

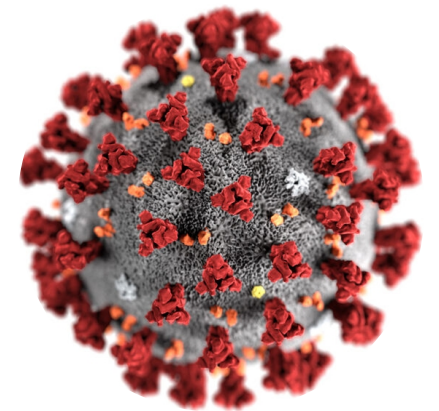
**To assist the Ministry of Health and Family Welfare,
Government of India**

A joint effort by WHO & IDEA

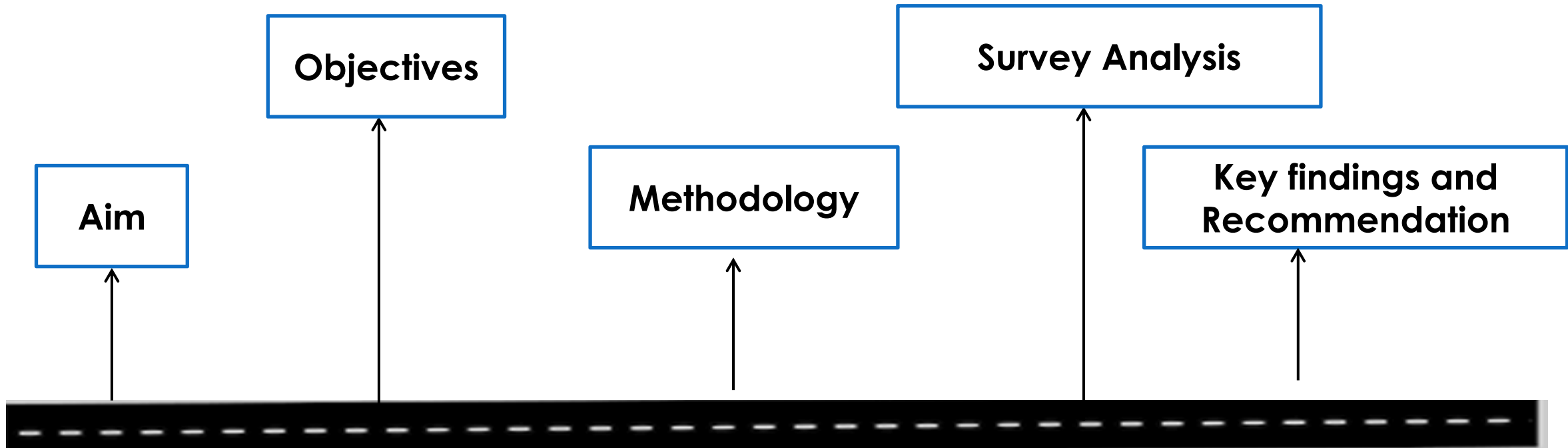
COVID-19 Perception Survey for Needs Assessment of Nurses/ Paramedics/ EMTs

**WHO (Country Office-India), Health Security and Emergencies Team and
Institution for Disasters, Emergencies & Accidents (IDEA)**

February 1 - 12, 2021



PRESENTATION ROADMAP



AIM & OBJECTIVES OF THE SURVEY

AIM

To understand the issues faced by Nurses/ Paramedics / EMTs amidst the COVID-19 response

Experiences faced by Nurses, EMTs and Paramedics during COVID-19 response.

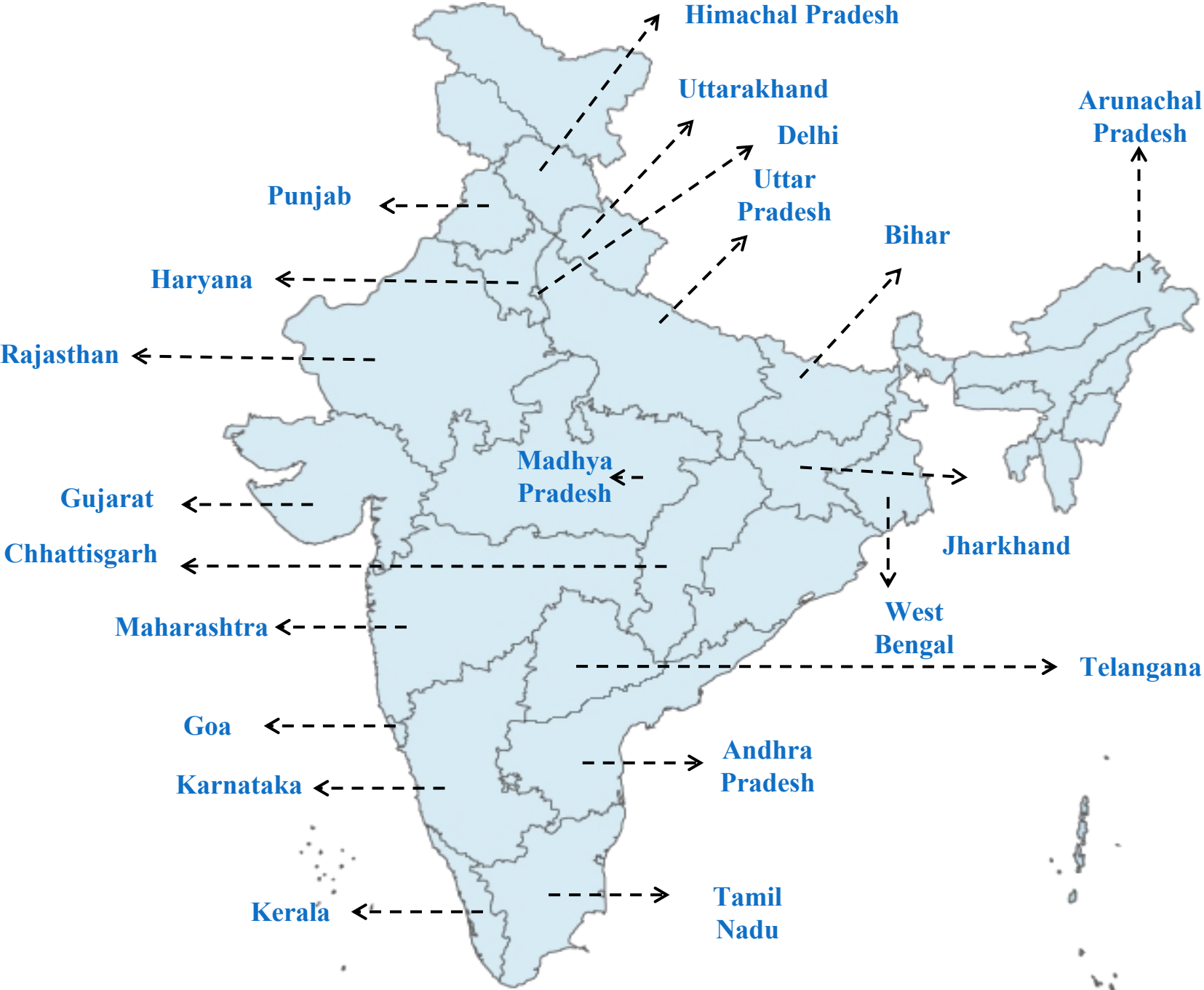
To assess the provision and availability of essential services (PPE etc.), protection and safety protocols.

