

The Role of the CNA during COVID-19

Cohort 3 Session 10

February 2, 2021

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 from Session 9 – Effective Leadership & Communication; Vaccine Clinic Check In

The Role of the CNA during COVID 19

Discussion

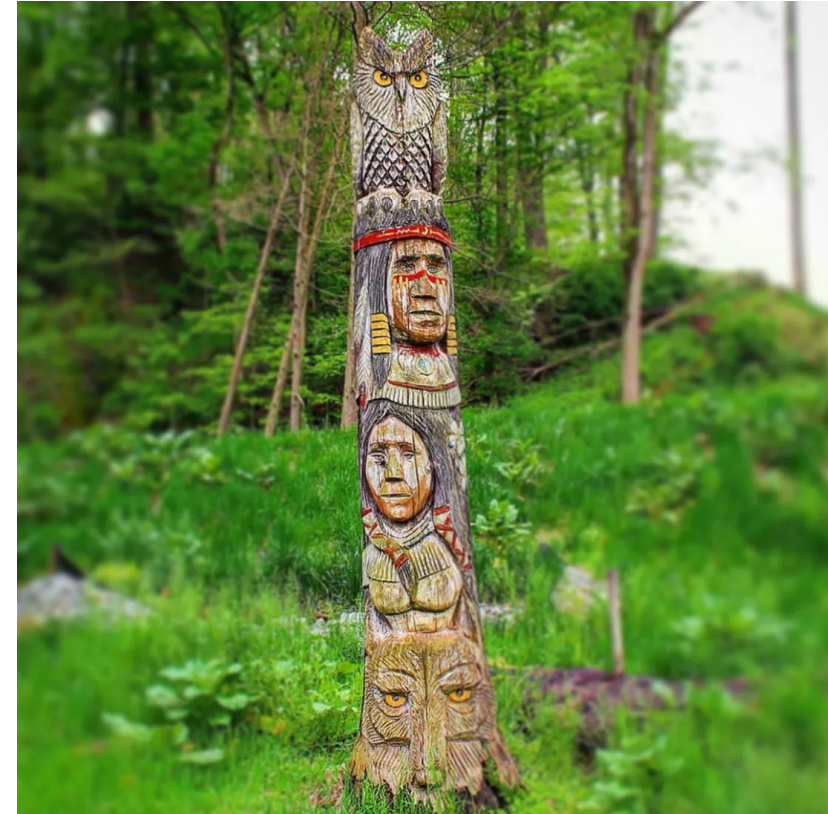
Performance Improvement Discussion

Wrap-up and Poll

Questions & Answers

Session 9 Follow Up: Effective Leadership & Communication

- What leadership ideas generated on the call last week resonated most?
- How can the remaining sessions support leaders in your buildings?



Vaccine Clinic Check In

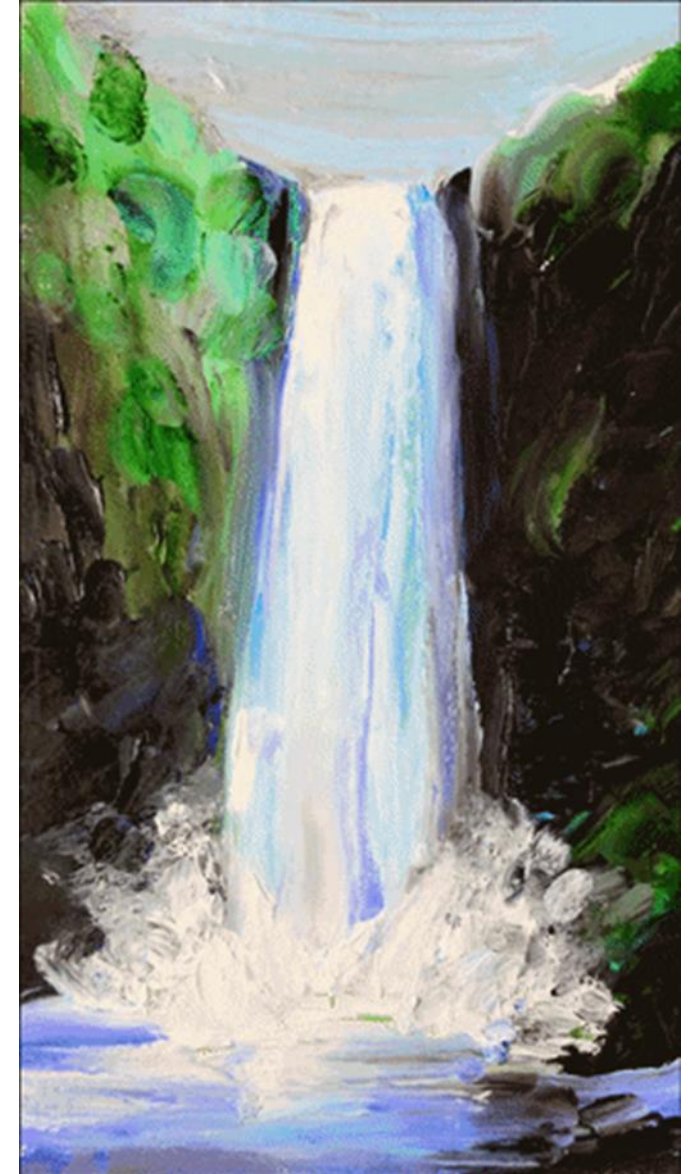


The Role of CNAs During COVID 19



Chat Waterfall

- We will ask you **two questions** about how we might leverage the expertise of CNAs in COVID 19 efforts
- Rapid generation of ideas
- Everyone participates
- Captures “wisdom of crowd”



Last Name Between A-K

- Type your response to the question below
- Respond “Everyone”
- Here is the question:
 - What are the biggest challenges CNAs face during COVID -19?
- Wait until I count you down (DO NOT HIT SEND UNTIL I TELL YOU TO!)
- 3-2-1 SEND

Last name between L-Z

- Type your response to the question below
- Respond “Everyone”
- Here is the question:
 - How might we respond the challenges just described?
- Wait until I count you down (DO NOT HIT SEND UNTIL I TELL YOU TO)
- 3-2-1 SEND

How Do Our Insights and Recommendations Compare?



