

Looking Ahead

A COVER-HCW Newsletter

July 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!

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Project Status

We recently completed Cohort 3 of the COVER-HCW project. Our sites, located in Morrisville, Vermont, and Dover, New Jersey, were excellent partners in this project journey, allowing the research team to observe and improve implementation processes along the way. The last "live" SFA training workshop is scheduled on Wednesday, August 10, from 3-5 p.m. ET.

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 3, 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.CDNetwork.org/COVER-HCW.



Need help? Contact the COVER-HCW team, 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 3 Champions.

"What I felt best about was like the common language. ...staff would start using [the colors] like 'I feel like I'm in the orange right now' or 'I need some help because I'm in the red.'"



"We've all understood that sometimes people just need to talk and like let it out. They just need to process their feelings through words and sometimes need someone to listen to those words. And I'm hoping... we're learning different techniques on just how to listen better to patients. I think that goes a long way."