Gauge the impact on Mental Well-being of these cadres in dealing with this ongoing COVID-19 Pandemic



OBJECTIVES

Respondents covered from several states



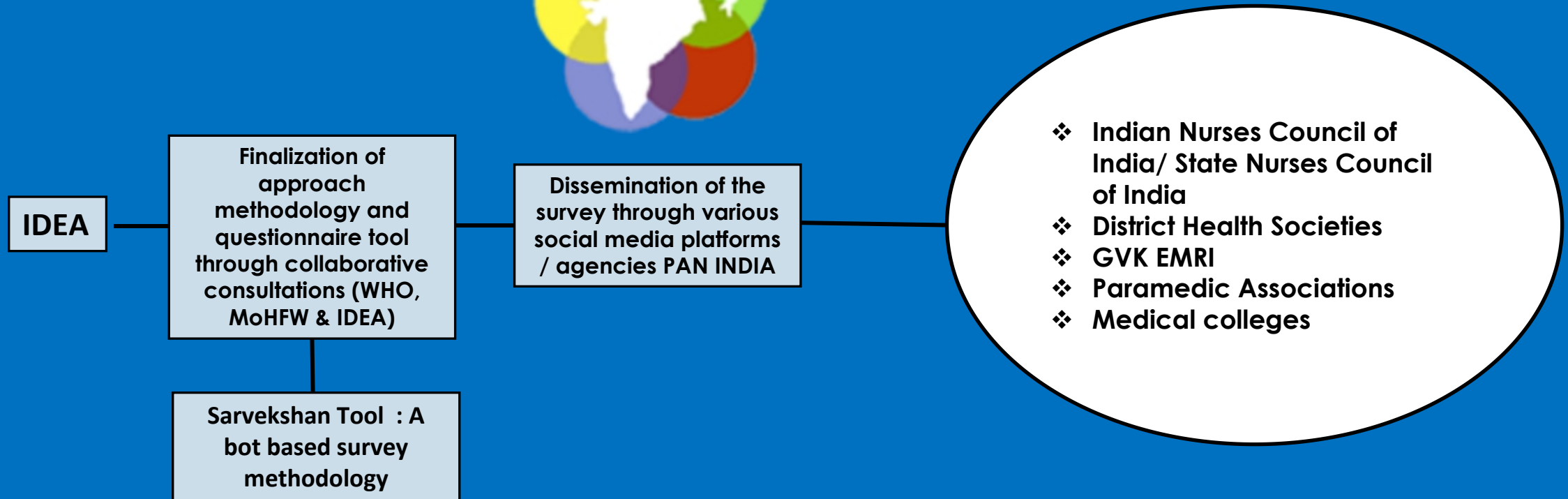
S.No.	State	District/ City	Sr. No.	State	District/ City	
1	Madhya Pradesh	Bhopal	12	Uttar Pradesh	Agra, Allahabad, Bagpat, Firozabad, Gautam Buddha Nagar, Hapur, Lucknow, Sitapur	
2	Karnataka	Bangalore, Chikkamagalur, Chitradurga, Dharwad, Hebbal, Hennur, Kammanahalli, Mangalore				
3	Gujarat	Ahmedabad, Anand, Banaskantha, Baruch , Surat	13	West Bengal	Kolkata	
4	Assam	Dhubri,	14	Telangana	Hyderabad, Hagital, Medchal,	
5	Delhi	North, South, East and West Delhi	15	Uttarakhand	Almora, Nainital, Uttar Kashi, Rudrapur, Haldwani	
6	Bihar	Aarah Bhojpur, Gaya	16	Punjab	Moga, Jalandhar,	
7	Haryana	Fraidabad, Gurgaon, Jind, Mewat, Sonipat,	17	Maharashtra	Mumbai, Nagpur	
8	Himachal Pradesh	Mandi	18	Andhra Pradesh	Lohit	
9	Tamil Nadu	Chengalpattu, Chennai, Coimbatoor, Dharmapura, Kallakuruchi, Kancheepuram, Kanyakumari, Krishnagiri, Madurai, Vellore	19	Andhra Pradesh	Guntur, Kadapa	
10	Kerala	Alapuzza, Ernakulum, Idukki,Kollam, Kottayam, Kannur	20	Rajasthan	Alwar, Chitthor, Jaipur, Karauli,	
11	Chattisgarh	Durg, Raipur	21	Goa	Panaji	

N= 501

S.No.	State	No. of respondents	Sr. No.	State	No. of respondents
1	Madhya Pradesh	4	12	Uttar Pradesh	6
2	Karnataka	130			
3	Gujarat	12	13	West Bengal	5
4	Assam	4	14	Telangana	25
5	Delhi	120	15	Uttarakhand	30
6	Bihar	8	16	Punjab	15
7	Haryana	9	17	Maharashtra	6
8	Himachal Pradesh	4	18	Andhra Pradesh	8
9	Tamil Nadu	80	19	Andhra Pradesh	9
10	Kerala	6	20	Rajasthan	10
11	Chattisgarh	8	21	Goa	2

