

19th ASEAN-Japan
High Level Officials Meeting on Caring Societies

③ Introduction of actual initiatives



Support for Healthcare Providers Offering Mental Health Services

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No. of hospital beds	749	○ Advanced Treatment Hospital (General, Tuberculosis)
Clinical departments	43	○ DPC Hospital- Specific Hospitals
No. of staff	1500	○ Beds for Specified Infectious Diseases (Four beds)
Bed occupancy rate (%)	80.3 (86.4)	● Department of Emergency Medicine & Critical Care
Average length of hospitalization (day)	13.2 (13.0)	(Hospital Fees for ER: 1 Grading Evaluation of Enrichment:S)
No. of patients discharged (monthly average)	1,296 (1,486)	● AIDS Clinical Center
No. of outpatients (daily average)	1,439 (1,725)	● Disease Control and Prevention Center (DCC)
No. of emergency patients transported	10,853(11,442)	● Medical Examination Center
Ambulance demand rate (%)	88.2 (95.7)	
Clinical pathway application rate (%)	40.6 (38.2)	

First-time International Patients Rate (%) 8 (14)

Revisit International Patient Rate (%) 5 (5)

FY 2020 (FY 2019)

Location: Shinjuku-ku, Tokyo

Mental health care consultation room for
hospital staff (since 2011)



Including Emergency Medical Function ver.2.0

Today's Contents



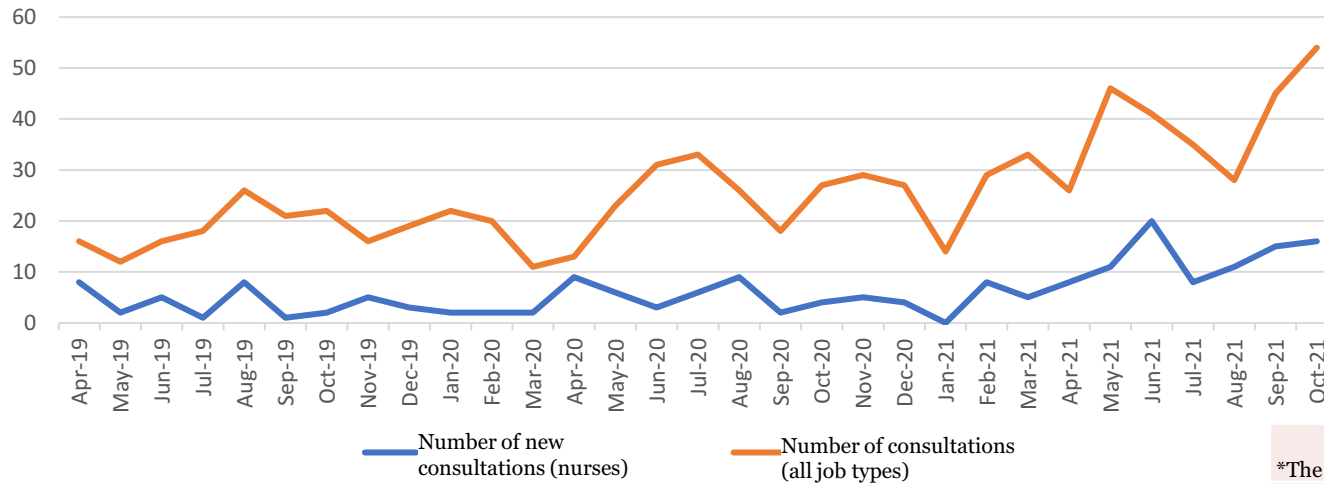
1. Mental health support of hospital staff during the COVID-19 pandemic
 - 1) Changes over time in the numbers of new cases of COVID-19 in Tokyo and consultations with staff members
 - 2) Main consultation points and difficulties (based on individual consultations and interviews)

2. Introduction of mental health support initiatives
 - Approach involving the entire hospital and the Department of Occupational Health

3. Introduction of mental health support initiatives

1) Changes over time in the numbers of new cases of COVID-19 in Tokyo and consultations with staff members

Number of consultations (2019/4 – 2021/10)



