



# Osservatorio Nazionale

delle Buone Pratiche sulla sicurezza nella Sanità

Scheda per la rappresentazione dell'esperienza

**Level:** Hospital

**Topics:**

- Training, information and management of healthcare workers
- Communication to citizens

**Contact details:**

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**Activities of the psychological trauma center in relation to the COVID-19 outbreak**

During COVID-19 outbreak, both citizens and healthcare workers were exposed to a high risk of post-traumatic stress due to the sudden and rapid evolution of the situation, to the risk of infection for themselves and their families.

Containment measures and suspension of usual habits and activities may generate anxiety, anguish, loneliness, to which we responded by being available by phone and organizing support for healthcare workers in mini-teams.

**OBJECTIVE:**

The project aims to relieve stress and prevent traumatization.

It is meant for:

- **Citizens**, who experienced isolation, fear, disorientation and loss of certainties and habits
- **Workers** (physicians, nurses, health and social care workers) involved in managing the emergency and worried about their own health

**ACTIONS:**

For healthcare workers:

- **Mini-teams meeting** (4 people) for all healthcare workers of the Covid departments and ER
- **Phone counseling/support** for healthcare workers Monday-Friday, 2 hours a day with a dedicated number

For citizens:

- Phone support service, 3 hours a day from Monday to Friday



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- Publication on our website of **10 tips for managing fear** ([http://www.ospedale.cuneo.it/fileadmin/user\\_upload/file\\_comunicazione\\_urp/10\\_SUGGERIMENTI\\_COVID19.pdf](http://www.ospedale.cuneo.it/fileadmin/user_upload/file_comunicazione_urp/10_SUGGERIMENTI_COVID19.pdf))
- Creation of a section titled “Antiviral space” with daily publication of 1 minute-videos suggesting tools and resources available to patients and citizens. The video were posted both on the organization’s Facebook page and in a dedicated section of the online newspaper “TargatoCN”
- Dissemination on social media, through the organization’s press office, of the project “Let’s design the tree of resilience” and collection of papers in collaboration with the Department of education and school services for the elderly and well-being initiatives of the Municipality of Cuneo
- Publication of research article on the weekly publication “La Guida”.

FIRST RESULTS: Results as of May 7<sup>th</sup> 2020

Healthcare workers:

- A number of 87 meetings were organized:
  - 75 group meetings with workers involved in COVID outbreak management who were participating for the first time
  - 6 2<sup>nd</sup> level meetings (3 group meetings and one individual meetings)
  - 6 extraordinary meetings on the occasion of an emergency event (4 group meetings and 3 individual meetings)

A number of 308 healthcare workers have been participating, divided as follows:

- 250 nurses
- 18 physicians
- 40 health and social care workers

Here follow the methods used:

- Debriefing (in 59 groups)
- Eye Movement Desensitization and Reprocessing (EMDR) therapy to groups (11 groups)
- EMDR to individuals (with 2 workers)
- Safe place installation (in 5 groups)
- Enhancement of resources through drawing the team's tree of resilience (in groups)
- Stabilization interventions (in 6 groups)

Dissemination activities via social media:

- 27 videos were published
- Overall views on the organization’s Facebook page were 122.879 (with an average of 4,550 per video) and the interactions were 3916 (about 145 per each video)
- Furthermore, between 2800 and 3500 views per each video came from the online newspaper “TargatoCN”

A number of 6 research article were published on the weekly publication “La Guida”.



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