METHODOLOGY

Survey commenced on- February 1, 2021- February 12, 2021

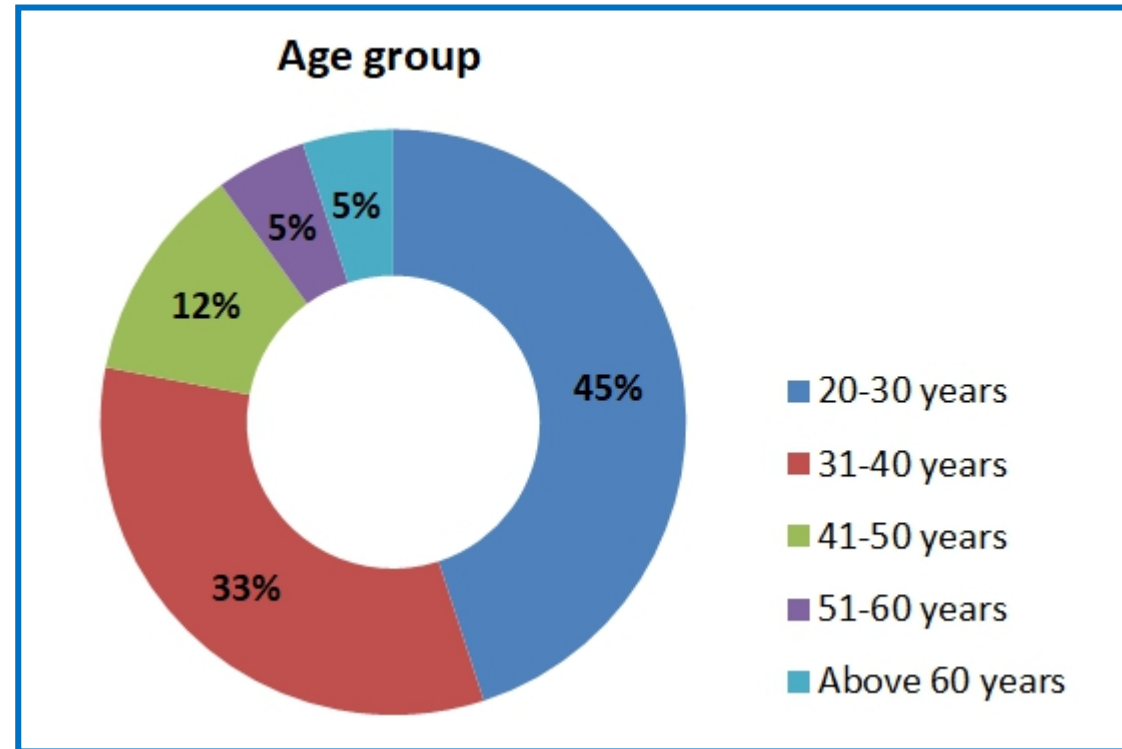


DATA & DEMOGRAPHICS



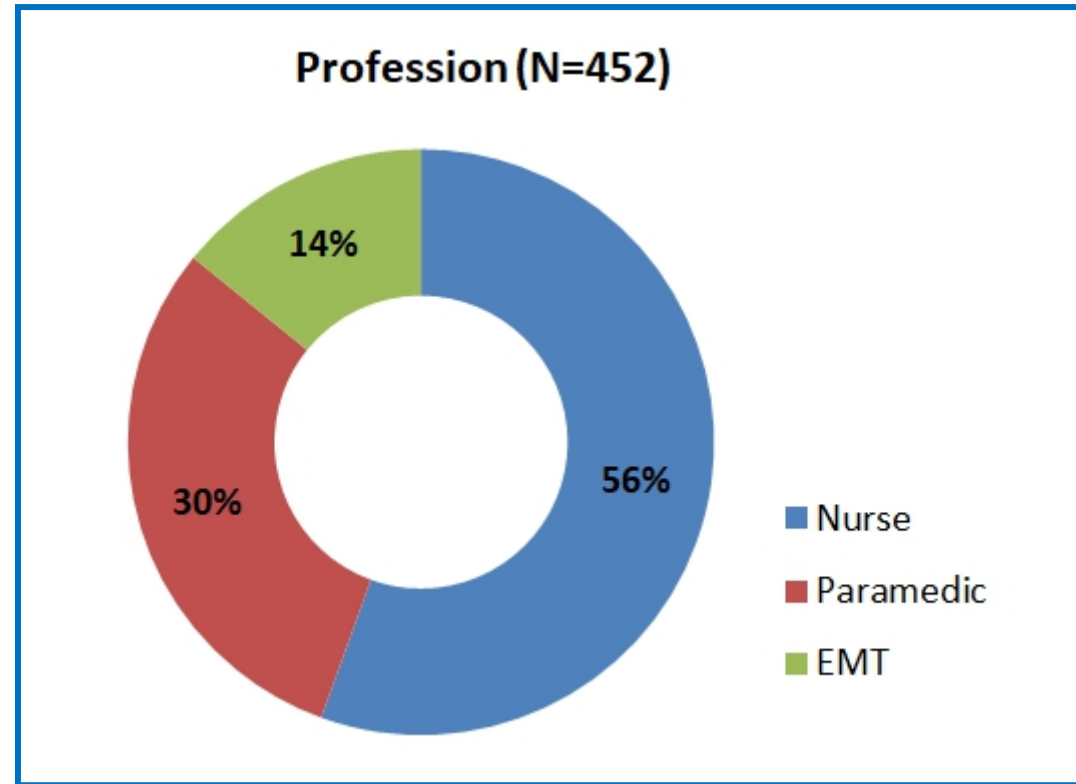
Age-group

Majority of the respondents fall in the age group of 20-30 years (45%) and 31-40 years (33%).

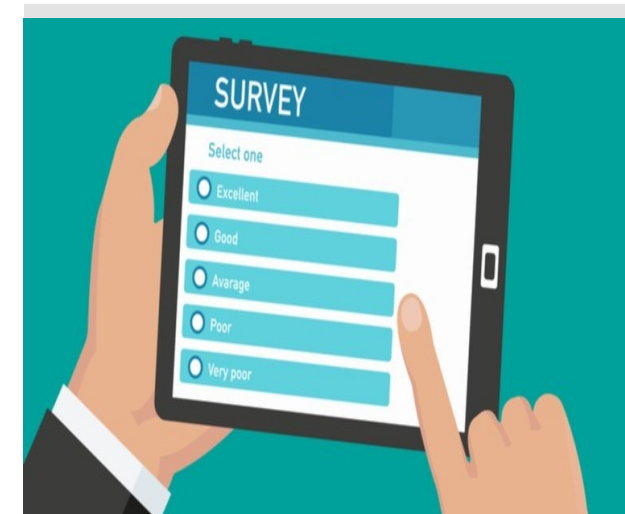
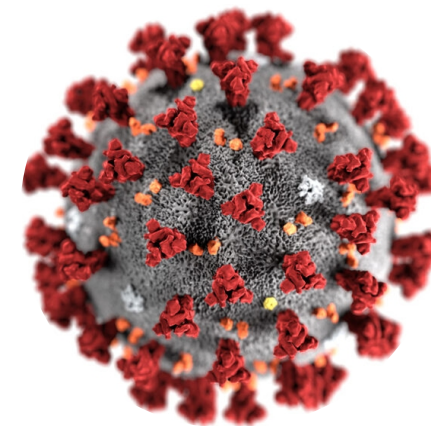


Profession

Out of the three cadres, the participation of nurses is the highest (56%) followed by Paramedics (30%) & EMTs (14%).

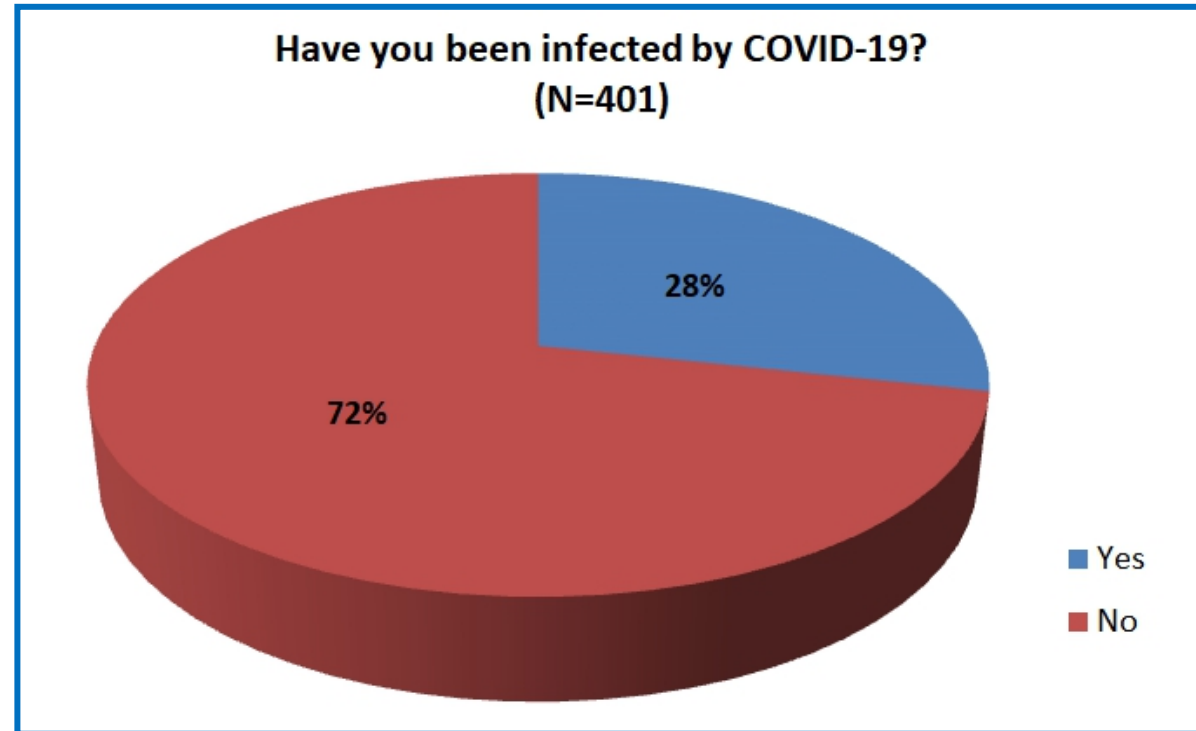


SURVEY ANALYSIS



COVID-19 Infection

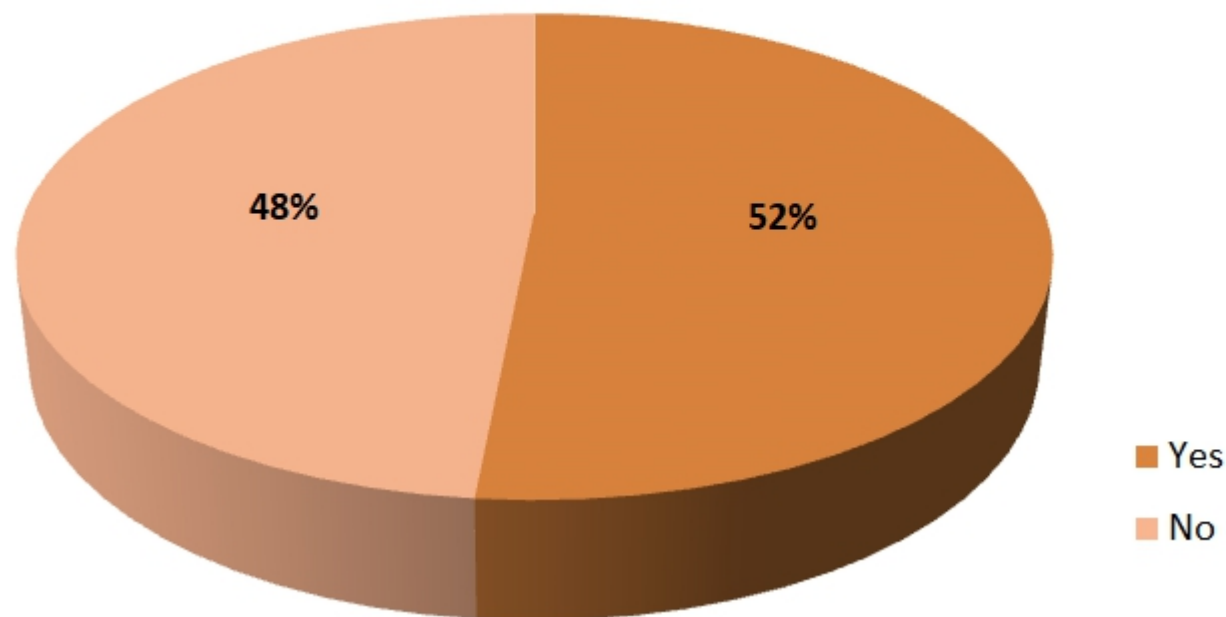
Surprisingly, majority of the respondents said that they have not been infected by COVID-19 (72%). However, 28% of them were infected.



