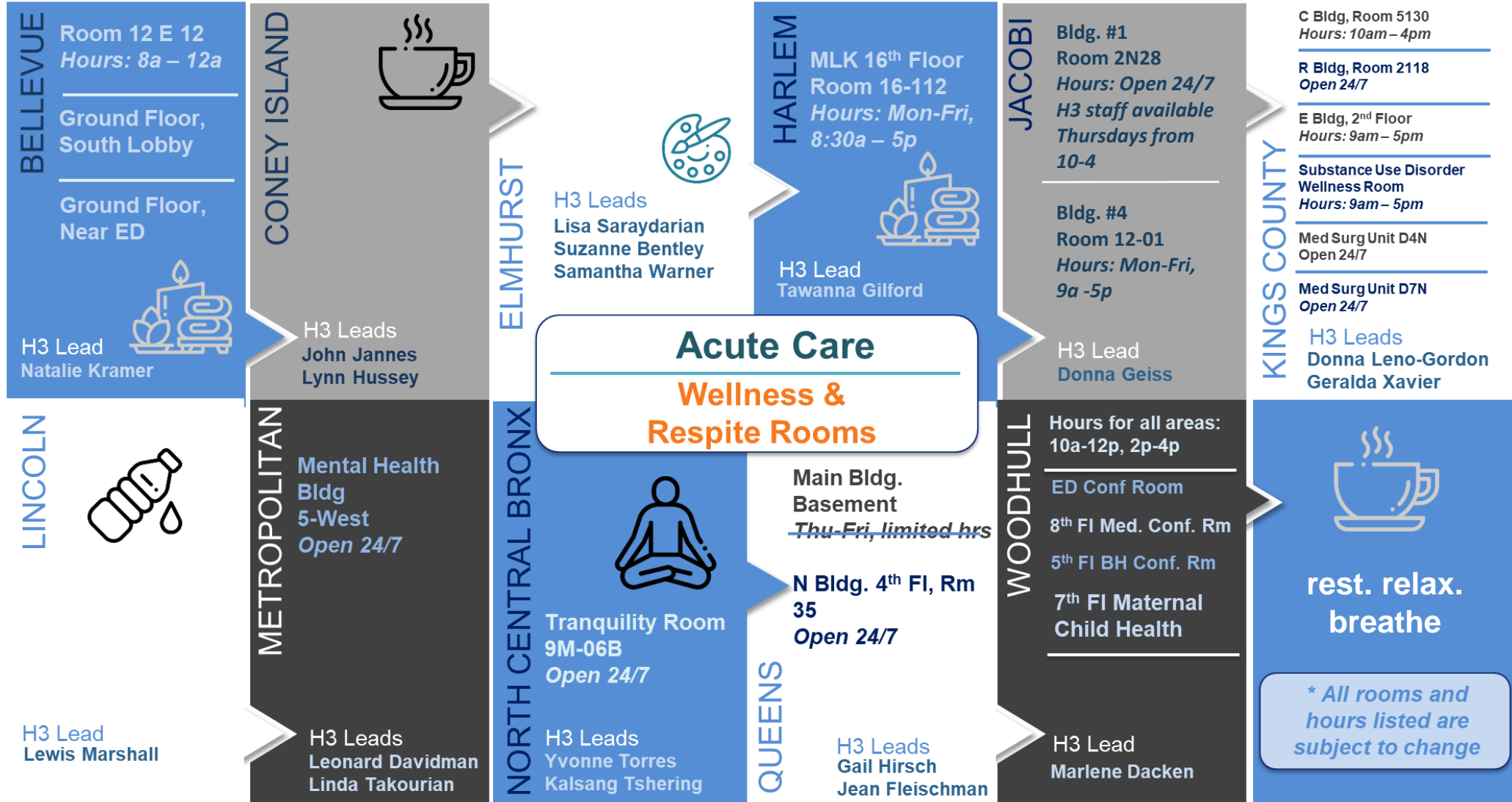


Ideally will be matched based on
Individual preferences such as work setting,
discipline, and demographics to help the BBs
relate to each other

What is
a Battle
Buddy
(BB)?



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



GOVERNEUR

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.

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>

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>



NYC H+H employees,
Let us care for you!

The New York City EAP is here for you.
We at the NYC EAP recognize that H+H staff are on the frontlines of this battle to stop the spread of COVID-19.

Take some time for yourself, even if for just 5 minutes.
Visit our H+H Vimeo page for Stress Management videos.
Go to: <https://vimeo.com/showcase/7097411>



Monday through Friday, 8am – 11pm:
Email: eap@olr.nyc.gov
Phone (leave a message):
212-306-7660.
Website: nyc.gov/eap

NYC GOVT EMPLOYEES
NYC EAP IS HERE FOR YOU!

JOIN EAP: ONGOING-WEEKLY REMOTE GROUPS

TOPICS: RELAXATION TECHNIQUES, SUPPORT FOR PEOPLE OF COLOR, GRIEF & LOSS AND RESILIENCY

MONDAY 8 PM: RELAXATION TECHNIQUES

[HTTPS://ZOOM.US/J/6289573157](https://zoom.us/j/6289573157)
PWD=SD1ZTEJNZUHOWKLDYOR3QLHPZU5J0Z09
MEETING ID: 628 957 315
PASSWORD: 476818
BY PHONE: 1-646-558-8656, PHONE CODE: 628957315#

TUESDAY 8 PM: SUPPORT GROUP FOR PEOPLE OF COLOR

[HTTPS://NYCOLOR.WEBEX.COM/NYCOLOR/J.PHP?MTID=MECCDD7F7331BA2DC2A4370A8F5FD71380](https://nycolor.webex.com/nycolor/j.php?MTID=meccdd7f7331ba2dc2a4370a8f5fd71380) MEETING NUMBER: 129 472 8460
PASSWORD: 4bc6mjwpx38
BY PHONE: +1-646-992-7010 PHONE ACCESS CODE: 129 472 846

WEDNESDAY 8 PM: GRIEF AND LOSS SUPPORT GROUP

[HTTPS://ZOOM.US/J/1270656547](https://zoom.us/j/1270656547)
PWD=NX0xUTVURMLNU3ow2mEzZLfp7VYSUT09
MEETING ID: 127 065 654
PASSWORD: 185575
BY PHONE: 1-646-558-8656, PHONE CODE: 127065654#

FRIDAY 8 PM: RESILIENCY SUPPORT GROUP

[HTTPS://ZOOM.US/J/7243334657](https://zoom.us/j/7243334657)
PWD=BMCXZ2HCXVXQZK2WjNz70ZEL3LVUT09
MEETING ID: 724 333 465
PASSWORD: 032331
BY PHONE: 1-646-558-8656
PHONE CODE: 724333465#

EMAIL US AT:
EAP@OLR.NYC.GOV

OR LEAVE A MESSAGE AT:
212 306-7660

NYC
EAP
YOU TALK, WE LISTEN

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/>

