

STRESS TOOLBOX HEALTH

Online workshop

YOU TAKE CARE OF US,
WE HELP YOU
BE WELL

18 May – 10 June 2020

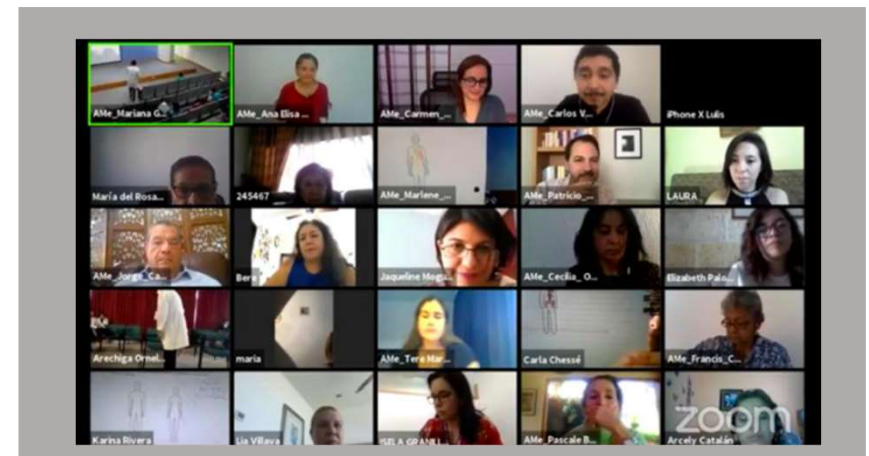
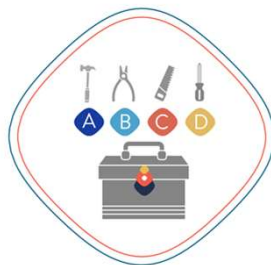


RESULTS REPORT

OBJECTIVE:

Provide 8 virtual sessions (via Zoom and YouTube) that help participants develop diverse strategies for:

- Learning to manage stress and difficult emotions during the COVID-19 crisis.
- Promoting emotional resilience, improving interpersonal relationships, and increasing personal and professional well-being.



RESULTS SUMMARY

97%

Feel that the course helped them manage the COVID-19 crisis



94%

% of Participants reporting that:

Stress levels decreased

94%

Attention to patients improved

90%

Relationships with coworkers improved

Average course evaluation (/10):

9.9

99% Would recommend the Stress Toolbox to others

Participants

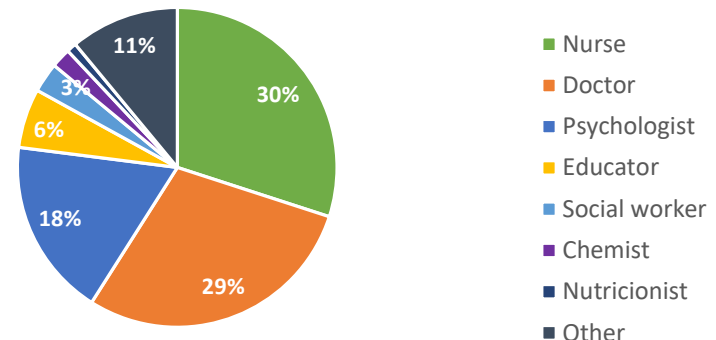
The course reached approximately 2,500 participants.

- **80%** work in Mexico and 20% work in other countries in Latin America and Europe.
- **59%** are doctors or nurses.
- **68%** work directly with patients.

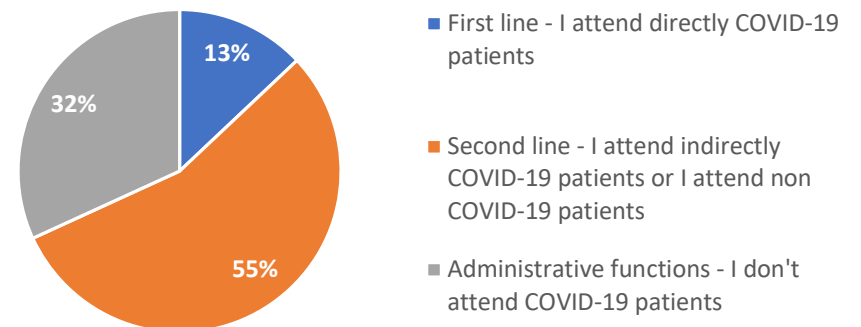
Course attendance.