COVID-19 Vaccination

Though majority of the respondents were vaccinated and almost equal number of respondents were not vaccinated, therefore major emphasis should be laid on **vaccinating** all these three cadres on first priority.

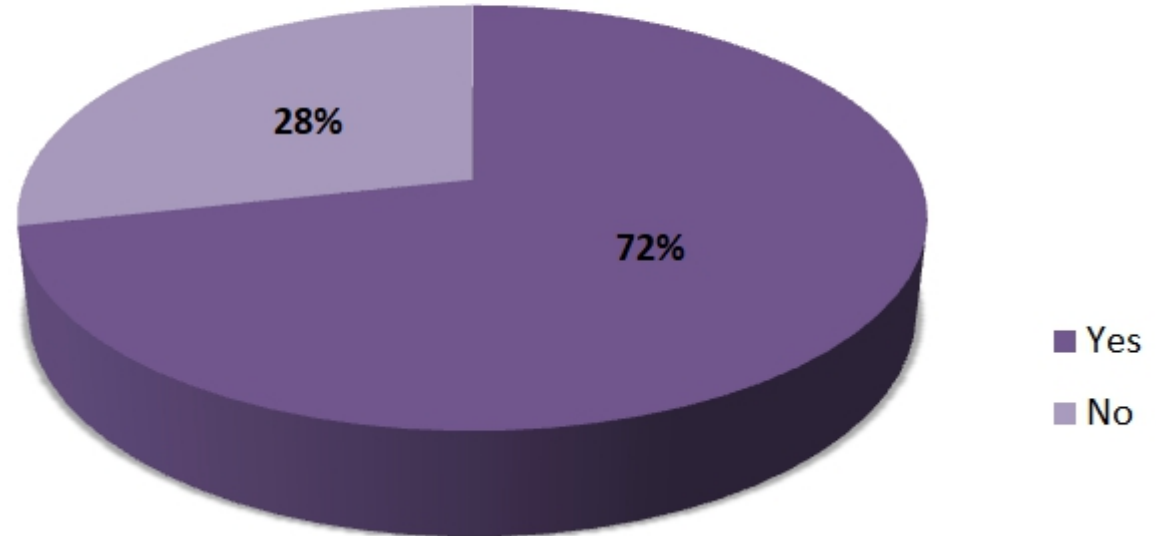
Have you been vaccinated against COVID-19?
(N=394)



Safety issue

- ❖ Majority of the respondents feel safe while handling COVID-19 patients which indicates their **resilience** towards the stigma of COVID-19.
- ❖ However, 28% still feel that they are unsafe and hence should be equipped with necessary protection gears.

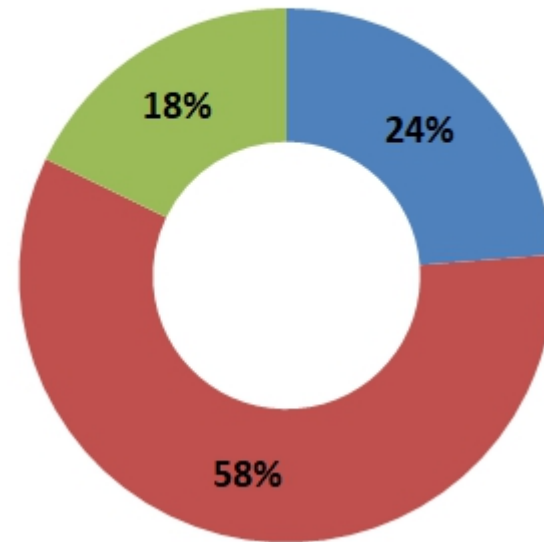
Being a Paramedic or a Nurse, do you feel you are safe while treating and transporting a COVID-19 patient?
(N=383)



Reasons for feeling unsafe

- ❖ Majority of the respondents have fallen prey to the COVID-19 induced stigma (58%). Hence, it is necessary to create awareness among them.
- ❖ Lack of protective gears (24%) and training (18%) are the other reasons for the same.

If no, why do you feel so?
(N=101)

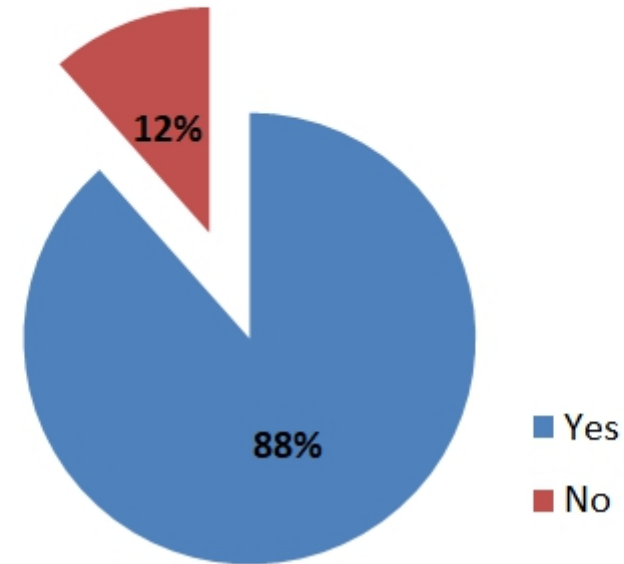


- We are not properly equipped
- We are at risk, though equipped
- We are not trained enough

Training on PPE

The cadres are heedful towards the training imparted on using PPE (88%), however there is still scope for ameliorating it (12%).

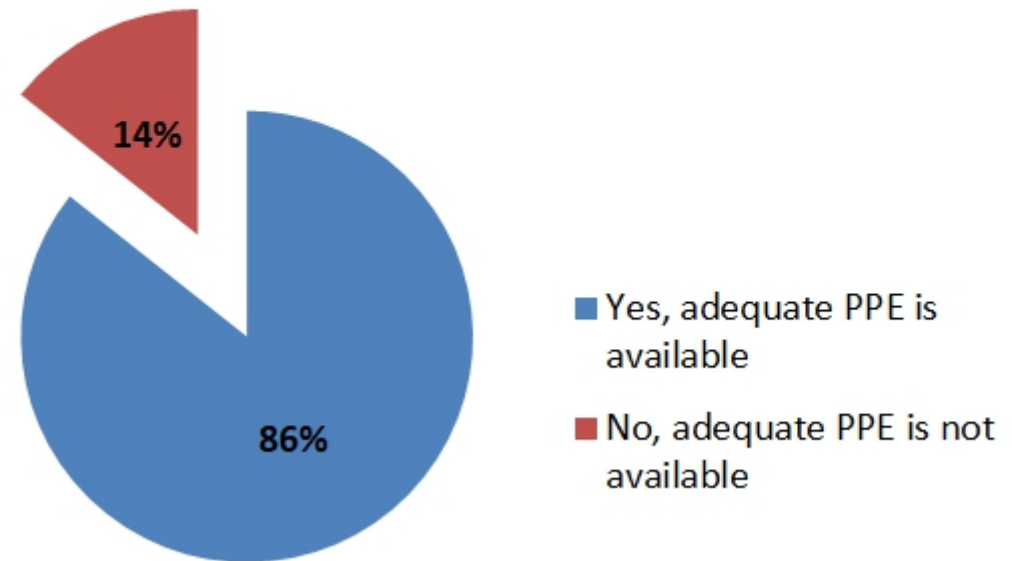
Have you been provided training on using PPE during the COVID-19 pandemic?
(N=372)



Availability of PPE

- ❖ Majority of the respondents have been provided with the required PPEs (86%).
- ❖ A proportion (14%) of the respondents haven't received the same, hence such arrangements should be made at the earliest.

