

Supporting The Emotional Well Being of Staff Caring for Residents During COVID-19

Cohort | Session 16

March 15, 2021

1:00 PM

Please note, Project ECHO collects registration, participation, questions/answers, chat comments, and poll responses for some ECHO programs. Your individual data will be kept confidential. These data may be used for reports, maps, communications, surveys, quality assurance, evaluation, research, and to inform new initiatives.

**AHRQ ECHO National Nursing
Home COVID-19 Action Network**



Today's Agenda

Follow Up: What's Next & How to Prepare

Supporting the Emotional Well Being of Staff

Celebration of Completion of Program

Performance Improvement Discussion

Wrap-up and Poll

Questions & Answers

Follow-up on What's Next for Nursing Facilities and How to Prepare



Supporting Emotional the Well Being of Your Staff

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Goals of this Session

- Celebrate the completion of the 16-week Project ECHO program – acknowledge the participation and commitment of attendees to this quality improvement initiative
- Acknowledge the great work done by staff under extraordinarily difficult circumstances
- Expand our thinking about moving forward post-pandemic and post-vaccination period
- Provide attendees with strategies for self-care and for helping to move staff into the “new normal.”

Joining Us Today

Hannah Sutton-Adams, Chaplain Chelsea Jewish Hospice

- Previous experience in crisis and oncology chaplaincy
- M. Div. from Southern Methodist University (2018)

Today Session Features

- **Susan Wehry, MD** is the Chief of Geriatrics at the University of New England College of Osteopathic Medicine and the Director of AgingME, Maine's Geriatric Workforce Enhancement Program (GWEP).
- A geriatric psychiatrist with over 35 years of experience, Dr Wehry promotes healthy, meaningful aging to:
 - students
 - policy makers
 - health and human service professionals
 - older adults
 - family caregivers



Video Presentation

<https://www.youtube.com/watch?v=SXqMbngzOD4>

Discussion

- What is something your facility has done or plans to do to support staff's emotional well-being?
- What are you doing to support yourself?
- What are things we (MSCA/Your ECHO Team) can do to support the long-term care workforce?

Tip Sheets on Nursing Home Staff Support and Mental Health 12-12-2020

CORE PRACTICES TO CONSIDER IMPLEMENTING NOW

- Encourage staff to reflect on their experiences through idea boards on each floor, small reflections, artwork or music. These personal stories or ideas may be anonymous if staff wish. Nursing homes may compile these reflections into a small book along with staff and resident art and even song lyrics. These reflection books may be distributed to staff so that they can read and reflect and know that *they are not alone* in what they have felt and witnessed during the pandemic, and that their voices have been heard and appreciated.
- Help staff prioritize each day. So many new tasks are being added to already overwhelmed people and everything takes much longer than usual. It can be really hard to figure out what needs to come off the ‘to do’ list in order to accommodate new asks or requests. This often requires discussion and negotiation. Leaders can be proactive and ask staff if they would like to talk about reorganizing their day and deciding what tasks can be eliminated or postponed. Not everything can remain ‘high priority’ on our lists! Centralizing where staff members can easily access updated information is essential.
- Use daily ‘check-in boards’ where staff can share their level of stress.



- You may have heard the expression, “Stockpile Compassion!” Encourage all to be forgiving and gracious, both with themselves and with others. The more we can do so, the more we can overcome the moments when people may not act as they normally would due to the stress of experiences during the pandemic.
- Create a psychologically safe workplace in which staff can speak up when they are overwhelmed or struggling; no judgment, no retaliation.
- NORMALIZE asking for help. Many healthcare staff struggle with admitting they need help, especially if they know that everyone else feels as stressed as they do. *A safe space to speak up and ask for help needs to be part of nursing home culture.*
- Creating rest spaces is also important. Staff may worry about enough space to eat meals because break room spaces may not be created with “physical distancing” in mind. Staff may be nervous about being without masks eating near their colleagues. In response, some centers have posted schedules for other larger open spaces indicating when they are available for staff to use. Centers have posted infection control processes for using the space next to the schedule and provided sanitizing wipes so that people can feel even more comfortable that spaces

What We Have Accomplished: Topics Covered



What We Have Accomplished: The Numbers

- 306 Facilities
- 144 Sessions
- 1679 participants
- Over 136,000 total Vaccine Doses Administered in Nursing Facilities

