



Challenges to Providing Healthcare Services during a Global Pandemic

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Abstract:

During the Covid-19 Pandemic, Healthcare workers have been challenged more than any time in history. One of the most difficult issues confronting Healthcare Providers is Secondary Trauma. Each of us defines trauma differently, but there is no doubt that Secondary Trauma in Healthcare contributes to significant suffering of Healthcare Providers. I have been confided in by numerous colleagues across the globe about their experiences. They range from Acute Stress, Intense Bullying from other Healthcare Provider, Burnout and Compassion Fatigue. Many of us have been expected to “push through Compassion Fatigue” despite the level of negative impact it has on the work we have to do everyday. Many have been accused of becoming too “attached” to our clients. Others have been bullied due severe lack of understanding of Diversity and Inclusion. I heard from one therapist who was told, she was too opinionated to be offered a position as the requirments of the organization, required her to be politically neutral. In the United States, numerous scientists including National Experts have to arrage for security due to death threats for doing their ethical duty. Testimony has been given in front of Congress about those dismissed from their posts for raising concerns about the effectiveness of the response to the Pandemic.



Biography:

Barbara P. D'Souza, a Licensed Clinical Social Worker in the State of Texas. She completed her MSW in Social Work and Human Service Administration and Management from the University of Minnesota - Twin Cities Campus. She has held many positions in the Social Service, Educational and Healthcare fields for more than 30 years. Her efforts have concentrated on the growing expertise of other healthcare professionals in treating Healthcare providers victimized as they attempt to provide ethical services with integrity and professionalism. Her biggest challenges occurred in delivering innovative services in the State of Texas to Medicaid recipients and their families. She has also provided trainings for many audiences, on the topics of sexual violence prevention, alcohol and drug abuse trends, anxiety relief, attachments theory, animal-assisted therapy, trauma treatment, trauma-focused educational and risk management.).

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