- **83%** of participants attended at least **7 out of 8 sessions.**
- **96%** took the course online via Zoom or Youtube, twice a week for a month.

Profession



Type of work - Attention to COVID-19 patients



Participants on Zoom and on site at a hospital



Stress-ToolBox Salud / 1ª sesión

QUEREMOS DESARROLLAR
ABCD EN BALANCE

A B C

zobm

The slide features a white background with the text "QUEREMOS DESARROLLAR ABCD EN BALANCE". Below the text are three images: a woman with her eyes closed (A), a child being held (B), and a man with glasses (C). Each image is overlaid with a colored circle containing the letter. The Zoom logo "zobm" is in the bottom right corner.

ACIP Results: As a result of the course, there were statistically significant within group improvements in the following abilities that are key for stress management and the emotional resilience.



AWARENESS

Being conscious of our mental states and emotions and voluntarily directing attention to a chosen subject. Awareness involves developing meta-attention, focus and calm.



- **16%** - Able to pause before reacting.
- **15%** - Able to maintain focused attention in a desired area.
- **15%** - Able to quickly notice when mood begins to change.

CONNECTION

The capacity for developing healthy relationships with ourselves, others, and the world. Connection includes developing empathy, gratitude, and appreciation.



- **14%** - Actively take time to appreciate positive parts of the people they see from day to day.
- **11%** - Want all others to experience happiness, including those with whom they do not get along.

Testimony: *“I’ve learned to **empathize** with my coworkers who are in closer contact with COVID-19 patients, and how to **listen to my body** when my mind begins having catastrophic thoughts. In those moments I’ve used some of the tools that have helped me significantly: **pausing and breath awareness**.”*

*These are sample items that showed the greatest increase between the pre- and post- survey.

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INSIGHT

Evaluating our manner of interpreting our lives in an objective and healthy manner. Insight includes developing a curious, creative, and critical mind that questions its own thoughts, emotions, and behaviors.



- **23%** - Ability to change how they feel about a situation by changing thoughts regarding that situation.
- **20%** - Ability to reflect on how negative thoughts on a certain topic might be affecting them

PURPOSE

The motivation that dictates who we are and how we act in the world. Involves identifying and defining our significant goals, developing a sense of purpose, and becoming conscious of how our behavior aligns with our objectives.



- **13%** - Having a purpose in life that helps them make decisions.
- **12%** - Having a daily set of actions that contribute to personal growth.

Testimony: "I've gained control over myself and have learned to maintain calm and see situations from a new perspective."

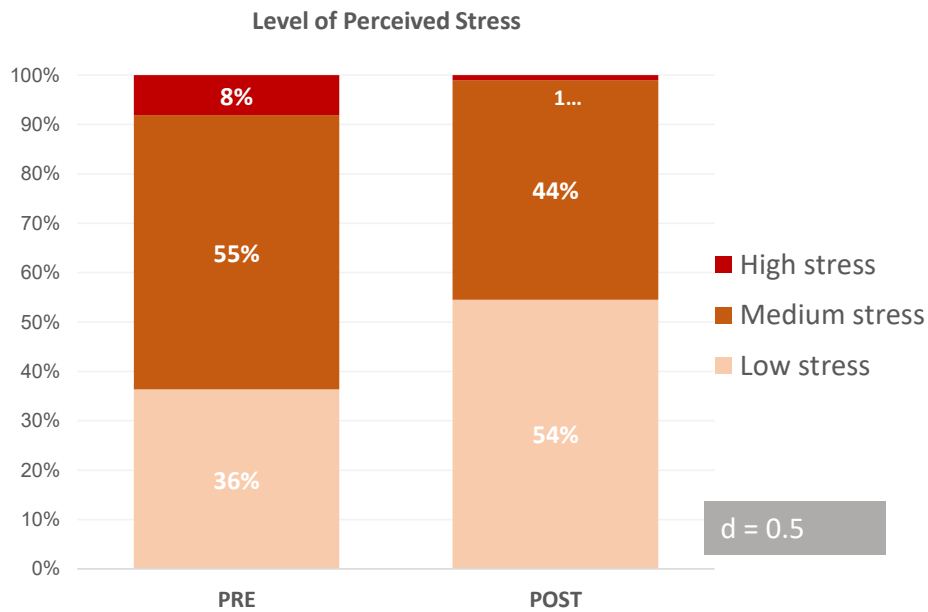
*These are sample items that showed the greatest increase between the pre- and post- survey.

