

# Looking Ahead

## A COVER-HCW Newsletter

March 2022

Many congratulations to the two Federally Qualified Health Centers (FQHCs) that just completed their Stress First Aid (SFA) 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. In this newsletter, we offer resources and lessons learned from fellow participants. Enjoy, and certainly reach out to us as needed for continued support!

Carrie Farmer, Courtney Gidengil, and Lisa Meredith (RAND); Andrea Cassells and Jonathan N. Tobin (CDN)

### Project Status

We recently completed Cohort 2 of the COVER-HCW project, and Cohort 3 is getting under way. Our sites located in New York City and Westchester, New York, were excellent partners in this project journey, allowing the research team to observe and improve implementation processes along the way. Next, additional sites in New Jersey and Vermont will begin their implementation. We look forward to providing another report this Summer.

### SFA Best Practices in Clinical Settings

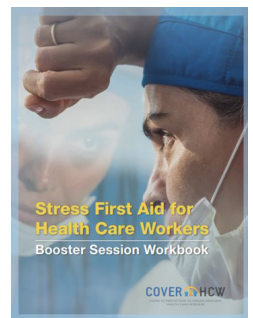
- Make it fun: Incorporate team building activities and ice breakers into booster training sessions
- Feed the team: Conduct training sessions over lunch
- Be flexible: Multiple training sessions may be needed to get groups of staff together
- Be prepared: Respect staff time and remember that time spent 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 2, it's the perfect time to practice all you've learned!

Champions and participating staff alike can incorporate 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 some reflections offered by Cohort 2 Champions.

"Oftentimes we kind of have tunnel vision and...we're very mission driven... we care about the community that we serve and sometimes at the expense of our own health... and so it was good to kind of be like, hey y'all... how are we going to take care of ourselves?"



"One of the biggest challenges right now is that there's a lack of togetherness because of the isolation of the pandemic and a lot of the Stress First Aid concepts really depend on... being with each other and if people aren't with each other, how do they support each other?"