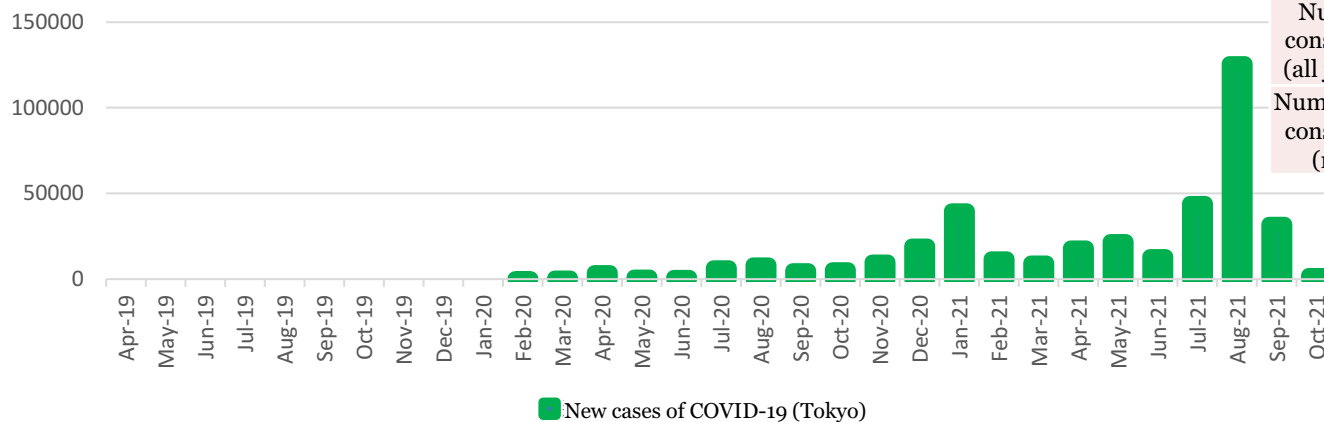
The number of consultations increased both in 2020 and 2021. The increase in consultations with nurses in particular was more pronounced.

The number of consultations by year

*The number of cases for 2021 is the number up to October.

	FY2019	FY2020	FY2021
Number of consultations (all job types)	219	303	275
Number of new consultations (nurses)	41	61	89

New cases of COVID-19 (Tokyo) (2019/4 – 2021/10)



2) Main problems and difficulties mentioned in consultations (based on individual consultations and interviews)

Burden of having to deal with COVID-19

- Physical and psychological exhaustion due to long working hours
- Unfamiliar medical devices, treatment and care of critically ill patients (cases of patients who could not cooperate with their treatment, including those with dementia and delirium)
- Having to handle the strong anger and grief of patients and their family members
- Having to handle the families of critically ill patients (having to explain severe medical conditions)
- Circumstances that led to refusal to admit patients due to a shortage of hospital beds
- Negative feelings toward patients who went out drinking and then became infected
- Discrimination and prejudice by others

2) Main problems and difficulties mentioned in consultations (based on individual consultations and interviews)



Main stress reactions

Psychological changes	Changes in behavior	Physical changes
<ul style="list-style-type: none">• Anxiety, nervousness• Impatience, frustration• Depressed mood• Feelings of helplessness, guilt• Loss of self-confidence• Feelings of hopelessness, isolation• Feeling of abandonment• Emotional incontinence	<ul style="list-style-type: none">• Decreased ability to concentrate and make decisions• Decreased ability to work• Excessive information gathering• Avoidance of communication• Concern of what others think• Becoming overly absorbed in work• Increasing number of minor mistakes• Repetition orientation (cannot get work or negative thoughts out of your mind)	<ul style="list-style-type: none">• Sleep disturbances• Decreased appetite, excessive appetite• Physical evidences• Chronic fatigue• Headache, stiff shoulders• Gastrointestinal symptoms• Skin problems

Assessment and approach



- Working under unusual circumstances places a heavy burden on healthcare providers.
- Thoughts of not being able to provide adequate care caused feelings of helplessness and self-condemnation.
- They experienced difficulty sorting out their feelings.
- They could not talk about negative things at the workplace or even with their family.
- Some staff members, including managers, are working patiently without expressing any complaints or problems.
- Young nurses are prone to mental health problems due to reduced communication opportunities and the stress of an unfamiliar environment.
- Staff members don't see anyone on their day off and don't feel refreshed.