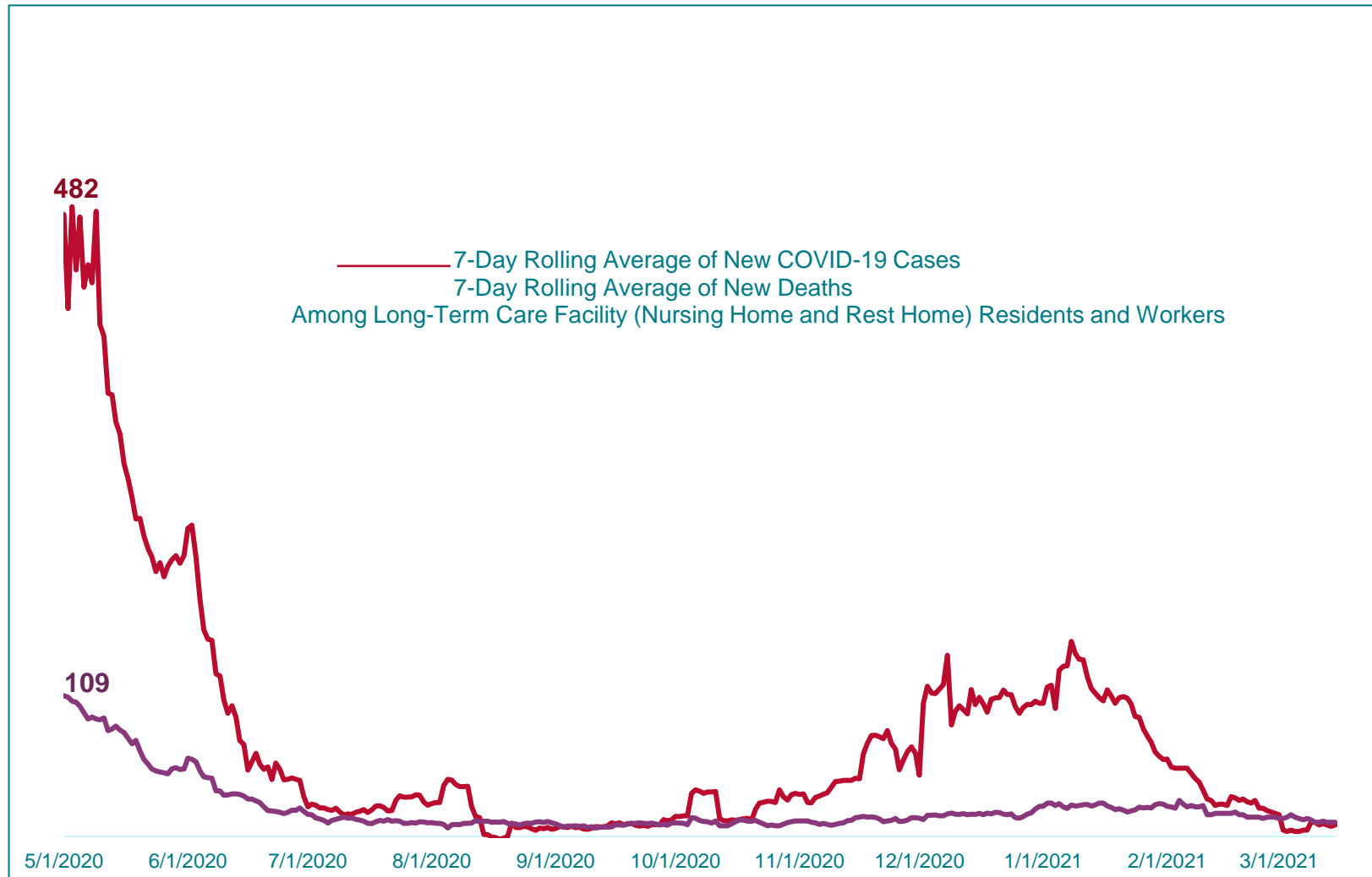


[Boston Herald Article](#)



