



UNIVERSITY OF OTTAWA  
HEART INSTITUTE  
INSTITUT DE CARDIOLOGIE  
DE L'UNIVERSITÉ D'OTTAWA



**HEARTWISE WEBINAR SERIES**

# **NAVIGATING PATIENT CARE DURING UNCERTAINTY**

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**DR. ROZEN M. ALEX, C.PSYCH.**

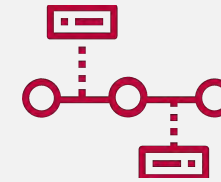
The Ottawa Hospital





## OBJECTIVES

- An overview of unique issues patients and professionals are experiencing due to lockdown and health concerns.
- A review of patient characteristics to consider when creating an effective management plan
- An understanding of current opportunities in patient care and self care to encourage in patients and selves.
- A review of current and COVID related resources available to patient for stress emotional management concerns.

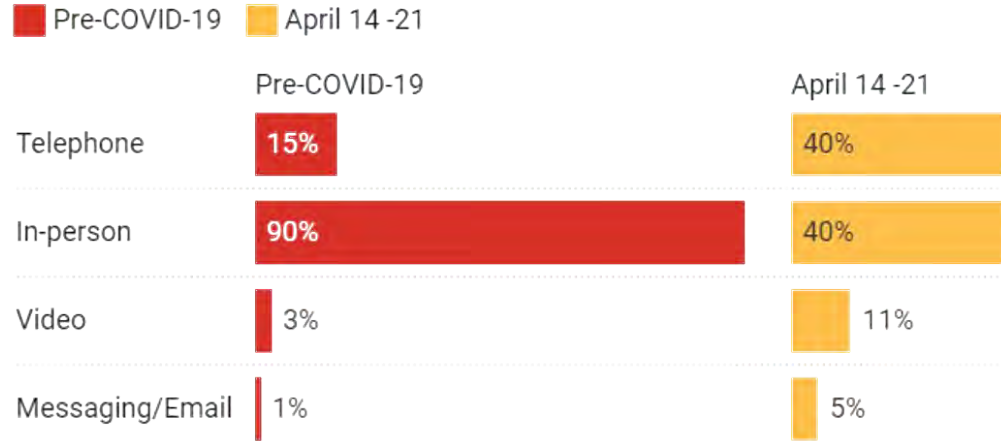


## TIMELINE OF CHANGE

- **January 25:** first presumptive case in Ontario (Canada) and is put in isolation at Sunnybrook Hospital.
- **March 12:** Ontario schools ordered to shut down two weeks following March Break.
- **March 17:** Premier of Ontario declares state of Emergency.
- **March 18:** Non-essential travel between US and Canada shut down.
- **June 12:** Phase 2 open in Ontario
- **July 17:** Phase 3 Open in Ontario

## How health-care visits have changed since COVID-19 measures

Since the start of the COVID-19 pandemic, more health-care visits have gone virtual



Pre-COVID-19 estimates are based on 2019 survey results. The highest value in a range was taken for the above graphic. Here is the raw data from the 2019 survey: Phone/other: ~5-15% of visits • In-person: ~80-90% of visits • Virtual video: ~3% of visits • Virtual text: ~1% of visits

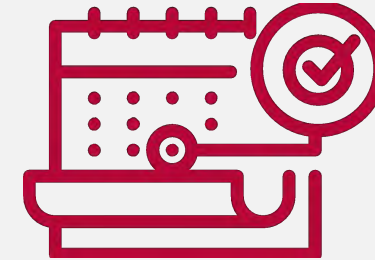
Chart: CTVNews.ca/Mahima Singh • Source: [Canada Health Infoway](#) • [Get the data](#) • Created with [Datawrapper](#)