Hospital-wide support

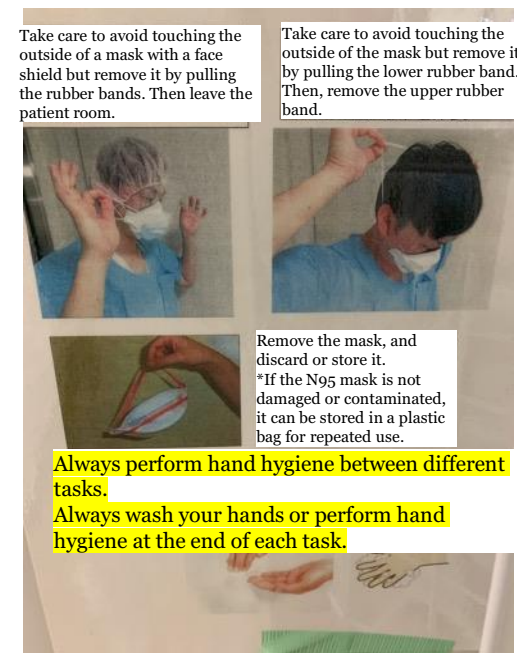
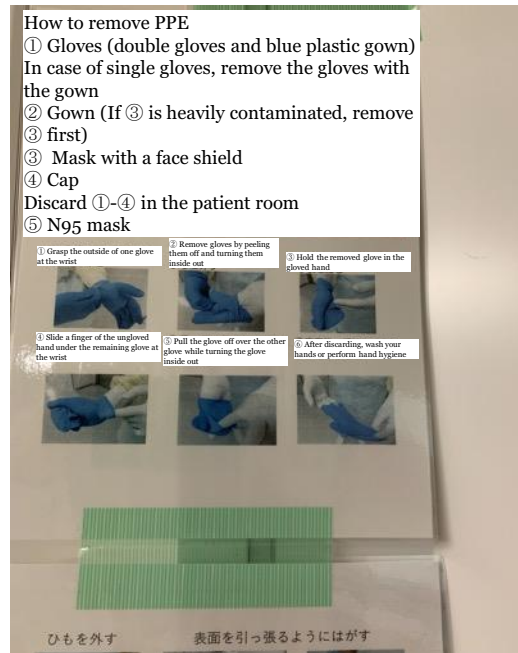
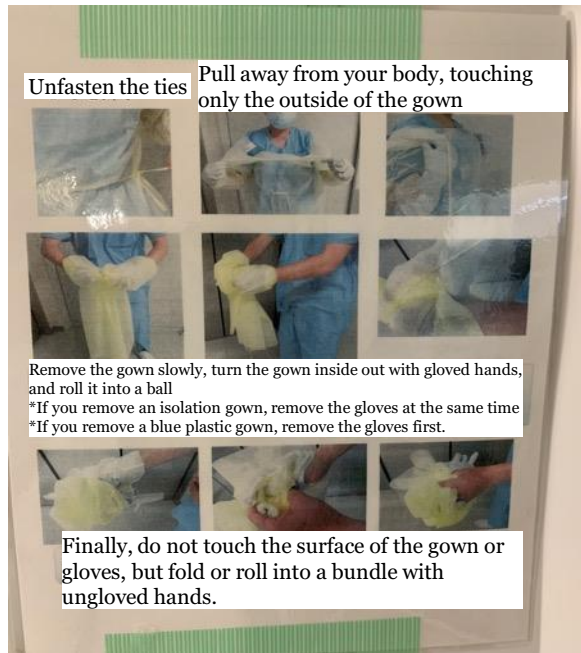
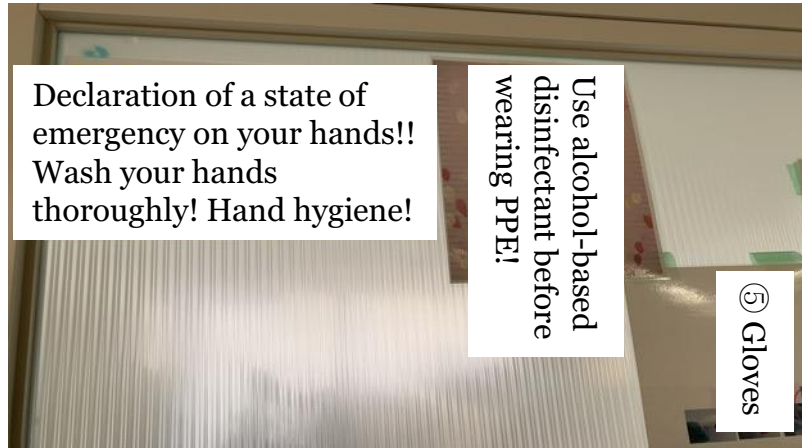
**Support by the Department
of Occupational Health**

