

# Looking Ahead

## A COVER-HCW Newsletter

Fall 2021

Many congratulations to the two Federally Qualified Health Centers (FQHCs) that just completed their active intervention period! We are so grateful for your earnest participation and it has been truly inspiring to see you all come together to grow within your organizations and support one another. We hope you will be able to use what you've learned both personally and professionally, going forward. This is our inaugural newsletter in which we offer resources and lessons learned from fellow participants. Enjoy, and certainly reach out to us as needed for continued support!

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### Project Status

Cohort 1 of the COVER-HCW project is in the books, and Cohort 2 is getting under way. Our pilot sites, located in Brooklyn and Bronx, New York along with sites from the vicinity of Rocky Mount, North Carolina, were excellent partners in this project journey, allowing the research team to observe and improve implementation processes along the way. Next, sites in Westchester, Bronx, and Brooklyn, New York, will begin their implementation. We look forward to providing an initial interim report in September.

### SFA Best Practices in Clinical Settings

- Make it fun: Incorporate team building activities and ice breakers into booster training sessions
- Feed the team: Conduct training sessions over lunch
- Be flexible: Multiple training sessions may be needed to get groups of staff together.
- Be prepared: Respect staff time and remember that time spent training is time away from patient care
- Use quick check-ins: Simple session openers can help HCWs open up and seek support

### What's Next?

Now that the active intervention period of the study has ended for Cohort 1, it's the perfect time to practice all you've learned! Champions and participating staff alike can incorporate Stress First Aid (SFA) into real situations, practice green zone functioning, and build brief SFA actions into huddles and staff meetings. Refer to the COVER project page for links to SFA training tools, recordings of training sessions, and information on how to obtain Continuing Education credit: [www.CDNNetwork.org/COVER-HCW](http://www.CDNNetwork.org/COVER-HCW).



**Need help?** Contact the COVER-HCW team, [COVER-HCW@rand.org](mailto:COVER-HCW@rand.org)

### Three Cheers for Good Champions!

COVER-HCW relies on having an effective champion at each site who genuinely values the well-being of their peers and promotes the importance of using (and continuing to use) Stress First Aid. We saw first-hand the trust champions built with their colleagues, as well as their effectiveness as SFA trainers and a conduit to the research team. Below we've gathered here some reflections and best practices offered by Cohort 1 Champions.

"It has been great getting to know the team and bonding over shared experiences. It seems like many team members are becoming more comfortable sharing things...to help reduce stress reactions."



"At every booster session, we had a 'two-word check-in' where we asked how is everyone doing. When someone would say, 'overwhelmed and stressed,' others would jump in with, 'How can we help?' It opened up the door for people to be vulnerable..."