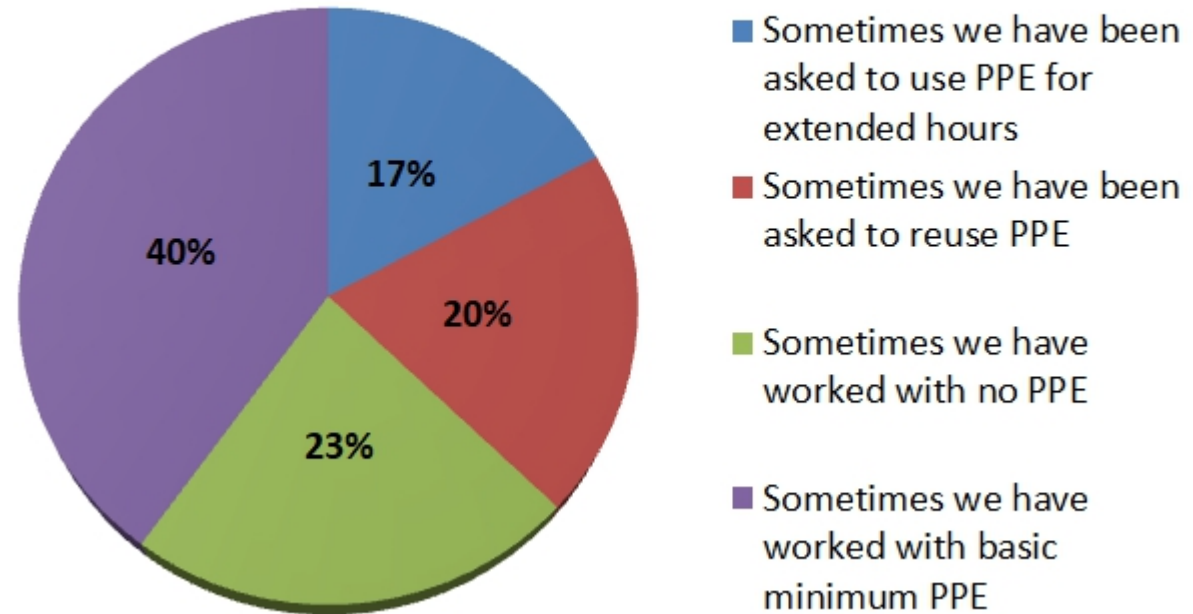
At your workplace, have you received adequate PPE to protect yourself from COVID-19?
(N=363)



PPE Management

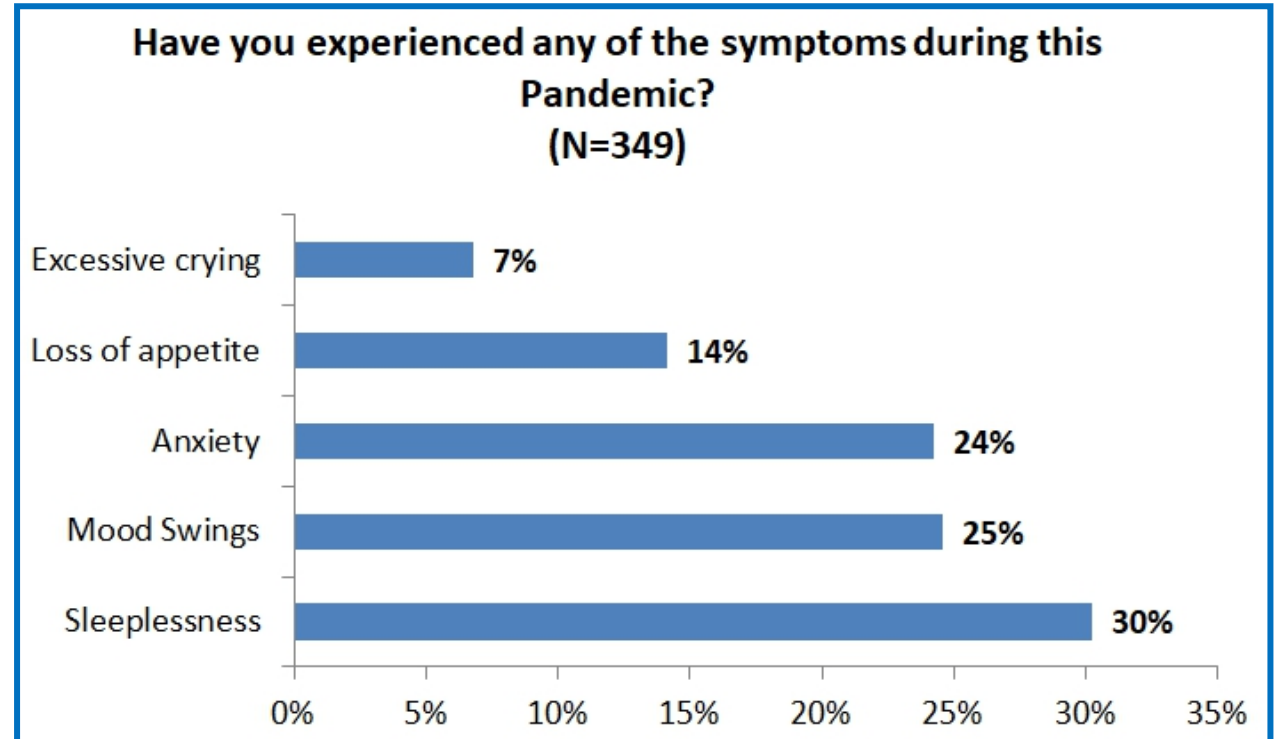
- ❖ Majority of the respondents (63%) have worked with no or minimum basic PPE, which entails more risk of being infected.
- ❖ Reusing PPEs or using PPEs for extended hours is also not a healthy practice. Hence, healthcare Institutions should acknowledge the possible risks the respondents are exposed to if they are not provided with adequate PPE and should provide the same.

If no, how is it being managed presently?
(N=52)



Impacts of the Pandemic

- ❖ **Sleeplessness (30%), Mood swings (25%) and anxiety (24%)** are the three major impacts of the Pandemic on these cadres indicating that their **overburdened** work schedules.
- ❖ The respondents should be given rest at regular intervals and the service to provide psychosocial support should be provided to cope with these challenges.



Any other burnout symptoms (If No, write NA)

- ❖ Allergy in palms and cheeks
- ❖ Forgetfulness
- ❖ Body ache
- ❖ Cold, cough, throat pain, running nose and chest discomfort
- ❖ Dryness in mouth
- ❖ Fever
- ❖ Exhaustion
- ❖ Headache
- ❖ Homesickness
- ❖ High Blood Pressure
- ❖ Memory loss
- ❖ Nightmares
- ❖ Pneumonia
- ❖ Vomiting