# PATIENT CARE DURING THE CHANGES

**Stage 1: Many services were postponed  
Interventions limited to essential**

**Now as things are opening up again, we  
have to engage both as patients and  
providers how to proceed.**



# CHANGES WITHIN SERVICE

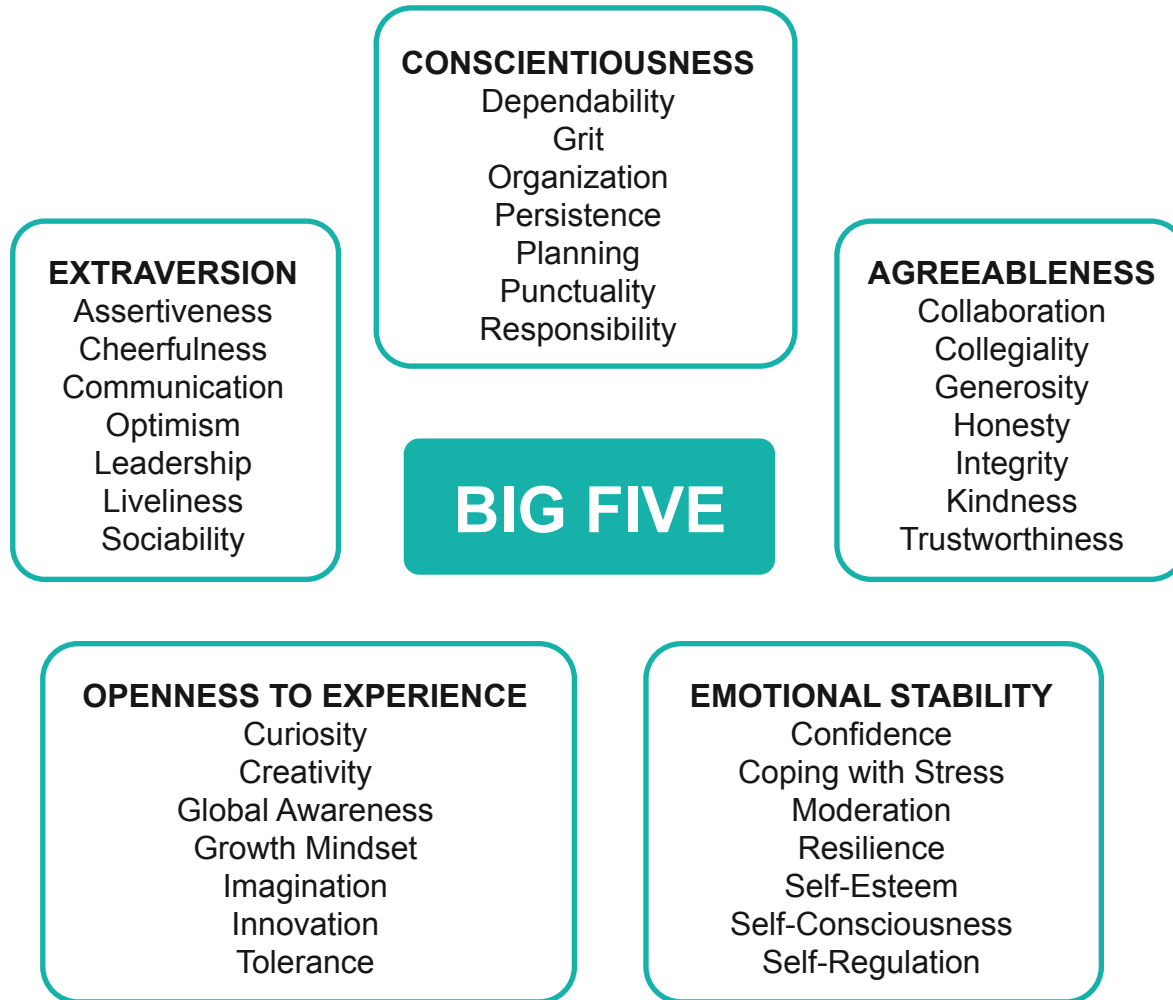
**For in person appointments/inpatients:**

- “Non-essential” testing, surgeries, etc. canceled or unavailable.
- Changes to post event care



