

Top Gun Project:  
COVID-19 Epidemic Peer Support  
and Crisis Intervention via Social Media  
helping frontline healthcare personnel in  
Wuhan, China

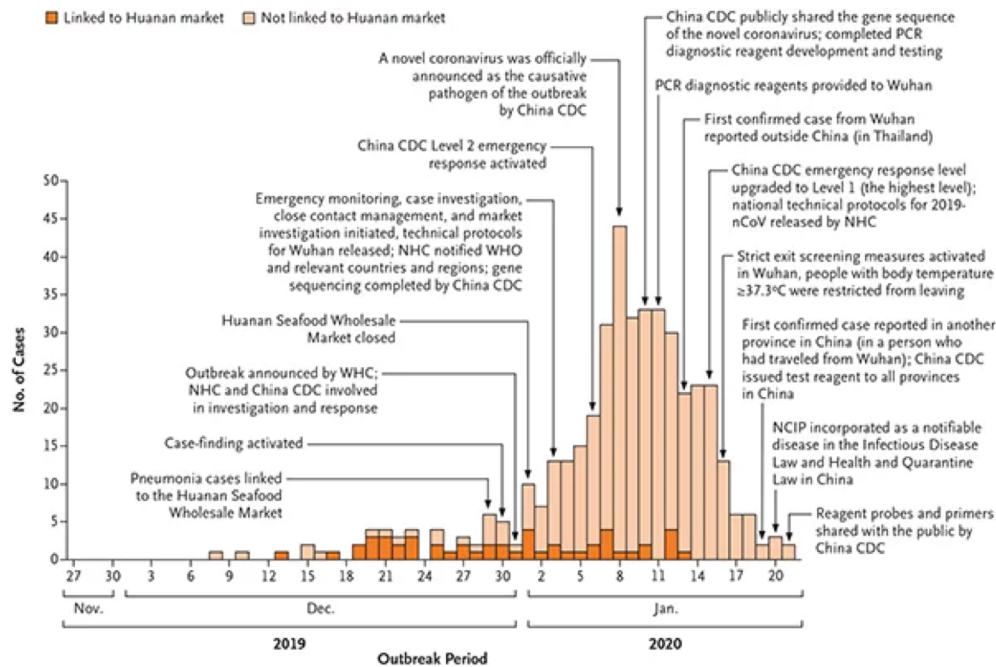
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# COVID-19 Epidemic in Wuhan, China

- ▶ Dec 2019: First case reported in Wuhan, China
- ▶ Dec 30<sup>th</sup> 2019: Whistleblowers reprimanded
  - ▶ Jan 16<sup>th</sup> 2020: first case reported in Japan
- ▶ Jan 20<sup>th</sup> 2020: Official announcement of human-to-human transmission
  - ▶ Jan 20<sup>th</sup> 2020: first case reported in South Korea
  - ▶ Jan 20<sup>th</sup> 2020: first case reported in United States
- ▶ Jan 23<sup>rd</sup> 2020: Lockdown of Wuhan
  - ▶ Jan 30<sup>th</sup> 2020: first case reported in Italy
  - ▶ Jan 31<sup>st</sup> 2020: first case reported in Spain
- ▶ Feb 4<sup>th</sup> 2020: Built God-of-Fire Hospital in 10 days dedicated to COVID-19 patient
- ▶ Feb 6<sup>th</sup> 2020: Built God-of-Thunder Hospital in 13 days dedicated to COVID-19 patient
- ▶ Feb 7<sup>th</sup> 2020: Death of Dr. Li, WenLiang, the whistleblower
  - ▶ Feb 19 2020: first case reported in Iran
- ▶ Feb 26<sup>th</sup> 2020: WHO reported new cases dropped in China
- ▶ Mar 12<sup>th</sup> 2020: WHO announcing COVID-19 outbreak a pandemic
- ▶ Mar 13<sup>th</sup> 2020: US declared National emergency

Per Wikipedia

# Early Stage-Before intervention



Early Transmission Dynamics in Wuhan, China, of Novel Coronavirus-Infected Pneumonia. Li Q, et,al. [N Engl J Med](https://doi.org/10.1056/NEJMoa2001316). 2020 Jan 29. doi: 10.1056/NEJMoa2001316

# Team building

- ▶ Established on Jan 24<sup>th</sup> 2020, 2<sup>nd</sup> day of Wuhan lockdown
- ▶ ATP model
  - ▶ Assertive team
  - ▶ Time limited service
  - ▶ Peer to peer
- ▶ Recruitment criteria: CBT/Motivational Interview/Crisis Intervention
- ▶ 45 members
  - ▶ All bilingual, fluent in both English and Chinese
  - ▶ All credentialed mental health professionals (US, Canada & Australia)
  - ▶ Psychiatrist, Psychologist, Social Workers, Counselors, Therapist and Registered Nurses
  - ▶ Most of the members located in North America, 1 in Australia, 1 in Wuhan
- ▶ Weekly meeting
- ▶ Case discussion, Lecture

