



MAG Fact Sheet

'Health Care Workforce Resilience'

Organizational Pandemic Practices to Help Healthcare Workforce be Resilient

The Medical Association of Georgia Physician Resilience Task Force presents the following evidence and expert opinion-based recommendations that medical facilities can use to improve the well-being and resilience of their healthcare workforce (HCWF) during a pandemic or other crisis.^{1,2,3}

A pandemic has three stages.⁴ Each stage presents different challenges and stressors for the medical facility and its HCWF. Senior leadership is encouraged to use these opportunities to guide the decision-making process used to address the different problems that the HCWF face at each stage of the pandemic.

Stages of a Pandemic

1. **Pre-peak** - when the demand on medical resources is increasing. This is the best time for senior leadership to organize for the challenges of the pandemic as it evolves.
2. **Peak of outbreak** - when the pandemic results in the highest demand for medical resources.
3. **Reduction** - when the demands on resources are trending down. Grief, mourning, and PTSD are more common.

Recommended Organizational Leadership Practices

1. Establish a multidisciplinary **Pandemic Resilience Task Force** to make data-driven decisions. The committee communicates these decisions for senior leadership approval and shares the new plan with the HCWF.
2. Recruit a well-respected senior-level leader, a **"Wellness Champion,"** to organize and oversee the implementation of new organizational practices.
3. Select **Front-line Team Leaders** for designated locations and units.
4. Provide ongoing metrics through **data collection** regarding the **concerns, needs, and stress level of the HCWF**. This will allow senior leadership to make more informed decisions as the pandemic evolves. Data should be collected at regular intervals such as surveys, "town hall meetings," and conversations between individuals and the front-line team leaders.

[Click here for the link to the Framework for Workflow Organization by Healthcare Facilities](#)

[Click here for the link to Hospital and Medical Practice Pandemic "R.E.S.C.U.E." checklist](#)

MAG members who have questions about MAG's Physician Resilience Task Force can go to www.mag.org/resources/physician-resilience or contact Lori Cassity Murphy at lmurphy@mag.org. Also

visit the [MAG 'COVID-19 Resource Center'](#) for details on the 'CARES Act,' telehealth, SBA loans, payer/insurer issues, PPE, and more.

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