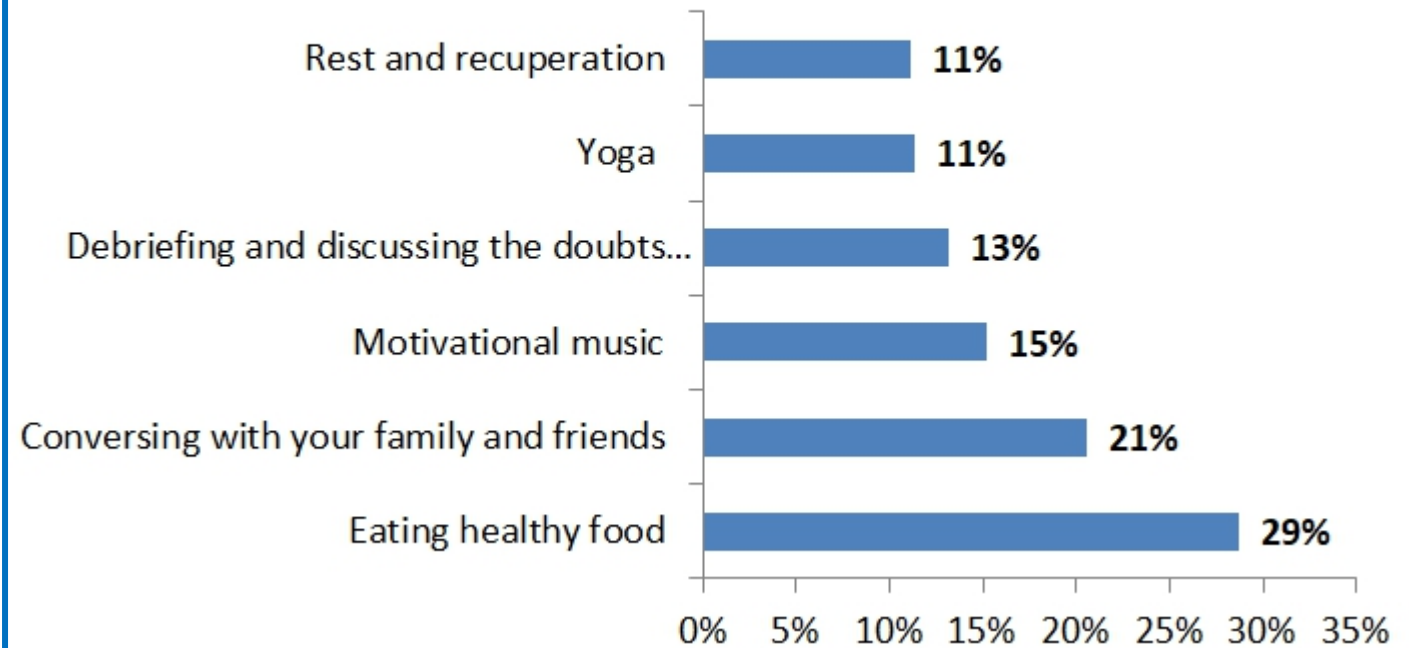
If you had faced any of the symptoms, where did you reach out for support? (If No, write NA)

- ❖ Care Hospital Counselor
- ❖ Covid-19 Care Center
- ❖ Department Doctors
- ❖ District Hospital
- ❖ Government quarantine center
- ❖ Near by clinic
- ❖ Hospital Management
- ❖ Local Municipality Hospital but no help was provided so had to consult others

Personal well-being

Art, spending time with families/friends and adopting healthy food and life practices have helped the respondents cope with the prevailing situation

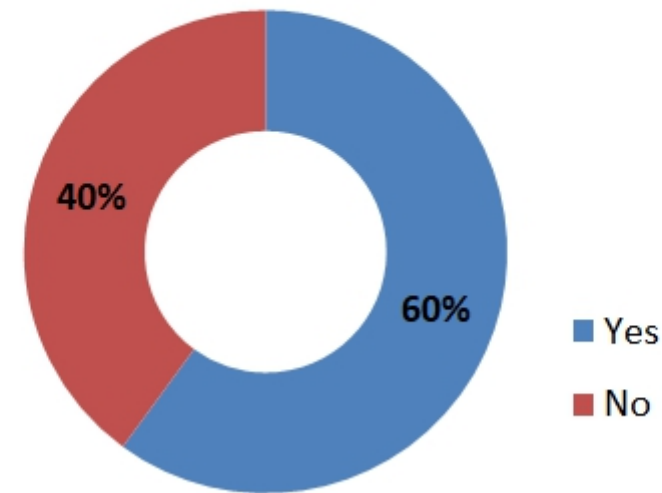
How did you maintain your personal well-being?
(N=323)



Response of the organization

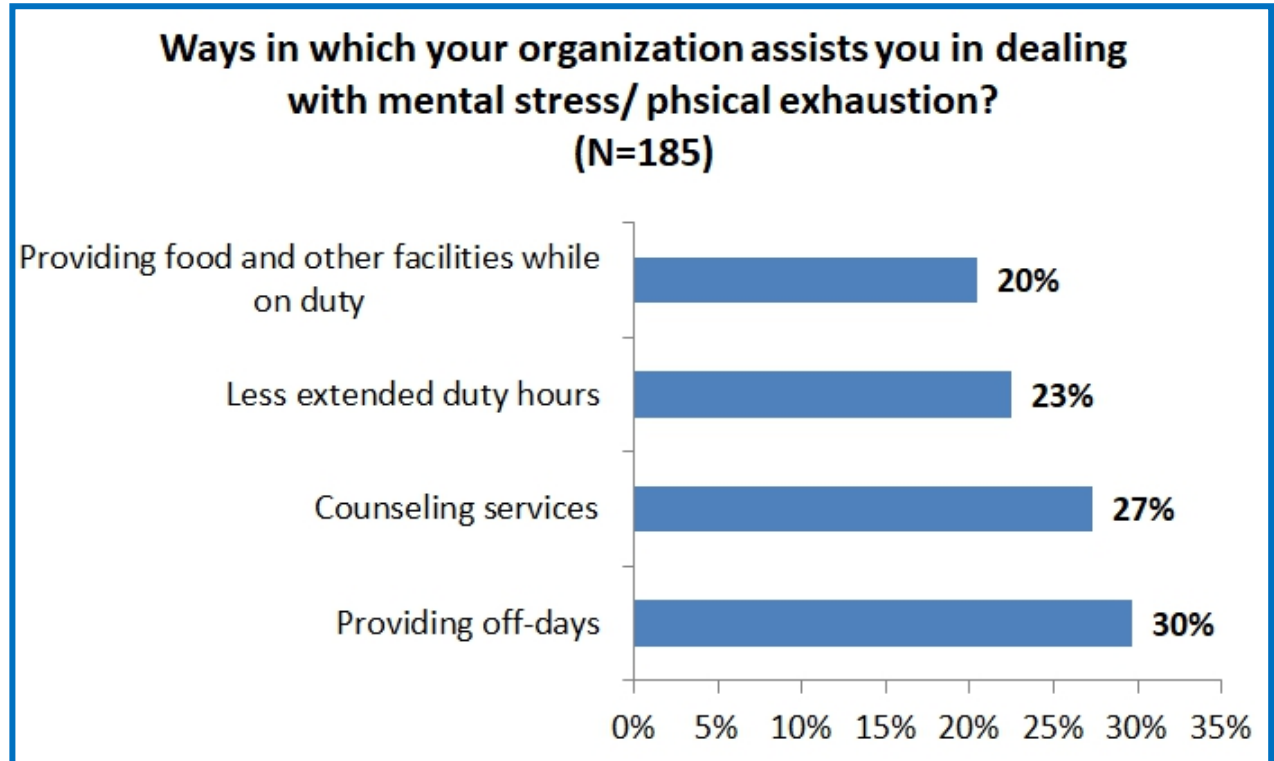
- ❖ A good proportion of the respondents have been imparted support to maintain their mental well-being (60%).
- ❖ However, 40% of them haven't received any such support. This issue should be addressed on an urgent note.

Did your organization initiate efforts in meeting the Mental Health needs?
(N=318)



Method of Assistance

Regular off-days (30%) with less extended duty hours (23%) as well as food (20%) and other counseling services (27%) have helped the respondents in tackling the physical and mental exhaustion due to the prevailing situation.

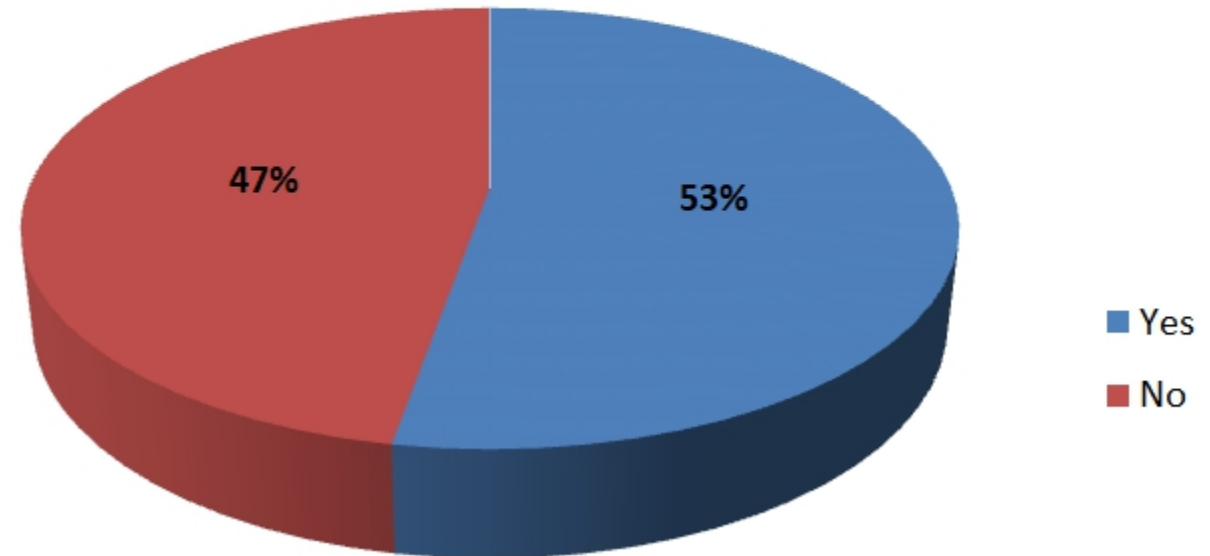


Any other: NA

Health Insurance

With only 53% of the respondents covered under the health insurance, a large portion of the respondents still need to be covered under the same (47%).