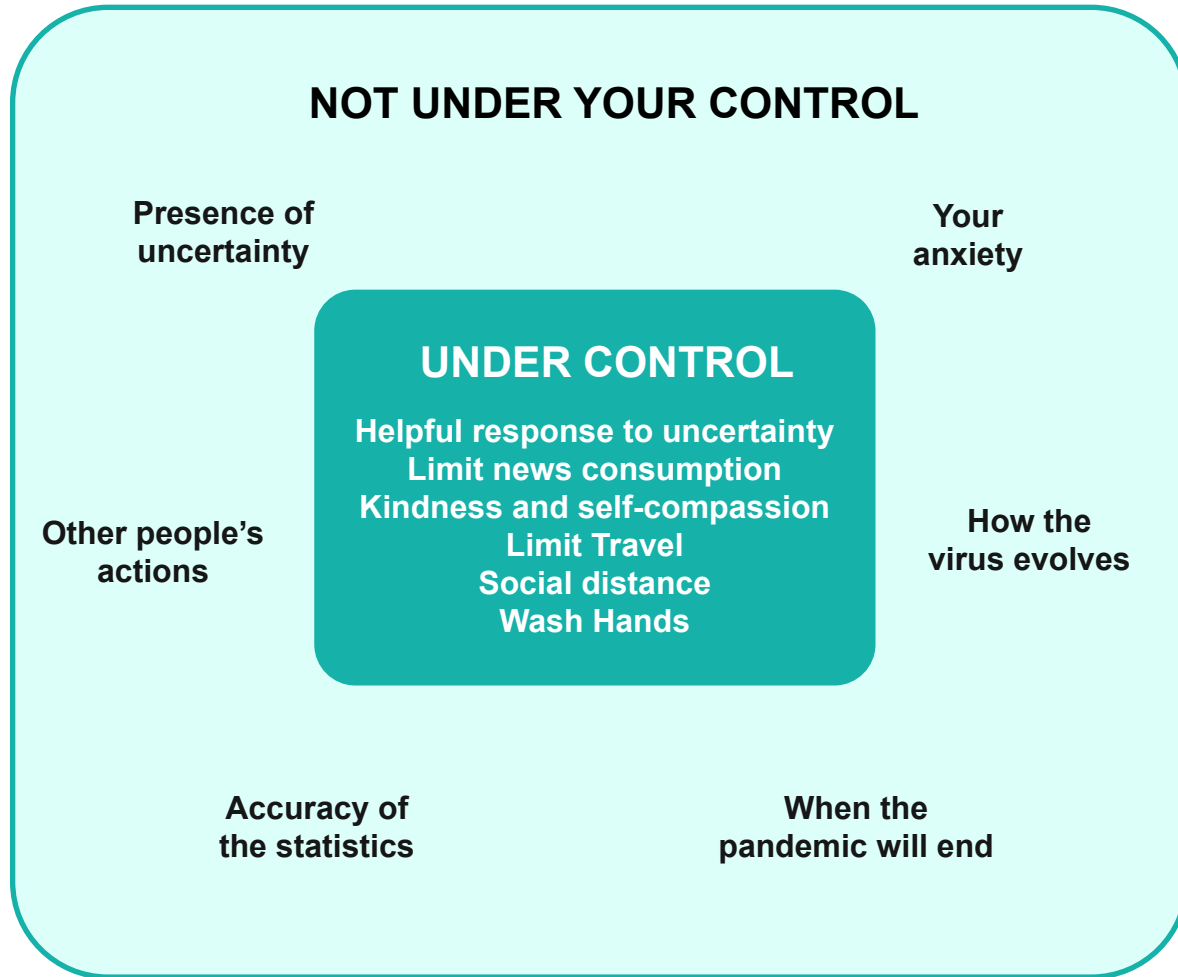
## VIRTUAL CARE/ PHONE CARE

- Comfort with technology on behalf of the professional and patient
- Changes in technology
- Transitioning to working from home, coming back on campus.
- Access to technology



## UNDERSTANDING THE PERSONALITY

Mazza, C.; Ricci, E.; Biondi, S.; Colasanti, M.; Ferracuti, S.; Napoli, C.; Roma, P. A Nationwide Survey of Psychological Distress among Italian People during the COVID-19 Pandemic: Immediate Psychological Responses and Associated Factors. *Int. J. Environ. Res. Public Health* 2020, *17*, 3165.