Results regarding STRESS and BURNOUT LEVELS: As a result of the course there were statistically significant decreases in the level of perceived stress and burnout of the participants.

94%

Report that the course definitely helped with **stress levels**.

(versus 75% of participants at the Stress Toolbox at the Dermatological Institute in March 2020)



Despite the context of the pandemic (and a growing number of COVID-19 cases) we observed

Improvements in the average score of three subscales of burnout:

| | PRE | POST | |
|---------------------------------|-------|--------------|----------|
| Emotional Exhaustion | 22.93 | 19.06 | d = 0.31 |
| Depersonalization | 4.88 | 3.71 | d = 0.23 |
| Lack of personal accomplishment | 7.05 | 5.86 | d = 0.17 |

Detailed Stress and Burnout results:

| Perceived Stress Scale (5 items) | PRE | | POST | | Sig | Effect size (d) |
|-------------------------------------|------|----------|------|----------|------|-----------------|
| | Mean | ST. Dev. | Mean | ST. Dev. | | |
| Perceived Stress | 7.96 | 4.12 | 5.92 | 3.21 | ,000 | 0.494 |

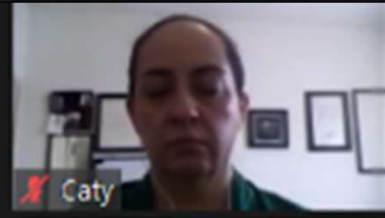
| MBI- GS | PRE | | POST | | Sig | Effect size (d) |
|---------------------------------|-------|----------|-------|----------|------|-----------------|
| | Mean | ST. Dev. | Mean | ST. Dev. | | |
| Emotional Exhaustion | 22.93 | 12.54 | 19.06 | 11.07 | ,014 | 0.309 |
| Depersonalization | 4.88 | 5.09 | 3.71 | 4.46 | ,014 | 0.230 |
| Lack of personal accomplishment | 7.05 | 6.88 | 5.86 | 5.65 | ,001 | 0.173 |

EJERCICIO

Gratitud y generosidad




Testimony:

“Before the course, I was frightened and acted in an extreme manner during patient care. I experienced sleep and appetite difficulties and was thinking more of myself than others, even though I was still being generous. Now, without much effort, I find myself relaxed, realistic, grateful, and empathetic.”



As the result of learning to manage their emotions and stress, we observed **large perceived benefits** in participants' personal and professional lives.



- 
 97% Feel that the course helped them **face COVID-19**
- 
 94% Improved patient treatment
- 
 90% Improved relationships with coworkers

| In comparison with the previous year (before the Stress Toolbox training), participants now: | Remote STx. (6/2020) | STx. Derm. Inst.. (3/2020) |
|---|-------------------------|-------------------------------|
| Have an improved sense of well-being overall | 95% | 84% |
| Are more conscious of emotions | 95% | 91% |
| Are more capable of maintaining supportive relationships with those with whom they live or work | 94% | 86% |
| Feel more capable of managing work-related stress | 91% | 86% |
| Feel closer to those with whom they live or work | 90% | 82% |
| Are more capable of being attentive or concentrating at work | 90% | 89% |
| Are more committed to remaining in their profession | 90% | 89% |

Participant Testimonials:

“On Monday, when a patient with suspected COVID-19 entered, I felt very scared, preparing my PPE (Personal Protection Equipment) completely. I felt nervous being in contact with the patient. I thought I was going to pass out.

