

# Coping with Worry and Stress - Wellness Tips



Welcome to your daily dose of wellness!

Today's Message: **Healthcare Week** - Insights from our Front-line Team Members Series



Happy Healthcare Week to all! To celebrate this week in our "Daily Tips," we will hear from five of our front-line heroes from around our health system who continue to work tirelessly to Care Bravely for our patients, families, community, and team members. Those who kindly agreed to participate were all asked the same five questions, and with the last questions each will share a TIP with you for being resilient during this challenging time.



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A/K/A Super Hero



## 1) Over the past 8-10 weeks, what has been the hardest part of your job?

*The hardest part has been the hour-to-hour and day-to-day uncertainty that has come with this pandemic. The processes and procedures are all different. The definition of who is a COVID patient has changed several times. Processes and procedures for protecting ourselves, collecting specimens and testing have changed sometimes daily. I used to come to work and know how my day was going to go and now, there is no playbook. We also live with the concern for protecting our family and neighbors.*

## 2) During this time what has been the most rewarding part of your job?

*While the uncertainty has been hard, the most rewarding part has been getting challenged and being part of the team to find solutions. When I attended the LifeBridge Health Leadership Academy at Towson a couple of years ago, I learned from an assessment that using my flexibility to meet challenges is strength for me and I am being able to use that in this situation.*

*It was rewarding to be part of the team that stood up the Carroll Testing Tent. This was accomplished in four days. Carroll Hospital was the **first in Maryland** to do this and only the **second in the nation!***

*Also the team has been terrific. The phlebotomists have been going into the front-lines to complete blood draws and never hesitating. It has been rewarding to see their high level of dedication and performance.*



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## 3) What's the most innovative problem solving or change that you have seen or experienced over these past two months?

*Innovation is happening all around us. With the In-house testing we have tried several ways to use the media. The Supply Chain team has been amazing at finding us items that we need. The production of PPE is another great example. Even furloughing of employees to help on the financial side of the business while volumes are low is innovative problem solving.*

*We've seen much elimination of the "red-tape" that act as a barrier to practicing medicine. All of this is energizing and rewarding, and yet, exhausting at the same time.*

## 4) What's the most inspiring thing you seen or experienced?

*I am so proud of the LifeBridge Health system and the partnership formed with Under Armour. I can't say enough about the Facilities team and the engineers that in a WEEK transformed a conference room into a hospital unit, and a negative pressure one at that! Every service line I have interacted with has been stellar.*

## 5) What tip/advice would you give to others right now? (What has helped you persevere during this challenging time?)

*In the early days of the Coronavirus, I would go home every evening and read about COVID-19 as much as I possibly could, and I'd watch as much news as I could. And now, my advice is to leave work at work. Unplug as much as you can. Spend time with your family – talk, have dinner together. Look at this as a gift and take care of yourself.*