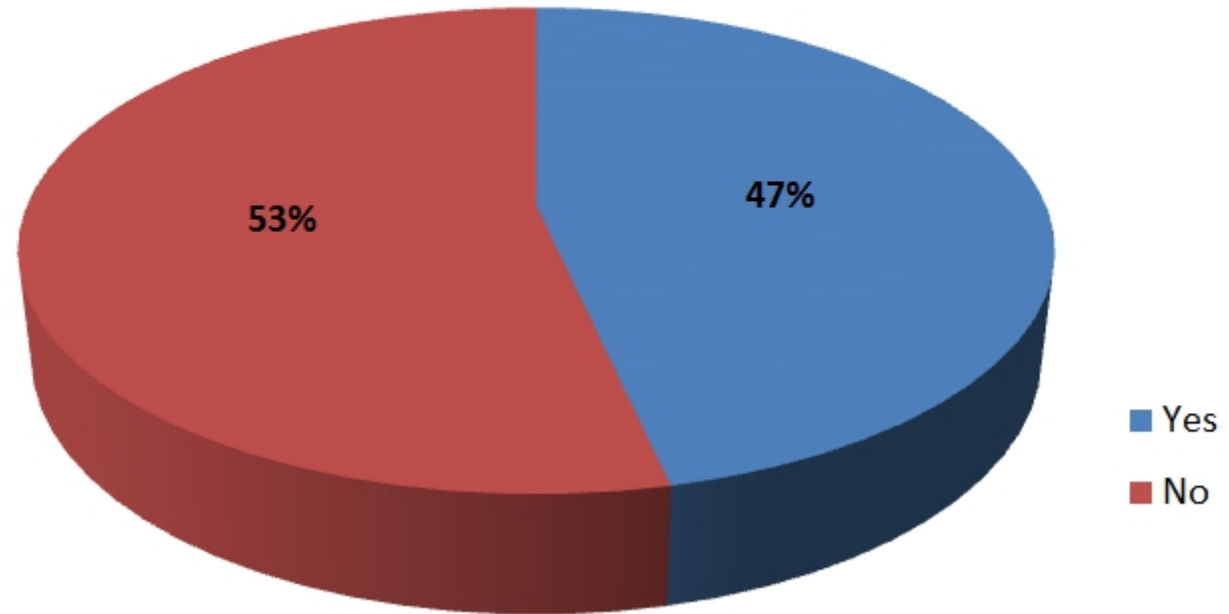
Did your organization provide you with comprehensive Health Insurance that covers COVID-19?
(N=305)



Working hours

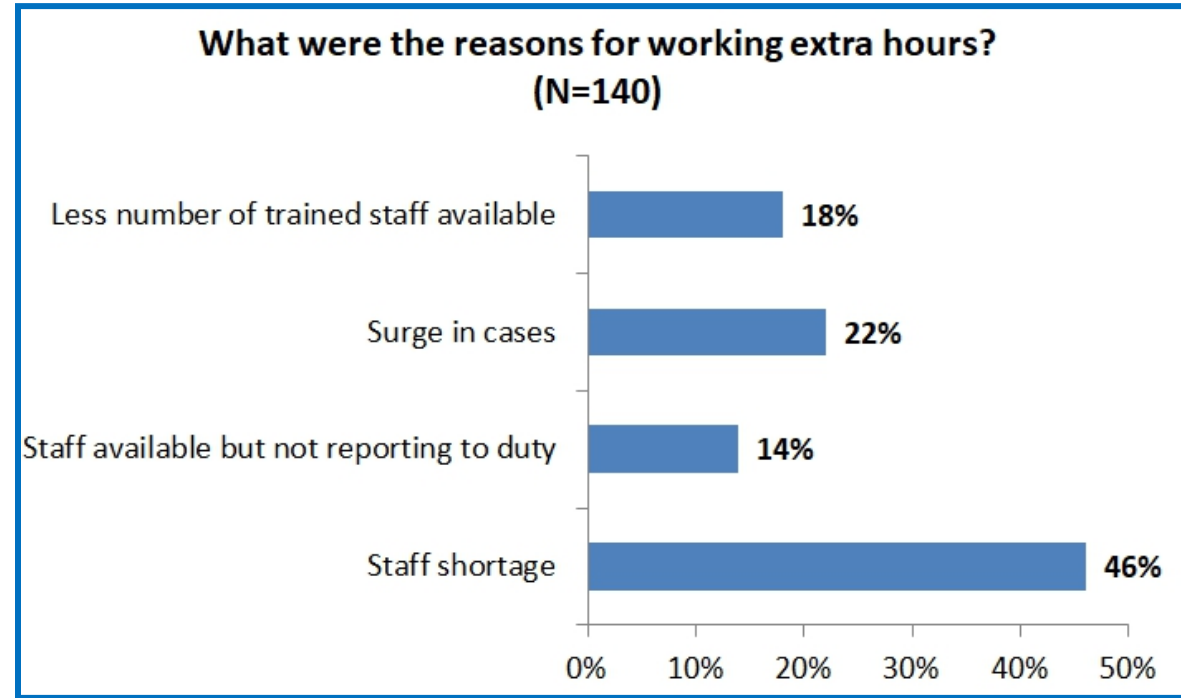
- ❖ 53% of the respondents were not over-worked though 47% of the cadres were heavily engaged for a longer period.
- ❖ Over-burdened work schedule hampers the physical and mental well-being, hence this issue needs to be addressed.

Were you compelled to work for extra hours?
(N=303)



Reasons

- ❖ Shortage of staff (46%) followed by surge in cases (22%) were some of the major reasons which has overburdened these cadres.



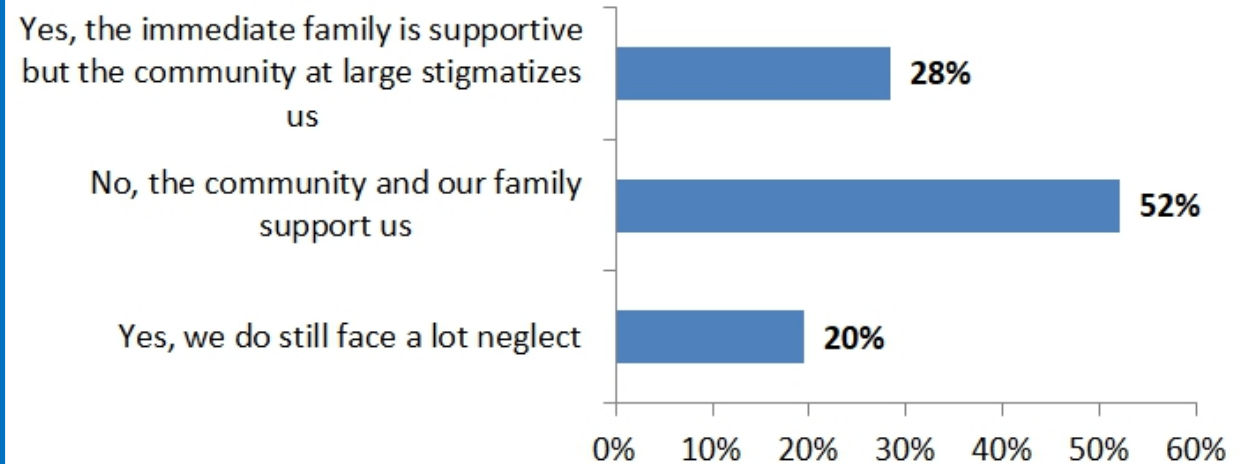
Any other reasons

- ❖ Injuries on duty
- ❖ Miscommunication
- ❖ Staff on the higher position did not come so we are pressurized to work for extra hours

Stigma/Discrimination

- ❖ 52% of the respondents did not face stigma/discrimination from the society.
- ❖ 48% of the respondents did face a lot of neglect and are stigmatized by the community due to lack of awareness.