PAUSING helped me immensely, paying attention to how my body felt and empathizing with the patient. It helped me to manage the situation in the best manner possible.”

“I’ve spent months in various work conflicts, to the point where I was considering resigning from my workplace, and all of those issues were exacerbated by the pandemic.

*The course helped me better cope with these conflicts and begin **to refocus my attention on the importance of my work.**”*

Participant Testimonials:

*"It helped me to improve my performance when faced with the extreme demand for psychological services, **avoiding emotional overload**. The techniques opened up the range of possibilities for carrying out my interventions with patients, family, and colleagues."*

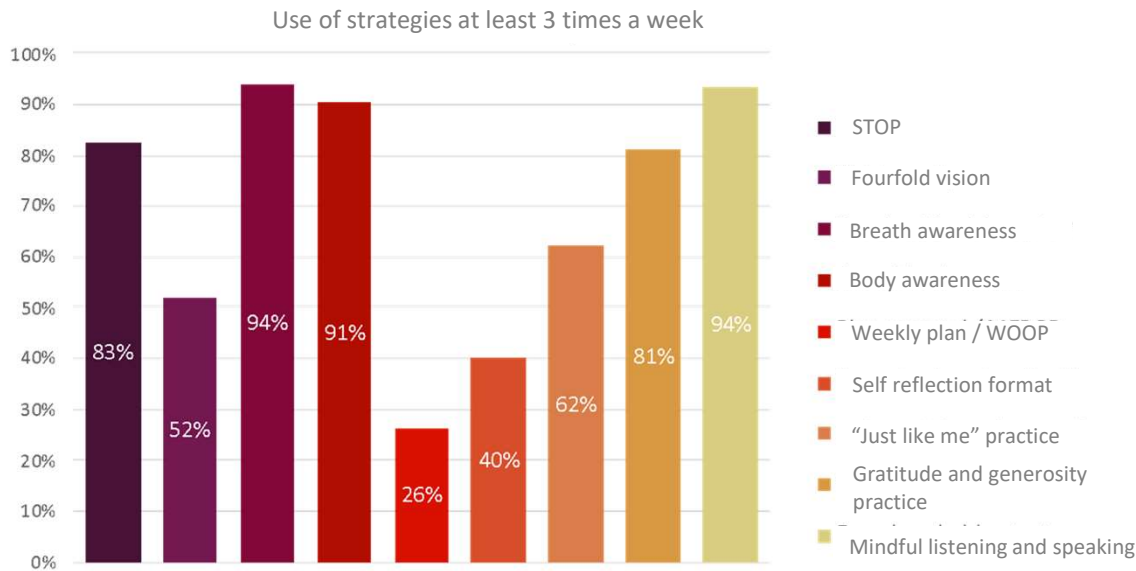
"I've learned to empathize with my coworkers who are in closer contact with COVID-19 patients, and how to listen to my body when my mind begins having catastrophic thoughts. In those moments I've used some of the tools that have helped me significantly: breathing and meditating."