Staff at Mt. Greylock

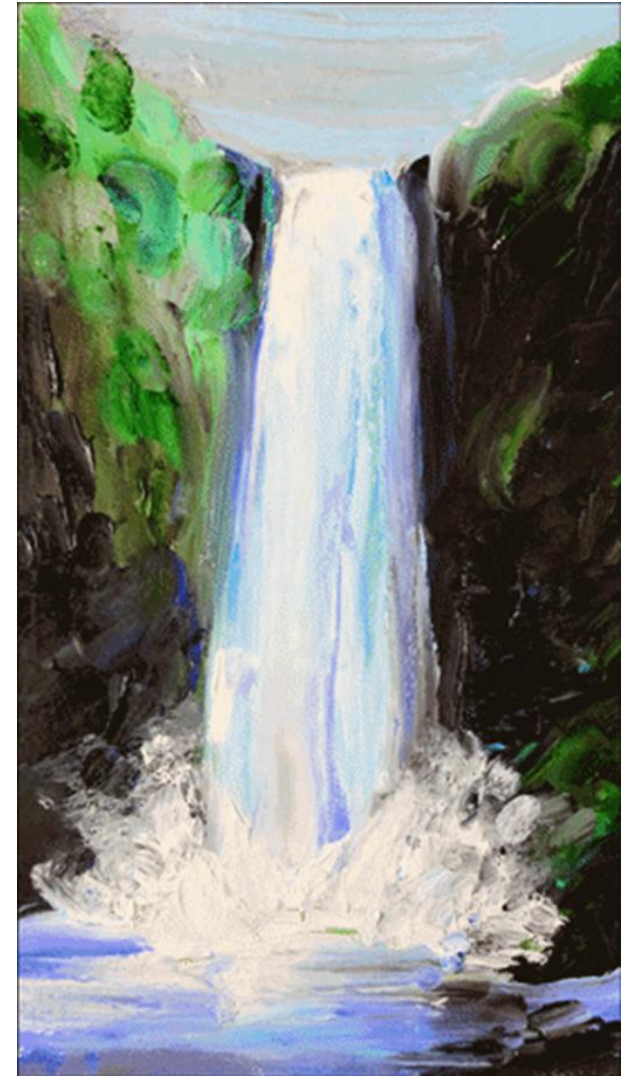
Nursing homes made significant progress when community spread declines and resources were made available



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Chat Waterfall – All participants at once

- Type your response to the question below
- Respond “Everyone”
- **DO NOT HIT SEND UNTIL I TELL YOU TO!**
- Here is the question:
 - **What aspect of the ECHO Program has been most meaningful for you?**
- 3-2-1 BEGIN



What's Next for Project ECHO?

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Zoom Meeting:

Meeting Staff Needs for Trauma Informed Care & Support in 2021

Tuesday, March 30, 2021	10:00 am - 11:30 am
Thursday, April 1, 2021	1:00 pm - 2:30 pm
Thursday, April 8, 2021	1:00 pm - 2:30 pm
Thursday, April 15, 2021	10:00 am - 11:30 am

*This 90-minute webinar will be repeated on four separate dates.
Each session is limited to 50 participants.*

Webinar Description:

Through a moderator led discussion, Cassandra Tribe-Scott will explore the various ways that the pandemic and other aspects of social unrest have and continue to effect long term care staff. Ms. Scott will introduce customizable tools for nursing facility leaders as they provide continued support to staff in the management of their emotional well-being in a post-COVID-19 environment.

To maximize the attendee's experience, we respectfully request that all attendees participate in this session on camera.

Objectives:

- 1) Understand the various ways the pandemic has impacted staff working in nursing facilities.
- 2) Identify a tool that nursing facility leaders can use to continue to support staff.

Target Audiences: Nursing Home Administrators, Directors of Nurses, Staff Development Coordinators, Social Workers, Human Resources Staff

Presenter:

Cassandra Tribe-Scott, Sunlight Consulting, is a Licensed Nursing Home Administrator who consults on the implementation of Lean processes and trauma-informed care practice in nursing homes, hospitals, and behavioral health systems.