# UNCERTAINTY



## STRESS RESPONSE TO UNCERTAINTY AND CHANGE:

*Stress increases hormones in the  
body*

- ❑ Stress impacts our eating
- ❑ Stress impacts habits

Therefore, managing stress is first  
priority and creating a daily  
plan/schedule important before  
any major changes (diets, etc)

**GOAL: DON'T MAKE IT WORSE**





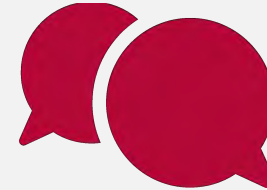
**FOR PATIENTS AFRAID TO COME IN:**

- Review case load and those missed in the transition.
- Encourage self monitoring of troublesome symptoms.
- Remind of risk of avoiding check ups



**FOR PATIENTS THAT WOULD LIKE TO COME IN:**

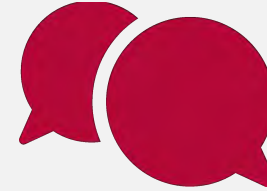
- Sometimes a in person visit to medical professionals can be helpful to unlock healthy behaviors for individuals that feel like something has been missed
- Working from a strengths-based perspective.



**HOW TO  
CATCH THE  
PATIENTS  
THAT YOU  
NEED TO**

## Patients want to know:

- Where to get information
- How to expand their bubble
- How to exercise safely
- How to work
- Discussing risk analysis
  - Identify hazards and risk factors that have the potential to cause harm (hazard identification).
  - Analyze and evaluate the risk associated with that hazard (risk analysis, and risk evaluation).
  - Determine appropriate ways to eliminate the hazard, or control the risk when the hazard cannot be eliminated (risk control).



**Communication:  
Being open  
about what you  
know and don't  
(professionally)**



## OPPORTUNITIES AND RESOURCES

- Times of change bring opportunities to make changes to our routines that rebalance our priorities and values
- Opportunities as our bubbles can increase to implement supports in a concrete open way
- Resources have opened up for patients and staff online more than ever before.
- Government employees take advantage of pandemic pay if needed.



## ROUTINE CHANGES

Changes to routine can damage self care routine, health care, and sleep cycles.

Opportunity to create something more in line with values



# STIMULUS CONTROL

Watching the news, the COVID rates, and not speaking to others will limit what stimulus patients are exposed to, focusing in on unwanted areas.



[www.anxietycanada.com/articles/town-hall-series-uncertainty-during-covid-19-thursday-may-7-14-21/](http://www.anxietycanada.com/articles/town-hall-series-uncertainty-during-covid-19-thursday-may-7-14-21/)  
[www.apa.org/research/action/speaking-of-psychology/coronavirus-anxiety-part-2](http://www.apa.org/research/action/speaking-of-psychology/coronavirus-anxiety-part-2)



# UNCERTAINTY RESOURCES

## PREVENTION & WELLNESS CENTRE

PROGRAMS &  
SERVICES >

EDUCATION >

RESOURCES >

### > COVID-19

- > Resources and Tools
- > Living Well with Heart Disease
- > Find Resources in Your Community

### COVID-19



With COVID-19 evolving daily, we've compiled a list of resources to help keep you informed and stay active and healthy during this difficult time. Check back regularly as resources will be updated frequently.

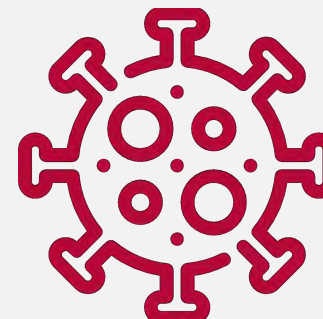
[Join our Webinars: The COVID-19 Series](#)

#### > COVID-19 UPDATES AND RESOURCES

1. [Clinical Appointments and Scheduled Programming at the University of Ottawa Heart Institute](#)
2. [What do I do if I have cardiac symptoms?](#)
3. [Should I keep taking my medications?](#)
4. [Continuing to Manage your Chronic Condition](#)

#### > TIPS FOR HEART HEALTHY LIVING WHILE PRACTICING PHYSICAL DISTANCING

1. [Staying Active](#)
2. [Dealing with Stress and Staying Calm](#)
3. [Eating Healthy](#)
4. [Smoking Cessation](#)