Hospital-wide initiatives



- COVID-19 task force shares the results of discussions and builds consensus.
- Certified infection control nurses do the rounds of wards, answer concerns and questions, and update the response manuals.
- Appropriate handling of infection-protecting equipment, taking proper infection control measures, and no cases of nosocomial infection have helped to let staff members feel relieved.
- Strengthened communication has improved the relationships in the ward.
- Supportive messages, donations, and relief supplies from outside the hospital have encouraged us.

Display of instructions on how to arrange, wear and remove PPE



Thorough infection control precautions in the staff lounge

Poster serving as a reminder at mealtimes

Poster serving as a reminder at mealtimes
Comply with the following measures to prevent further spreading of the COVID-19 pandemic.

Do not talk without a mask, also at mealtimes

Cover your nose and mouth with a handkerchief if you have to speak while eating.



国立国際医療研究センター病院
NICHI

Stop and perform hand hygiene!



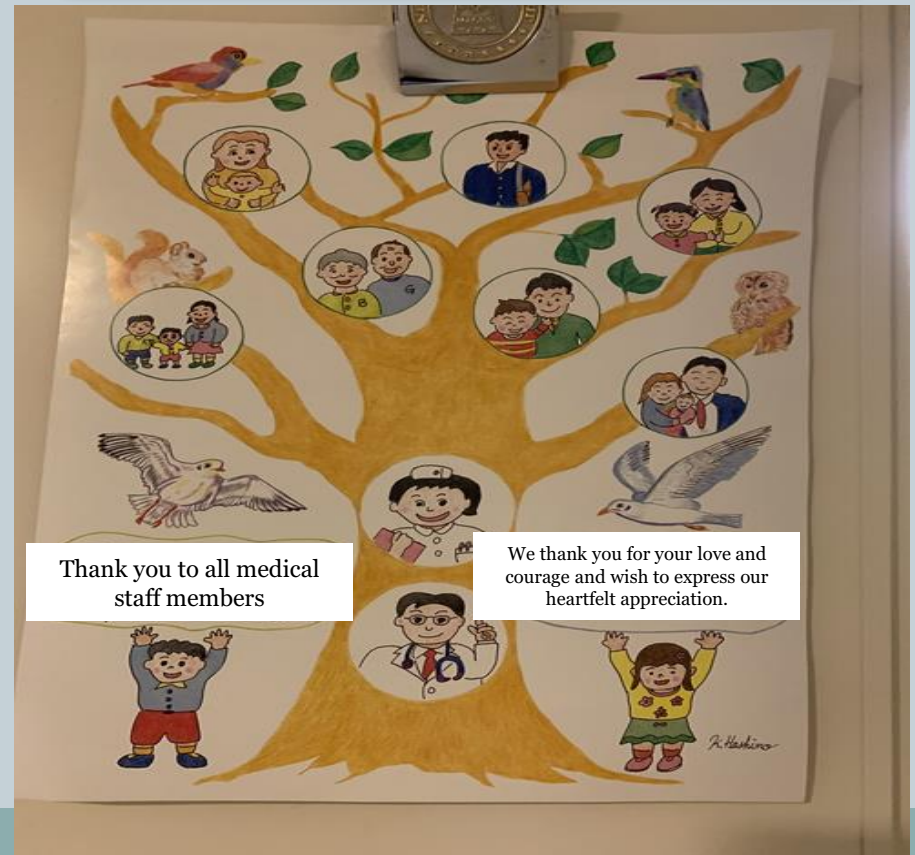
Staff lounge: sit facing in the same direction and eat in silence



Disclosure of supportive messages and other support from outside the hospital



Music performances, message videos, groceries, cosmetics, etc.