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Continuing Education

- Phase 2 info to come

Visit <https://www.maseniorcare.org/education-and-events/upcoming-events/meeting-staff-needs-trauma-informed-care-support-2021-zoom> for more info

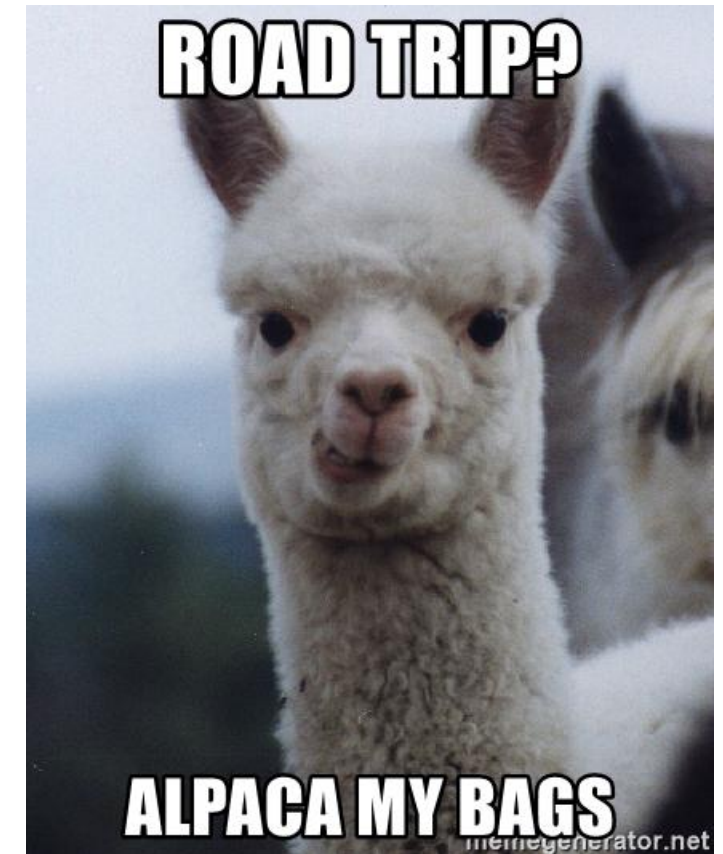
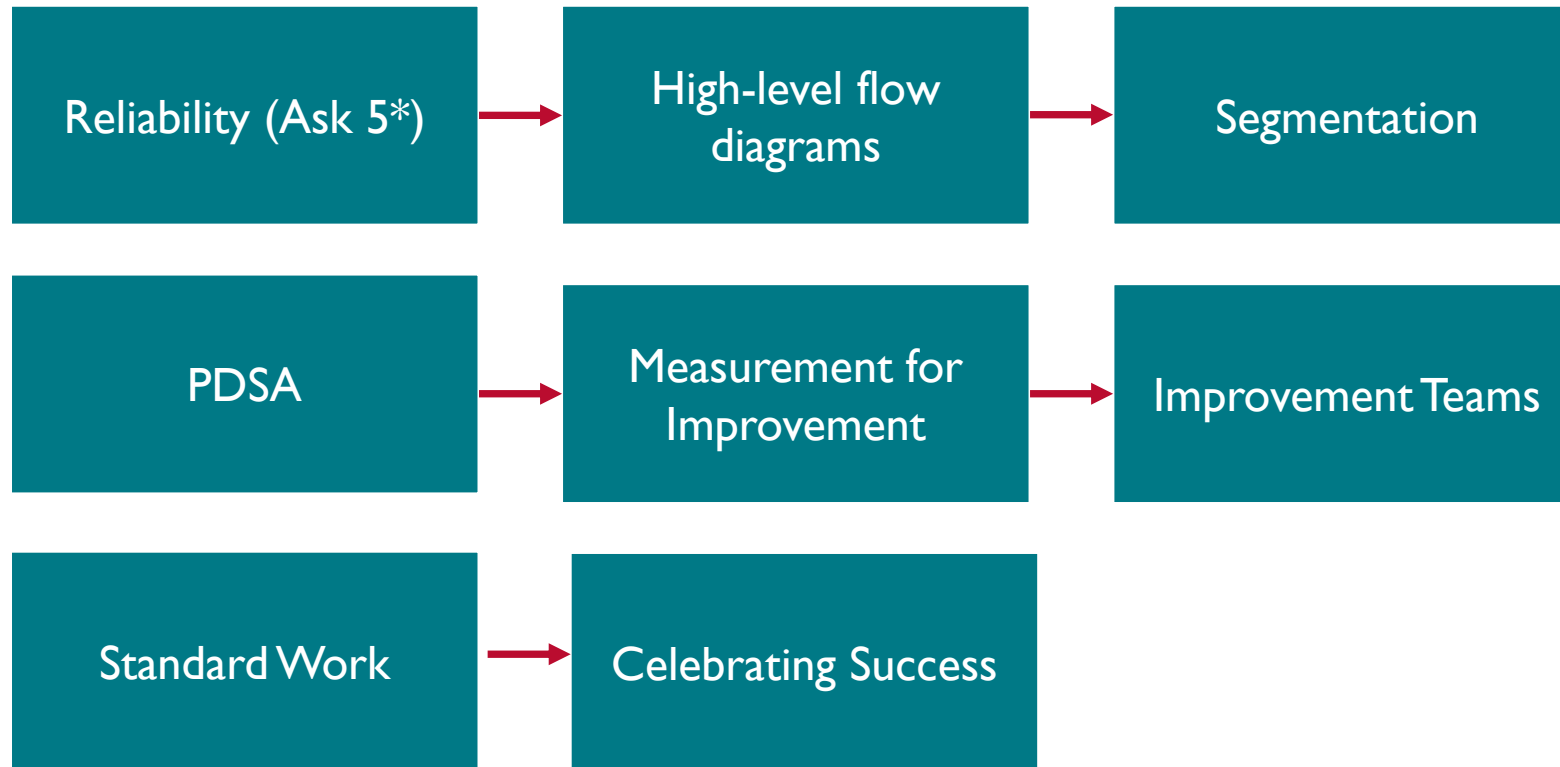
Performance Improvement:

Martha Hayward, IHI

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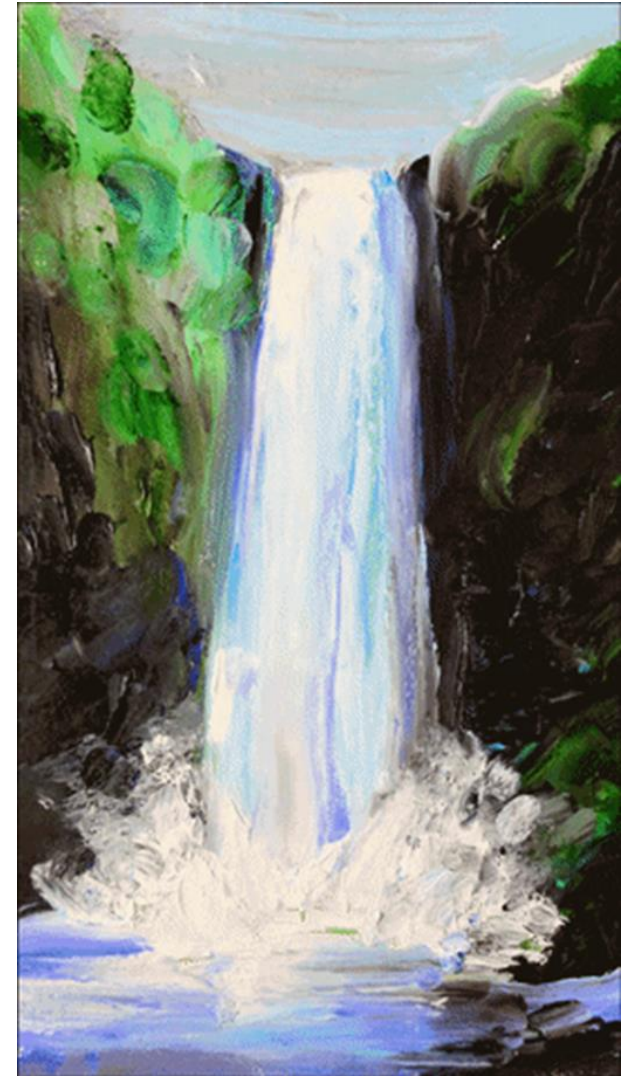
The QI Journey



Ask 5: Who, When, Where, How, What

Chat Waterfall – All participants at once

- Type your response to the question below
- Respond “Everyone”
- **DO NOT HIT SEND UNTIL I TELL YOU TO!**
- Here are the questions:
 - **What is your next QAPI project?**
 - **Which QI tools will you use?**
- 3-2-1 BEGIN





Thank You to All of You!



CELEBRATING OUR *Long Term Care Heroes*



MASSACHUSETTS
SENIOR CARE
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<https://www.youtube.com/watch?v=tHVC3iZznj8>

Wrap Up and Poll

- Please watch your screen and respond to our 2 poll questions as they launch



Questions?

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