# COVID-19 UPDATES AND RESOURCES





The screenshot shows the eMentalHealth.ca website. At the top, there are navigation tabs for 'General Public', 'Med Students', and 'Primary Care Providers'. Below these are buttons for 'Suggest Listing', 'Update Your Listing', and 'In a Crisis Now?'. A search bar is present with the text 'How can we help you today?' and a dropdown menu showing 'depression, psychologists, etc.'. A location filter is set to 'Toronto, ON'. The main content area is titled 'Find Mental Health Help in Your Area' and features several categories: Key Resources, A-Z Mental Health Conditions and Topics, Counselling and Therapy, Crisis and Emergency, Mental Health Professionals, Self-help, Mutual Aid and Support Groups, Specific Groups and Populations, Mental Health Facilities, and More Categories... There is also a 'Featured Info Sheets' section with a link to 'Stop Being So Hard On Yourself: How Self-Compassion Is the Key to Mental Health'. On the right side, there are 'Community Bulletins' and 'News' sections. The 'Community Bulletins' section includes articles like 'COVID with Kids', 'Trying to cope with COVID and your kids?', and 'Mental Health and Coping During COVID'. The 'News' section includes articles like 'Well-being and mental health amid COVID-19: Differences in resilience across...' and 'Parkland parents appeal mental health rulings to Florida Supreme Court - WKMG News 6 & ClickOrlando'.

[www.ementalhealth.ca/Toronto/ArticlesByCategory/index.php?m=articlesByCategory](http://www.ementalhealth.ca/Toronto/ArticlesByCategory/index.php?m=articlesByCategory)



# eMENTAL HEALTH

## Internet-Based Cognitive Behavioural Therapy (iCBT)

Internet-based cognitive behavioural therapy (iCBT) is a practical, short-term program delivered online. It helps people develop skills and strategies to address symptoms of mild to moderate anxiety and/or depression. It can also help people cope with situations related to COVID-19, such as isolation, pressure caring for family and community members, information overload and stress.

If iCBT is right for you, you will be supported by a therapist online to:

- work through modules
- complete readings and exercises
- learn coping and resilience skills

To learn more and get services, contact either:

- [AbilitiCBT by Morneau Shepell](#)
- [MindBeacon](#)

## Find mental health resources for children and youth

There are [mental health services for children and youth](#) under 18 across Ontario.

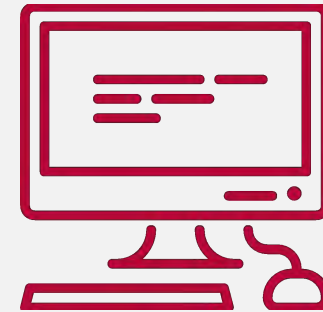
### Talk to or text a counselor

For support at any time of day, children and youth can call [1-800-668-6868](tel:1-800-668-6868) or text CONNECT to 686868 to contact [Kids Help Phone](#). Kids Help Phone can also help you [find public resources, services and support for children and youth based on your location](#).

## Talk or text mental health support for post-secondary students

If you are a post-secondary student, you can use [Good2Talk](#), a 24/7 service that offers confidential support through phone and text. Call [1-866-925-5454](tel:1-866-925-5454) or text GOOD2TALKON to 686868.

## Find mental health support for Indigenous people



# SUPPORT SERVICES

## **Pandemic Playbook for families**

<https://cheo.echoontario.ca/parent-caregiver-sessions/>

## **The Royal Ottawa Hospital**

<https://www.theroyal.ca/patient-care-information/family-caregivers/family-information-and-support-groups>

