

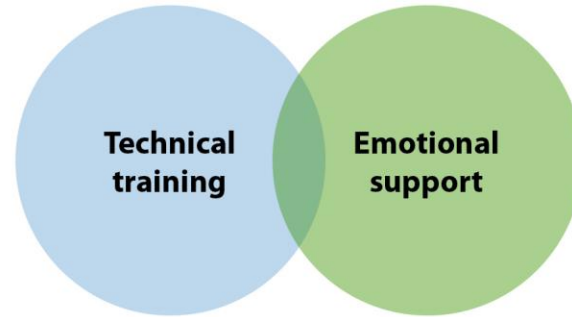
EMOTIONAL AND TECHNICAL SUPPORT FOR HOME HEALTHCARE PROFESSIONALS DURING COVID-19 PANDEMIC

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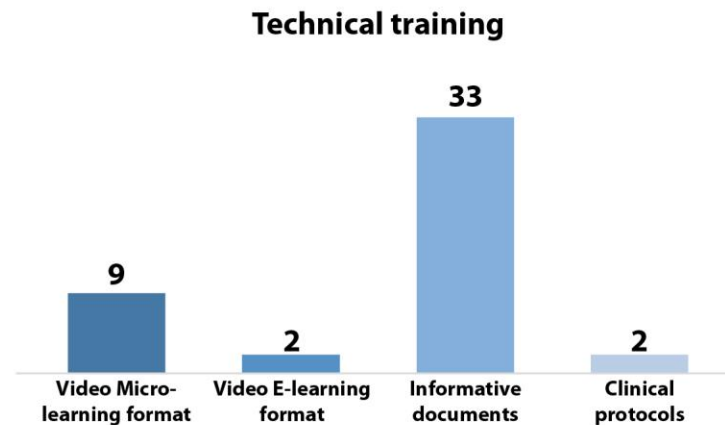
Introduction: The COVID-19 pandemic in Brazil has prompted early dehospitalization and the maintenance of patients undergoing home treatment, these two actions aimed to optimize hospital beds and lead to an increase in the number and complexity of patients in Home Care. Health professionals experienced great insecurity and emotional overload and under a complex scenario they needed to quickly incorporate technical learning about issues related to the pandemic.

Objective: Describe technical training and psychological support to health professionals who provide care to patients at Home Doctor, a private Home Care company with 2,500 patients-day and 600 direct and 7,000 indirect employees.

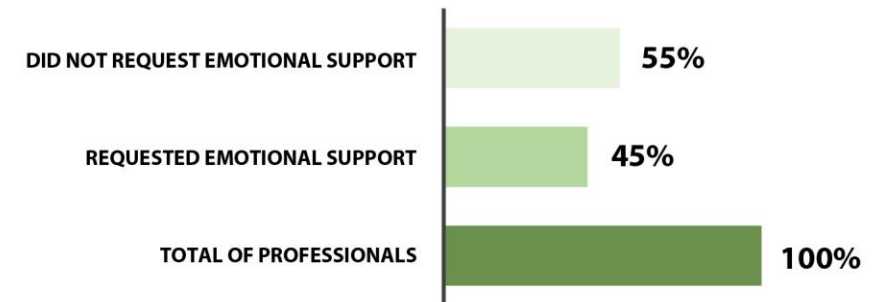
Methods: Descriptive study about the joint performance of Human Research, Home Infection Control and Research Institute Departments for technical training and emotional support to healthcare professionals.



Results: From february to december 2020, technical training was accomplished: 9 informative videos - micro-learning format, 2 videos - e-learning format and 33 documents, including 2 clinicals protocols. To support mental health, 2 psychological support programs were developed, the first one for individualized care for infected employees and their families, and the second one with virtual meetings for reflection and conversations with a specialist.



Emotional support program



Conclusion: Home Care workers suffered important work overload during the COVID-19 pandemic and to ensure patient safety, as well as the professionals' emotional stability, the active support provided by the company was crucial. Technical training in parallel to emotional support are crucial points to keep professionals and patients safe at home.