2. Introduction of mental health support initiatives by the Department of Occupational Health



Full-time staff of the Department of Occupational Health cooperate to support the hospital staff (psychiatrists, psychosomatic medicine physicians, clinical psychologists, and certified psychiatric mental health nurse specialists).

1. Providing self-care materials

Materials containing information on COVID-19-related stress factors and reactions to them as well as self-care advice are introduced in five installments on the hospital's information-sharing system (Groupware: Office365 in our hospital)

2. Self-checking for stress

Introduction of a Forms link for self-checking COVID-19-related stress factors and reactions to them (answers are optional).

2. Introduction of mental health support initiatives



3. Consultations

- CNS-PMHNS or clinical psychologists from the Mental Health Care Consultation Room conduct individual and group consultations.

4. Visiting the dedicated COVID-19 isolation ward and the ward for critically ill patients

- Stress care & relaxation exercises (mindfulness meditation))

5. Stress management training for newly employed nurses

- Relaxation exercises (making of videos)

Stress care materials for nurses at wards dedicated to COVID-19

To all who have contact with COVID-19 patients

We want to express our heartfelt appreciation and gratitude to those who support the provision of healthcare and who perform infection control and medical treatment as well as you can all day and night. We also want to ask everyone to **“Please take care of yourself too.”** You should not be overconfident that “I will be okay. I can handle accumulated stress and mental and physical reactions caused by the prolonged COVID-19 pandemic.” Here, we want to share tips on avoiding stress and staying calm.

Do you have any of these problems or concerns?

Be aware of your own signs of stress and take care of them early.

I can't get thoughts of anxiety and worry out of my mind.
I can't get rid of fatigue even after I have rested.
I'm always nervous and on edge.
I can't feel empathy for patients and their family members.
I can't feel fulfilled in my work.
It's hard to have a conversation with someone.

I am overeating / have loss of appetite / have digestive symptoms.
I have trouble falling asleep / am sleeping lightly / am waking up early in the morning.
I feel sad and depressed all the time.
I'm trying to do my best, but I can't motivate myself.
I feel frustrated and have developed nasty behavior.
I don't enjoy anything I do.
I get nervous, restless, and so forth.

How to avoid burnout # 1

Accept your feelings.

- Don't deny your spontaneous feelings.
- Accept your emotions as you are.
- Talk to someone about your feelings.
- If you don't have anyone to talk to, write your thoughts and feelings down in a notebook. (Writing helps you to see things objectively, to heal your mind, and to organize your feelings.)

Get rid of stress.

- Do not be too hard on yourself. If you need help, talk to someone and ask for support.
- Get a good sleep and rest well.

Recognize each other's efforts.

Praise and approve of what you and others have been able to do and appreciate each other's efforts.

(This establishes a virtuous circle of communication and increases self-esteem.)



How to avoid burnout # 2

For good sleep

- Do not go to bed after eating too much or on an empty stomach.
- Do not watch your smartphone before going to bed. (Blue light stimulates parts of the brain)
- Set a comfortable room temperature.
- Do not think about work or worry before going to bed.

Review your eating habits

- Eat a well-balanced diet.
- Actively take vitamins and minerals.
- Enjoy your food. Chew well and enjoy the taste of the ingredients.



Relax in your own way and do things you enjoy

- Take a bath / practice aromatherapy / do sports, yoga, stretch exercises / read / listen to music
- Grow plants and flowers / watch TV, DVDs, YouTube / relax, and so forth

How to handle complicated feelings

When one is under heavy stress or when things don't change for the better, it is normal to get caught up in pessimistic thoughts and to become anxious and depressed.

When feeling negative emotions, one is liable to overthink the situation, feel anxious about things that haven't happened, and expect the worst scenario.

“Right now, at this moment,” accept your own thoughts and feelings.
(Do not refuse or try to expel or evaluate your feelings, but pay attention to yourself.)
*Consider that your feelings and thoughts form just one part of the information that determine your actions.

Start actions to do things that are important to you
What is the most important thing to you, deep down in your heart?
What kind of person do you want to be?
What kind of relationships do you want to build?
*Questions to help you consider your own set of values / actions toward your goal

You can consult with mental health professionals if you wish.