## **Family Services Ottawa**

<https://familyservicesottawa.org/>

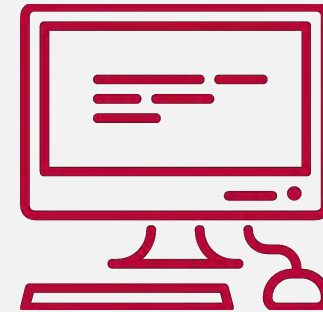
## **Family Support: Financial**

<https://www.ontario.ca/page/get-support-families>

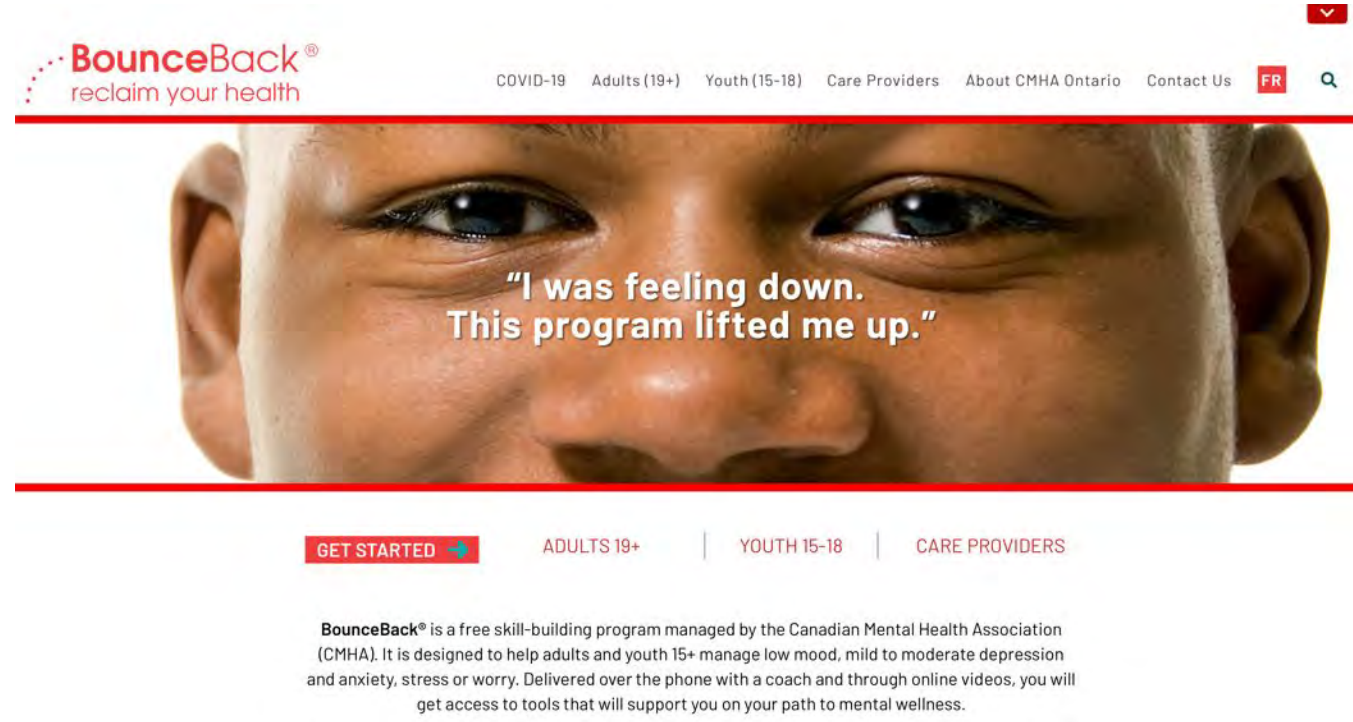
## **Federal resource page:**

<https://www.canada.ca/en/public-health/services/diseases/corona-virus-disease-covid-19/resources-parents-children.html#a1>

## **Bubbling with other families**



# Family Services



The screenshot shows the BounceBack website homepage. At the top left is the BounceBack logo with the tagline "reclaim your health". The navigation menu includes "COVID-19", "Adults (19+)", "Youth (15-18)", "Care Providers", "About CMHA Ontario", and "Contact Us". There are also language options for "FR" and "EN" and a search icon. The main content area features a close-up photograph of a young man's face with the text: "I was feeling down. This program lifted me up." Below the photo is a navigation bar with buttons for "GET STARTED" (highlighted in red), "ADULTS 19+", "YOUTH 15-18", and "CARE PROVIDERS". At the bottom, there is a short paragraph describing the program: "BounceBack® is a free skill-building program managed by the Canadian Mental Health Association (CMHA). It is designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety, stress or worry. Delivered over the phone with a coach and through online videos, you will get access to tools that will support you on your path to mental wellness."