# Guideline

- ▶ Do no harm
- ▶ Confidentiality
- ▶ Peer-to-peer support
- ▶ Short term Crisis Intervention
- ▶ No conflict of interest (no political or monetary consideration)

## Platform & Operation

- ▶ WeChat, most popular social media in China with 1.1 billion user, similar to WhatsApp
- ▶ 2 chat groups, similar to online chat room
  - ▶ Group 1: office for members
  - ▶ Group 2: place conducting intervention, 300 local healthcare workers
- ▶ On call system covering 16hrs per day
  - ▶ Voluntary on call by team members using spare time
- ▶ Group engagement then individual intervention
  - ▶ Consent received before Individual intervention

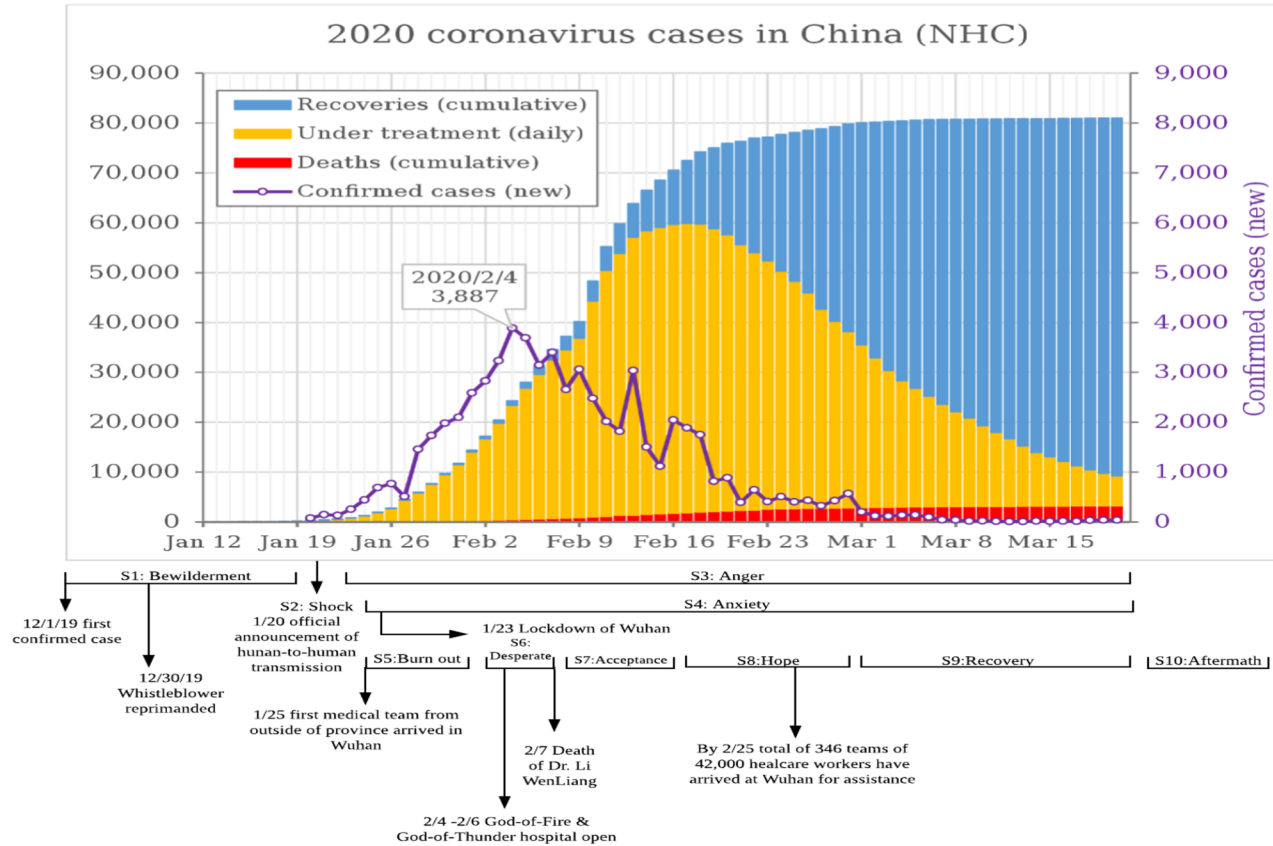
# Techniques

- ▶ Gaining trust
  - ▶ Anonymousness
  - ▶ Reassurance
  - ▶ Empathy
  - ▶ Self disclosure
  - ▶ Shared identity
  - ▶ Time
- ▶ Intervention Techniques
  - ▶ Active/reflective listening
  - ▶ Validation
  - ▶ Psychoeducation
  - ▶ CBT
  - ▶ Motivational interview
  - ▶ Problem solving
  - ▶ Mindfulness
  - ▶ Music, sceneries, personal anecdotal