Role of the CNA during COVID-19: Challenges

- CNA shortages are magnified
- CNAs take on new responsibilities
 - Isolation requires CNAs to deliver food at mealtimes
 - Do the resident's laundry
 - Disinfect every room
- Keep residents feeling safe and secure (with less physical contact and more physical barriers)
- Try to keep residents connected to family and community (with more technology and less time)

What CNAs say they need...

- Include CNAs as an essential team member in care plan meetings, daily huddles, and with clinical and regulatory updates about COVID
- Realize that being a CNA is the REAL and valued profession
- Communicate to CNAs to allay fear and build a culture of trust
- Invest in CNAs
 - Provide growth opportunities and education beyond mandatory in-services
 - Beyond compliance, their profession, their development, their skills

Break-Out Rooms: Leveraging CNAs to Improve Infection Control

- How can you ensure that CNAs are part of ongoing training and updates on Infection Control practices?
- What are some ways in which CNAs can contribute to Infection Control audits and process improvement?
- What are examples of processes that support CNA communication about a change in resident condition or about what matters most to the resident?

Case Study

Doreen has been a CNA in your center for three years. She has been working on the COVID 19 positive unit for the last couple of months and has helped orient all CNAs who are new to the unit.

At the end of her shift yesterday, Doreen reported that she had noticed that several staff members on the unit were not using proper hand hygiene practice. She thinks this is occurring because CNAs and nurses are both doing tasks they don't usually do. She has some thoughts on how this problem can be fixed.

- How can the Unit Manager empower Doreen to help resolve this problem?
- What are some potential barriers that Doreen might encounter?
- How might the leadership team help overcome these barriers?

High Level Flow Charts for Reliable Design

Keeping it really simple by breaking the design into obvious steps

Nizar Wehbi, IHI

Reliable Design

- To design a process and achieve 95% or better reliability
- High likelihood of SUSTAINABILITY
- If you ask 5 staff members and one gives you a different process. This is 80% reliability.

Why Reliable Design in times of COVID?

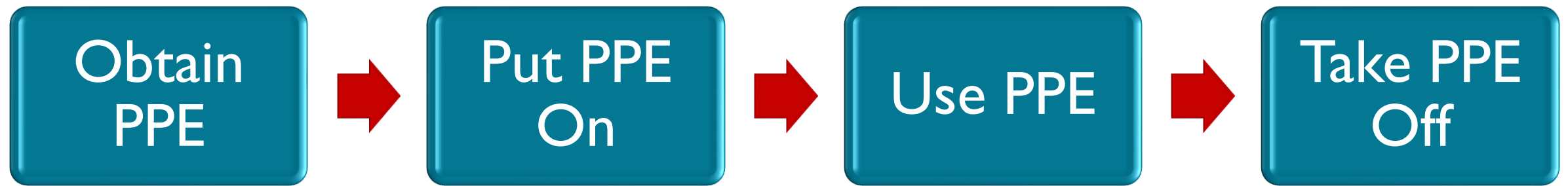
We want:

- Good outcomes
- Standardized process with high compliance rate
- Long term success
- Simple and doable approach with minimal resources
- Reliability is by DESIGN, not by accident

Getting to Greater Reliability in Your Process

- What are the processes you want to improve?
- Clearly state in 2-5 words what you intend to design.
 - Proper PPE use
 - Prevent staff burnout
 - Proper resident cohorting
 - Testing for COVID
 - Visitation booth use

4 Box Flow Diagram (for Proper PPE use)



Each box is a process with **ATTRIBUTES** (Example: Obtain PPE)

Who is responsible for enough equipment.

Where is the equipment stored.

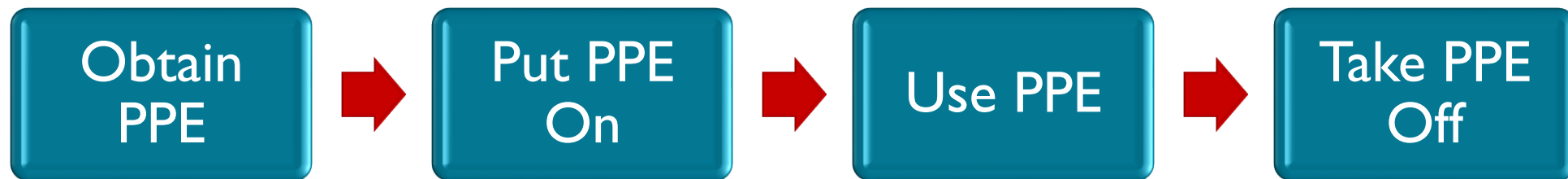
When is the equipment inventory done.

How is the equipment supply verified.

What is done when something is missing.

Flow Diagram

- Which process box are you having the most problem with and why?



Keep in Mind

- If the flow diagram doesn't seem TOO SIMPLE, complexity has already crept into your design.
- Complexity is the enemy of reliable design

Next week: Choosing a process to improve

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



What to expect next...

Next Session: **February 9, 2021**

Topics:

- Session 11: Interprofessional Team Management of Mild cases of COVID-19
- Tabitha Fineberg TabithaFineberg@hsl.Harvard.edu

Wrap Up and Poll

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

Questions?

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