Participants report a significant use of the tools

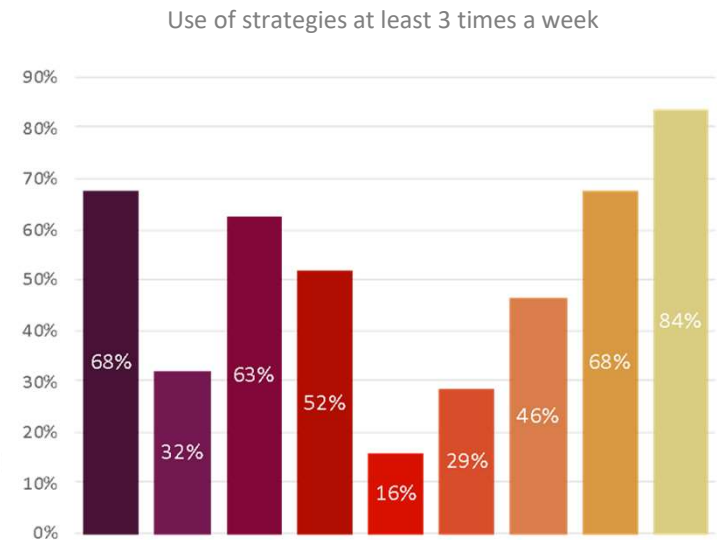


- **90%** of participants are using at least one tool from the course on a weekly basis
- **Most used tools:** “Breath awareness” “Mindful listening and speaking” and “Body awareness”
- There is likely a greater need to use these tools given the pandemic

Remote STx. Health Professionals (June 2020)



STx. Dermatological Institute (March 2020)



SATISFACTION WITH THE PROGRAM



In all areas, the evaluations for the course were **very high**.

The participants evaluated it as a quality course, useful and relevant to their work and personal lives.

Average level of Course Satisfaction (/10)

Remote STx. (June 2020)

9.9

STx. Derm. Inst. (March.2020)

9.6

| | Remote | In Person |
|--|--------|-----------|
| Topics covered in the workshop | 9.9 | 9.8 |
| The ability of the instructo(s) presenting the program | 9.9 | 9.9 |
| The knowledge of the instructor(s) about the topics and strategies covered | 9.9 | 9.9 |
| The clarity of the content covered during the program | 9.9 | 9.8 |
| The usefulness of the learned techniques for personal life | 9.9 | 9.4 |
| The usefulness of the learned techniques for professional life | 9.8 | 9.3 |
| The workshop in general (logistics, content, activities) | 9.8 | 9.3 |
| The logistics for the online course | 9.8 | - |

Both courses received high evaluations. Nonetheless, there were **NOTABLE IMPROVEMENTS IN THE ONLINE VERSION OF THE STRESS TOOLBOX.**

This is due to the incorporation of **learnings and suggestions** from previous courses and the refinement of the intervention to be able to deliver it in a **virtual format.**

The participants found the course very useful, evaluating it highly and saying they would recommend it to others, especially to colleagues within their institution.

Remote
(June 2020)



WOULD RECOMMEND the Stress Toolbox to other people such as family, friends, colleagues, and other health professionals.

In-Person
(March 2020)



Remote
(June 2020)



This type of course should be offered for the workers within this institution.

In-Person
(March 2020)



Testimonial: *“Specifically, it helped me arrive at peace and tranquility during the quarantine, and I learned to manage my stress with all the tools that they taught us in this workshop. Above all, I learned to accept and work through my dysfunctional thoughts.”*

FINAL RESULTS

- The course achieved its objectives:
 - **97%** of participants feel that it helped them **face the COVID-19 crisis**
 - **94%** of participants report that the experience **helped manage their levels of stress**.
- **Significant improvements were found in each key area of the course and expected outcomes** (awareness, connection, insight, and purpose; perceived stress and burnout). This shows that the tools offered were accessible, practical, and generated important changes in a short time.
- Likewise, **94% report that they improved their patient care** and **90%** report better relationships with colleagues.
- The **evaluation of the course was high in all areas** (average: **9.9**) and the participants evaluated it as a high-quality, useful, and relevant course for their work and personal life.
- As a result of the perceived benefits and high satisfaction of the course, **99% of participants would certainly recommend** the program to other people and **94%** stated that it should be offered to all workers in their organization.
- Compared to the in-person course given at the Dermatological Institute (March 2020), **better results** were evident in terms of perceived stress, use of tools, and satisfaction with the course. This are encouraging results showing the benefits of incorporating lessons learned and suggestions, refining the course, and continuing with instructor's training. Furthermore, **this are also encouraging results pointing to the effectiveness and usefulness of the Stress Toolbox in its digital format, and thus towards its scalability**.

These preliminary results show the potential **value and impact** of the Stress Toolbox on the general well-being of participants and that it **deserves to be continued** to help more health professionals during this health crisis.