# Emotional Stages of Healthcare professionals facing epidemic

- ▶ Stage 1: Bewilderment. Conflicting info
- ▶ Stage 2: Shock. Realizing danger
- ▶ Stage 3: Anger. Feeling betrayal
- ▶ Stage 4: Anxiety. Fear of crisis
- ▶ Stage 5: Burn out. Struggle to survive
- ▶ Stage 6: Desperate. Losing hope
- ▶ Stage 7: Acceptance. Facing reality
- ▶ Stage 8: Hope. Seeing light
- ▶ Stage 9: Recovery. Restoring normal
- ▶ Stage 10 (presumptive): Aftermath. Recover or Long term impact (PTSD)

## Emotional Stage and Epidemic time line correlation (Approximate)



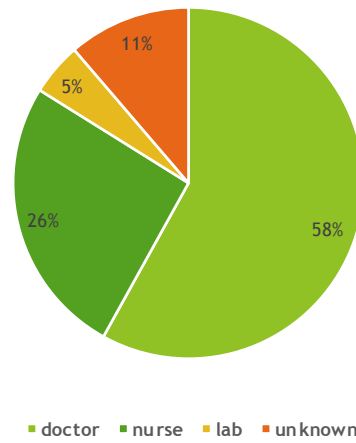
[https://en.wikipedia.org/wiki/2019%E2%80%9320\\_coronavirus\\_pandemic\\_in\\_mainland\\_China](https://en.wikipedia.org/wiki/2019%E2%80%9320_coronavirus_pandemic_in_mainland_China) Modified on the original graph

## Local resources

- ▶ Other local online support group
- ▶ Other National online support group
- ▶ Local mental health agency
- ▶ Local suicidal hotline
- ▶ Local volunteer group

# Result

Wuhan Healthcare Personnel 1:1 session



- ▶ Good feedback from individuals receiving intervention

## Intra-team peer support

- ▶ Team member can also experience trauma
- ▶ Early signs
  - ▶ Fatigue
  - ▶ Anxiety
  - ▶ Fear
  - ▶ Anger
- ▶ Team leader shall try to frequently check every team members
- ▶ Intra-team support
  - ▶ Validation
  - ▶ Support
  - ▶ Encouragement
  - ▶ Rotation
  - ▶ Know when to stop

# Utilization

- ▶ Social media
  - ▶ Widely used
  - ▶ Easily adoptable
  - ▶ Easily extended to other population
  - ▶ Instant reach out
  - ▶ Sense of security
  - ▶ Distancing
  - ▶ Engagement issue
  - ▶ Lack of feedback
  - ▶ Difficult to collect data
- ▶ Other things to consider
  - ▶ Licensure
  - ▶ Malpractice insurance
  - ▶ HIPAA
  - ▶ Free or billable?



## Potential benefit to vulnerable population

- ▶ General public: Anxiety
- ▶ People who are in "suboptimal" mental health status
- ▶ Existing mental health patients
- ▶ Patient who contracted Coronavirus
- ▶ patients who suffering from other illness but disruption of their routine due to Coronavirus epidemic taking too much medical resources
- ▶ Healthcare professionals
- ▶ Other special population:
  - ▶ Homeless
  - ▶ Detainees
  - ▶ Inmates

## Team members

- Pu Cheng, Psychiatrist
- Qi Ling, Psychiatrist
- Yongtong Li, Psychiatrist
- Peng Pang, Psychiatrist
- Bo Wu, Psychiatrist
- Junyong Jia, Psychiatrist
- Xiaocheng Dai, AMFT
- Liang Bao, Psychologist
- Yanye Maggie Li, LPC
- Jinghan Wang, MSW
- Pan Li, Therapist
- Ke Liu, LPC
- Wenting Kang, LCPC
- Xiaojin Lin, LCSW/MSW
- Ge Li, LMSW

- Junhua Wang, Psychiatrist
- Qingmin Ruan, Psychiatrist
- Guohua Xia, Psychiatrist
- Xiaonan Liao, MHC
- Ci Ma, Psychiatrist
- Mei Wang, Psychologist
- Yonghong Tan, Psychiatrist
- Feng Liu, Psychiatrist
- Hong Chai, Psychiatrist
- Qingyang Xu, LMSW
- Huiyi Chen, LPC
- Rou Zhang, LMHC
- Yanqing Teng, Therapist
- Xiaoting Bi, LPC
- Zhihong Guo, Psychiatrist

- Lu Liu, MSW
- Xiaoli Wang, LPC
- Xueling Fu, Psychiatrist
- Hong Wang, RN
- Esther Zhang, LMHC
- Yueheng Han, Psychiatrist
- Yunyun Lu, RN
- Xiaohui Zhang, Psychiatrist
- Fang Yang, Psychiatrist
- Xiaoying Chang, Psychiatrist
- Yu Quan, Psychiatrist
- Yongyao Chen, Psychiatrist
- Shumin Zhang, Psychiatrist
- Wei Jiang, Psychiatrist
- Liren Li, Psychiatrist