

# Optimizing the Resilience of Healthcare Workers Against The COVID-19 Pandemic

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## Abstract

**Introduction:** During the COVID-19 pandemic, healthcare workers have physical and psychosocial pressure in carrying out their work. The requirement for healthcare workers in dealing with the pandemic is so high, the identification process for the resilience of healthcare workers is not going well. The purpose of this article is to review about how to optimize the resilience of healthcare workers exposed to COVID-19 outbreak working conditions.

**Methods:** This literature review is conducted in October 2021. Research related to the resilience of healthcare workers during COVID-19 Pandemic by using valid keywords, including resilience, healthcare workers, COVID-19 through ProQuest, ScienceDirect and SpingerLink.

**Results:** A total of 10 articles were selected for the literature review. The process of self-reflection is one of the important things for healthcare workers. Optimizing resilience of healthcare workers by carrying out an efficient division of tasks to reduce workloads, give more attention to their needs, provide training and knowledge about digital applications to increase capacity in carrying out their work, provide mental health support for healthcare workers and creating a safe and comfortable work environment for them.

**Conclusions:** Maintaining health during the COVID-19 pandemic is an important thing that needs to be done by healthcare workers. Stress management is an important factor in dealing with a pandemic. Create an assessment of the resilience of healthcare workers by detecting gaps, determining priorities, developing plans to prevent psychosocial hazards at all levels both individual and organizational levels.

**Keywords:** resilience, Healthcare Workers, COVID-19

## Abstrak

**Pendahuluan:** Selama pandemi COVID-19, tenaga kesehatan mengalami tekanan fisik dan psikososial dalam menjalankan pekerjaannya. Kebutuhan tenaga kesehatan dalam menghadapi pandemi sangat tinggi sehingga proses identifikasi ketahanan tenaga kesehatan tidak berjalan dengan baik. Tujuan dari artikel ini adalah untuk mengulas tentang bagaimana mengoptimalkan ketahanan tenaga kesehatan selama pandemi COVID-19.

**Metode:** Tinjauan literatur ini dilakukan pada bulan Oktober tahun 2021. Penelitian terkait dengan ketahanan tenaga kesehatan pada era pandemi COVID-19 dengan menggunakan kata kunci yang valid antara lain Resiliensi, Tenaga Kesehatan, COVID-19 melalui ProQuest, ScienceDirect dan SpingerLink.

**Hasil:** Sebanyak 10 makalah dipilih untuk tinjauan literatur. Proses refleksi diri merupakan salah satu hal yang penting bagi tenaga kesehatan. Mengoptimalkan ketahanan tenaga kesehatan dengan melakukan pembagian tugas yang efisien untuk mengurangi beban kerja, lebih memperhatikan kebutuhan mereka, memberikan pelatihan dan pengetahuan tentang aplikasi digital untuk meningkatkan kapasitas dalam menjalankan pekerjaannya, memberikan dukungan kesehatan mental bagi tenaga kesehatan dan menciptakan lingkungan kerja yang aman dan nyaman bagi mereka.

**Kesimpulan:** Menjaga kesehatan di masa pandemi COVID-19 merupakan hal penting yang perlu dilakukan oleh tenaga kesehatan. Manajemen stres merupakan faktor penting dalam menghadapi pandemi. Membuat penilaian ketahanan tenaga kesehatan dengan mendeteksi kesenjangan, menentukan prioritas, mengembangkan rencana untuk mencegah bahaya psikososial di semua tingkatan baik tingkat individu maupun organisasi.

**Kata kunci:** resiliensi, Tenaga Kesehatan, COVID-19

## Introduction

During the COVID-19 pandemic, healthcare workers have physical and psychosocial pressure in carrying out their work. Many healthcare workers have fatigue and stress while working in health services due to increased workloads and even die due to being infected by COVID-19.<sup>1,2</sup>

The requirement for healthcare workers in dealing with the pandemic is so high, the identification process for the resilience of healthcare workers is not going well. It is necessary to intervene in the health care system that aims to optimize the resilience of healthcare workers by minimizing anxiety and stress, good interpersonal relationships between supervisors, co-workers and effective coping mechanisms.<sup>3</sup> Organizational understanding of the condition of healthcare workers is important to optimize the resilience of healthcare workers and improve the welfare of healthcare workers.<sup>1-3</sup>

## Methods

We search in three databases ProQuest, ScienceDirect and SpingerLink to retrieve peer-reviewed publications of relevant empirical publications. The electronic database was searched in October 2021. Titles, abstracts and discussions are screened to identify studies that include relevance to serve as a reference. Database search from 2020 to 2021. The search term includes three headings: Resilience, Healthcare Workers and COVID-19.

The first time we did the title screening and abstract study that we will use as a reference. We have language limits used in our research review of studies written in English. The eligibility criteria for inclusion were related to the resilience of healthcare workers during COVID-19 Pandemic. Criteria of exclusion is any study that does not match the above criteria.