Have you faced any stigma/discrimination from the community since as you treat/transport COVID-19 patients?
(N=292)

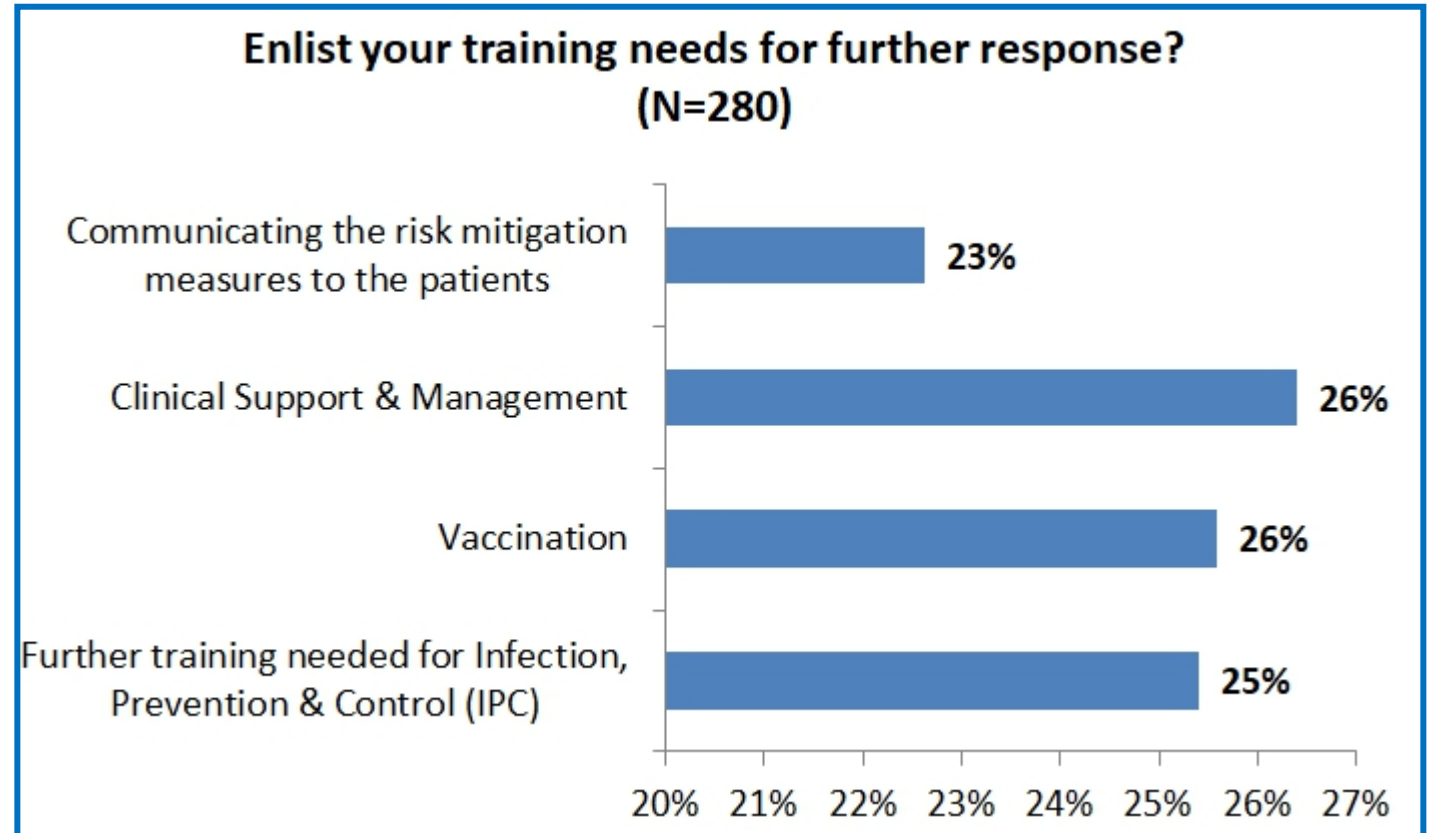


Any other

- ❖ People often called us Corona

Training Needs

The cadres need trainings equally on all these aspects.



KEY FINDINGS AND RECOMMENDATIONS



Major Observation	Key Recommendation
88% of these cadres have been provided training on the usage of PPEs. However, 12% haven't been trained yet.	<p>Training should be provided to the remaining 12%. Every time physical training has a limited recall value, so practicals should also be customized in videos through proper IEC and Risk Communication tools.</p>
<p>About 72% of the respondents feel safe while treating and transporting the COVID-19 patients.</p> <p>The remaining 28% feel unsafe the main reason for feeling unsafe being COVID-19 induced stigma (58%) followed by equipment issues (24%) and training issues (18%).</p>	<p>This shows that some awareness still needs to be spread among these cadres keeping into mind that they are being properly equipped and trained.</p> <p>Major awareness drives among community needs to be continued in order to respect and treat the care-givers with humanity.</p>
<p>Sleeplessness (30%), Mood swings (25%) and anxiety (24%) are the three major impacts of the Pandemic on these cadres indicating that their overburdened work schedules. Apart from these, several other problems were also faced like home sickness, nightmares, home sickness, memory loss and many others.</p> <p>40% of them haven't received any mental health support from their institution/ organization.</p>	<p>The respondents should be given rest at regular intervals and the service to provide psychosocial support should be provided by the concerned institution to cope with these challenges. There is a need to promote mental health resilience not only among the healthcare workers but also among the youth.</p> <p>Specific attention need to be given in this under-invested sector. It is the responsibility of the institution/ organization to help them deal with these mental health problems. It needs to be duly addressed through policy and by leveraging the technology.</p> <p>Efforts should be made in strengthening the support system. Also, there is a need for systematic framework for receiving the feedback.</p>

Major Observation	Key Recommendation
47% of the cadres are not covered under the Comprehensive Health Insurance that covers COVID-19.	There is a need to spread awareness about the present schemes on COVID-19 Health Insurance among the cadres. Also, the organizations should put the necessary efforts in addressing this issue of employee welfare.
53% of the respondents did not work for extra hours but 47% worked for extra hours due to shortage of staff (46%) followed by surge in cases (22%), lack of trained staff (18%) and staff not reporting to duty (14%). Other reasons being miscommunication, staff at higher position not reporting to duty and injuries at the work place.	The issue of staff shortage can be solved by recruiting more cadres to address this challenge. More important is to train the staff in order to effectively respond to it.
48% of the respondents still face a lot of neglect and are stigmatized by the community due to lack of awareness.	Targeted IEC interventions related to spreading awareness about the negative impacts of stigma/ discrimination should be made for the general public.
The cadres need trainings equally on all these aspects i.e. Vaccination (26%), Clinical Support and Management (26%), Infection, Prevention & Control (IPC) (25%), Risk Mitigation Measure Communication Strategies (23%).	Trainings should be provided in all these areas by the government to help these cadres actively respond to such emergencies.

Way Forward

S.NO	Areas	Way Forward
1	Strengthening of public health system	A systematic framework for receiving feedback from all cadres of staff
2	Mental health resilience among public health system staff	Introduction of "CALM" Calamity Affected Lifestyle Management" programme to be introduced on regular basis and should be a part of all their trainings.
3	Raising awareness on available schemes	Multiple channels/ regional platforms/ official/ community level all types of routes should be adopted so that at least the existing facilities are being availed by the public health system staff.

THANK YOU!

“We salute the dedication & commitment of the Nurses/ Paramedics/ EMT who have tirelessly served the community in testing times”.

TEAM IDEA