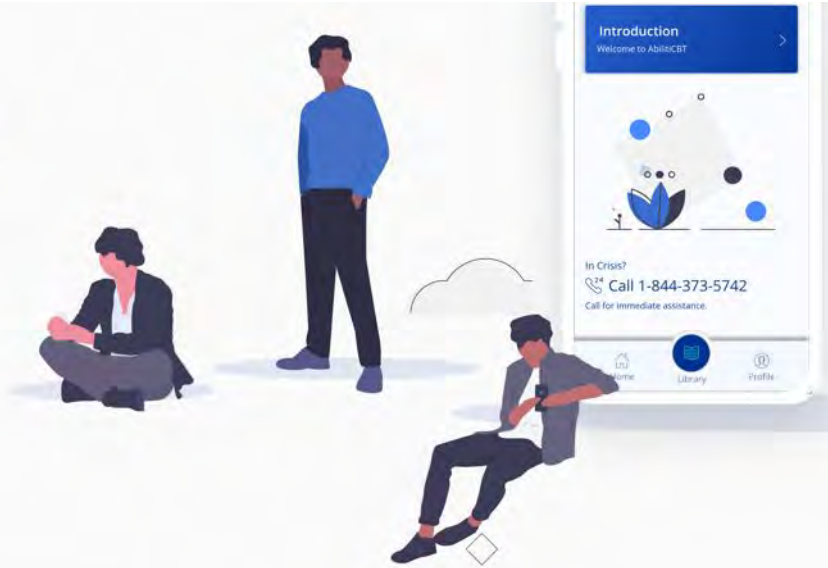
 **BounceBack**®  
reclaim your health

# BOUNCEBACK

[bouncebackontario.ca](https://bouncebackontario.ca)

**Help when you need it.  
Where you need it.**

[Sign up for AbilitiCBT](#)



**Get help fast!**

**Complete a short assessment (just 5–7 minutes) and begin the program right away!**

**Your assigned therapist will reach out soon after to complete your assessment and provide program guidance.**

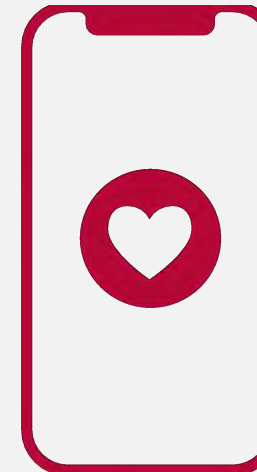
In these unprecedented times, you may be experiencing anxiety or other mental health challenges related to the impact of COVID-19 in your life and your community. We can help.

Whether you are looking for a structured digital therapy program (AbilitiCBT) or need helpful resources to navigate life's challenges, you've come to the right place for digital mental health support.

## About AbilitiCBT

AbilitiCBT is an internet-based cognitive behavioral therapy (iCBT) program that you can access from any device, any time. Cognitive behavioral therapy is one of the most effective forms of therapy. It works by helping you understand and change the thoughts, feelings and behaviors that are causing you problems. AbilitiCBT works the same way, but online. AbilitiCBT's user-friendly platform makes it convenient to get help when you need it, where you need it.

Our AbilitiCBT offering includes a special program to help you address anxiety symptoms related to the uniquely challenging aspects of pandemics: uncertainty, isolation, caring for family and community members, information overload and stress management.



# AbilitiCBT



### Personal Assessment

Your results reviewed by a therapist  
(to confirm BEACON suitability and  
tailor your care path).



### Personalized Course of CBT

Includes readings and activities  
selected by your therapist  
(completed by most people in 6-10  
weeks).



### A Dedicated Therapist Up to 12 Weeks

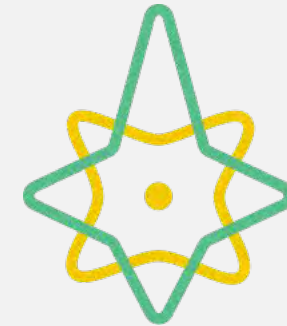
Receive suggestions, clarification, or  
new skills for you to practice as you  
complete therapy.



### Continued Access

Access your BEACON history and  
resources for 12 months.

[info.mindbeacon.com/btn542?utm\\_campaign=CVD&utm\\_source=ongov&utm\\_medium=web&utm\\_content=en](https://info.mindbeacon.com/btn542?utm_campaign=CVD&utm_source=ongov&utm_medium=web&utm_content=en)



beacon

# MINDBEACON

## Question 1: **Is Mind Beacon Free?**

A: Yes, in Ontario MindBeacon is free. For other free resources throughout Canada please look at <https://ca.portal.gs/>

## Question 2: **Are there any other readings about the Big5 Personality?**

A: The Oxford Handbook of the Five Factor Model  
Edited by Thomas A. Widiger

## Question 3: **If my son can get air easily into his lungs, but has difficulty getting air out! Who would you recommend him to see? Is it his heart or lungs that is the problem? Hormone or psychological?**

A: Please have your family doctor assess your son right away. The doctor can assess and make suggestions to you. If it's an emergency please visit the emergency.

# Questions?