## Results

After evaluating the extracted articles and screening in terms of relevance and quality, 10 articles were selected to be reviewed. (see table 1) During the COVID-19

pandemic, healthcare workers have mental health disorders that interfered with their performance in carrying out their work to serve patients in health services.<sup>1,2</sup> Mental disorders that healthcare workers have include negative emotional effects such as high anxiety, stress and depression.<sup>2-4</sup>

In carrying out their duties as healthcare workers, they spend a lot of time in health services, there is less time for family, cannot do the hobbies they usually do like before the pandemic, time for recreation and relaxation is reduced, the stress felt by healthcare workers is higher during the pandemic.<sup>3,4</sup>

The process of self-reflection is one of the important things for healthcare workers to do, they can better understand their purpose of life, social and human values as healthcare workers who sincerely assist in serving and caring for COVID-19 patients in health services. By undergoing self-reflection activities, healthcare workers can appreciate their life and always be grateful for what they have, it can be easier to find problems related to their psychosocial pressures.<sup>3-5</sup>

A prolonged pandemic accompanied by uncertainty about when this pandemic will cease, has caused many psychosocial problems for healthcare workers, both in terms of emotional exhaustion, excessive anxiety and a sense of not being able to live with high workloads and environmental pressures, resulting in feelings of suicidal idea.<sup>4,6</sup>

One of the most important ways to help reduce stress levels that felt by healthcare workers is by seeking optimal protection for healthcare workers to prevent them from COVID-19 exposure. Protection by using personal protective equipment and a good protection system in terms of planning, implementing, monitoring and evaluating health resilience in psychosocial stress during work, for example by using telemedicine in consulting and treating COVID-19 patients.<sup>5,6</sup>

In carrying out their duties as healthcare workers, they should be given time to communicate with family, friends and co-workers, the interactions that occur between them can strengthen the sense of belonging, the high workload felt by healthcare workers can be reduced because it is strengthened by the role of the healthcare community.<sup>7,8</sup>

If healthcare workers show psychosocial disorders signs, they need to be treated immediately through counseling and setting their work hours and workloads. Organizational leaders should give support for

**Table 1. The Selected Articles Overview**

Title of Article	Study Design	Population	Major Outcome
Resilience, COVID 19-related stress, anxiety and depression during the pandemic in a large population enriched for healthcare providers	Cross Sectional	Healthcare Workers of The Children’s Hospital of Philadelphia	Resilience helps healthcare workers reduce worries as well as anxiety and depression
Update: Characteristics of Health Care Personnel with COVID-19—United States, 12 February–16 July 2020	Case Report	United States healthcare workers	Ensuring access to personal protective equipment and training for healthcare workers
Workplace team resilience: A systematic review and conceptual development	Systematic Review	The Published document on team resilience research	The development of team resilience can improve their adversity management in the workplace
Preserving mental health and resilience in frontline healthcare workers during COVID-19	Case Study	Healthcare workers of The Second Xiangya Hospital	Mental health resources and education should be provided to healthcare workers who are experiencing traumatizing work conditions and unparalleled stress levels
Protecting our healthcare workers during the COVID-19 pandemic	Case Report	United States healthcare workers	The implementation of accessible counseling services and effective measures to care for healthcare workers mental well-being in order to preserve their health
Health system resilience: what are we talking about? A scoping review mapping characteristics and keywords	Scoping Review	The published document on health systems resilience	The competence within the healthcare workers should be sufficiently high to maintain the daily functions of the health system
The impact of COVID-19 on healthcare worker wellness: a scoping review	Scoping Review	The published document on how COVID-19 has impacted Healthcare Workers wellness	To improve healthcare workers emotional resilience, they must face additional layers of responsibilities and mental and physical hardships
Battle buddies: rapid deployment of a psychological resilience intervention for health care workers during the COVID-19 pandemic	Randomized controlled trials	Healthcare workers of Minnesota Medical Center	Attempting to systematically address psychological stress risks and to actively promote resilience in healthcare workers is critical
Resilience and Emotional Support in Health Care Professionals During the COVID-19 Pandemic	Case Report	Health workers of Hospital Clínic de Barcelona	Organizations are accountable for developing and maintaining healthcare workers resilience to ensure a safe and secure work environment

Rural Pandemic Preparedness: The Risk, Resilience and Response Required of Primary Healthcare	Case Study	Rural healthcare workers in Australia and Canada	Specific preparation is needed for building community resilience and fostering a coordinated and supported rural Primary Healthcare response
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healthcare workers and prepare a good protection for healthcare workers.<sup>8,9</sup>

Organizational leaders can provide opportunities for healthcare workers take their time to rest and do activities that can reduce their workload through sports, providing nutritious food for their immune system.<sup>8</sup> Healthy food can increase energy and give a better immune system. Healthcare workers who get sleep deprivation cannot control their emotions. With adequate rest, the immune system will be stronger and bring up mindfulness.<sup>9</sup>

Organizational changes in healthcare workers system need to be carried out quickly in order to adapt to the current pandemic conditions. Organizational leaders need to optimize resilience of healthcare workers by carrying out an efficient division of tasks to reduce workloads, give more attention to their needs, provide training and knowledge about digital applications to increase capacity in carrying out their work and provide mental health support for healthcare workers.<sup>8-10</sup>

The next step that can be taken by organizational leaders is to provide guidance and training for junior healthcare workers who still young and just starting to work can fill the shortage of healthcare workers needed in services, invest in sophisticated information systems that simplify the process of collecting and processing data so that decision making can be carried out effectively and efficiently, creating a safe and comfortable work environment for healthcare workers can give them a motivation to work in a good mood. Cross-sectoral collaboration is needed both at the macro and micro levels, the resilience of healthcare workers during the COVID-19 pandemic can be optimized with good cooperation.<sup>9,10</sup>

## Conclusions

Maintaining health during the COVID-19 pandemic is an important thing that needs to be done by healthcare workers. By thinking positively, healthcare workers can overcome fear and increase resilience in the work environment in the pandemic era. Stress management is an important factor in dealing with a pandemic. Planning and preparedness in dealing with pandemics need to be followed by create an assessment of the resilience of healthcare workers by detecting gaps, determining priorities, developing plans to prevent psychosocial hazards at all levels both individual and organizational levels.

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