National Center for Global Health and Medicine
Mental Health Center

Mindfulness Meditation

1. Take a basic posture

Sit on a chair
Straighten your back and move away from the backrest
Relax your abdomen
Place your hands on your thighs
Close your eyes lightly or look down

3. Pay attention to your breathing

The sensation of movement of your chest and abdomen as you inhale and exhale
The flow of air and the temperature of the air flowing through your nose
The intervals between breath out and taking the next breath, and so forth



2. Become aware of your physical sensations

The sensation of your buttocks touching the chair
The sensation of your soles touching the floor
The sensation of the body being pulled by gravity

4. If distracting thoughts enter your mind

Become aware of the fact that the distracting thoughts have entered your mind
“Oh, that’s coming to mind.”
Return your attention to your breathing again
Do this every day, even if you do it just for 5 minutes a day



Do this every day, even if you do it just for 5 minutes a day

2. Introduction of mental health support initiatives



6. Promoting line care education by managers

- Creating a comfortable working environment through understanding and improvement of the working environment
- Smooth communications make it easier to obtain support
- Having informal conversations
- Sending off, welcoming, thanking, and consoling others with warm words
- Reflecting on oneself after work (providing a place where one can express honest feelings)
- Sharing current problems, considering countermeasures, and providing advice on them

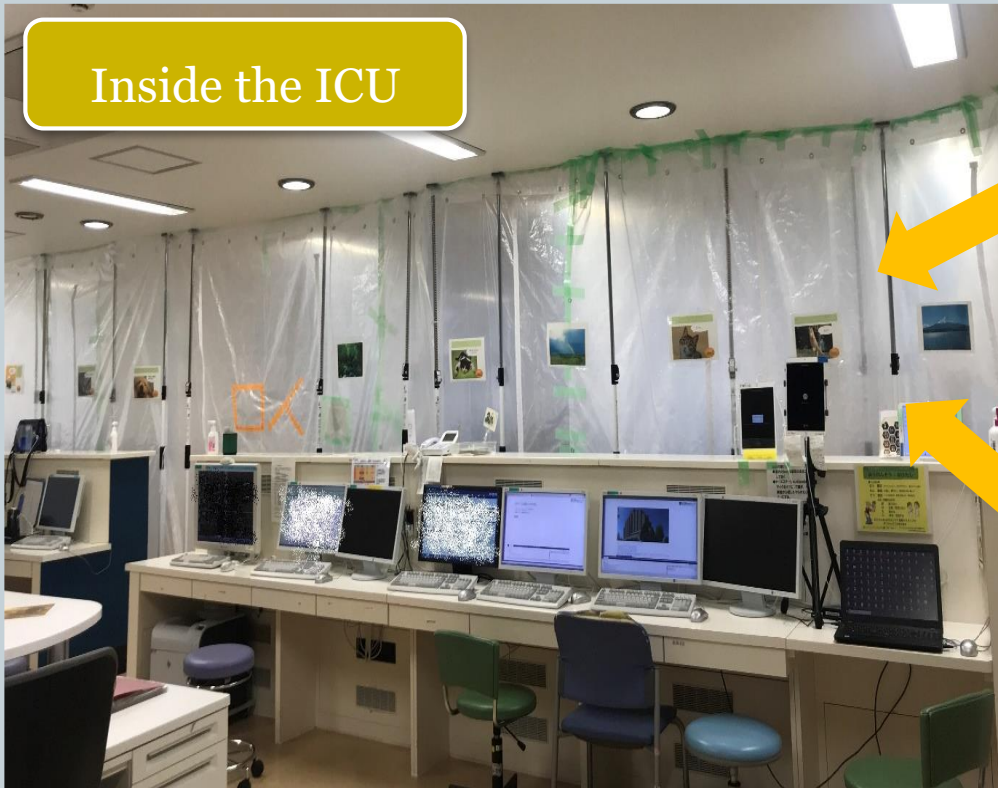


Improving the morale and creating a sense of solidarity

2. Introduction of mental health support initiatives

7. Addressing the work environment

- Create and distribute 16 healing posters.



Future challenges for mental health



- Identify staff members' needs, understand their situation, and work in partnership with managers
- Continue support for self-care education based on correct mental health knowledge
- Enhance support of healthcare providers with a heavy psychological burden (females, nurses, young staff members, etc.)
- Create a psychologically safe workplace culture that allows staff members to express positive as well as negative thoughts