

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

## Cohort 3 Session 16

Date March 16, 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: 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.”

# 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 idea did you hear that most resonated and that you would like to start doing tomorrow?
- What are some things you are doing to support yourself?
- How do you decompress?
- What are things we (MSCA/Your ECHO Team) can do to support the long-term care workforce?



# Tips Sheet

## 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.

## Check-In Board



Safety First Aid (Watson, Westphal & Gist, 2020)

# What We Have Accomplished: Topics Covered



# What We Have Accomplished: The Numbers

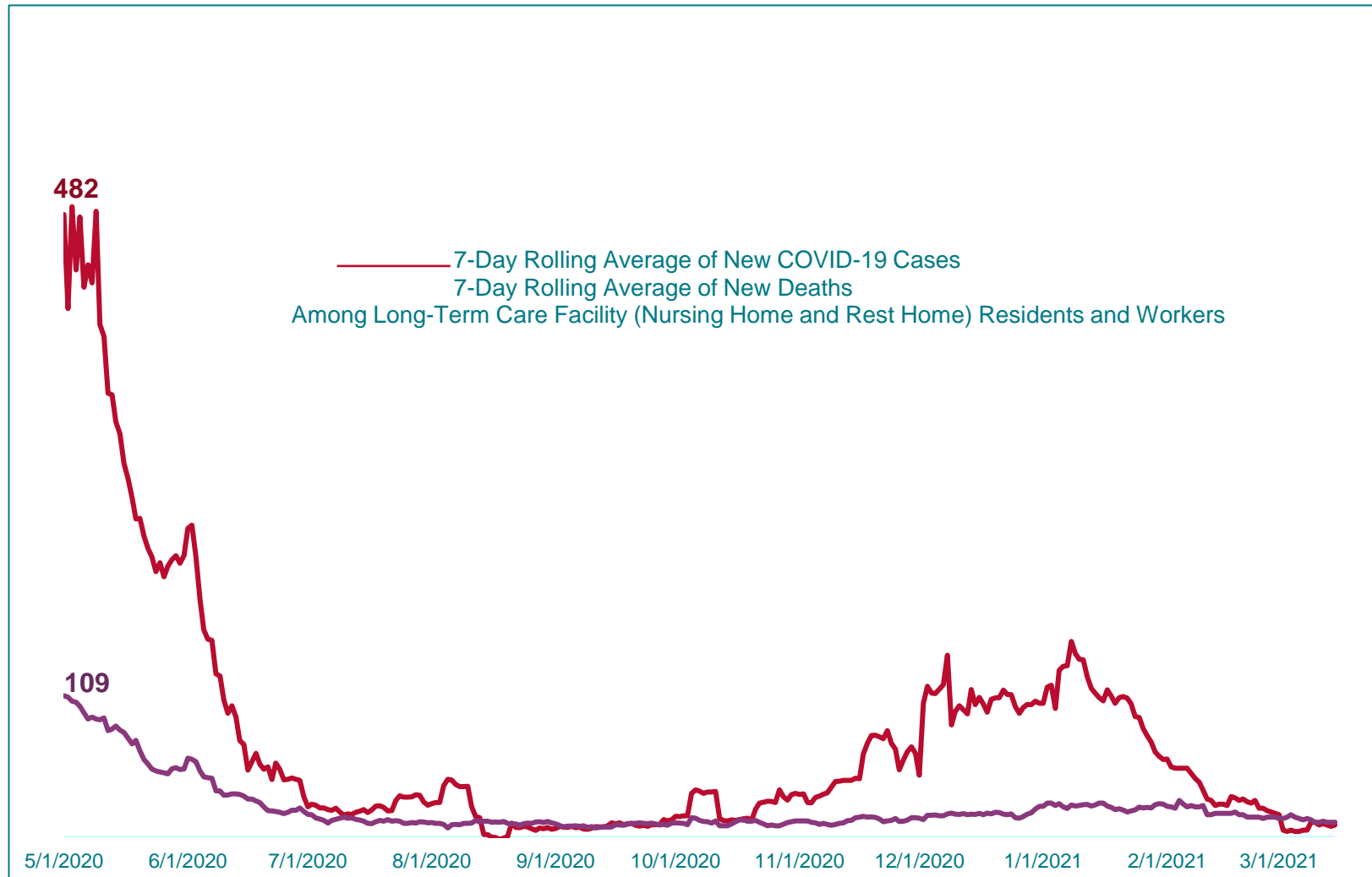
- 306 Facilities
- 144 Sessions
- 1679 participants
- 136,000 total Vaccine Doses Administered in Nursing Facilities



[Boston Herald Article](#)



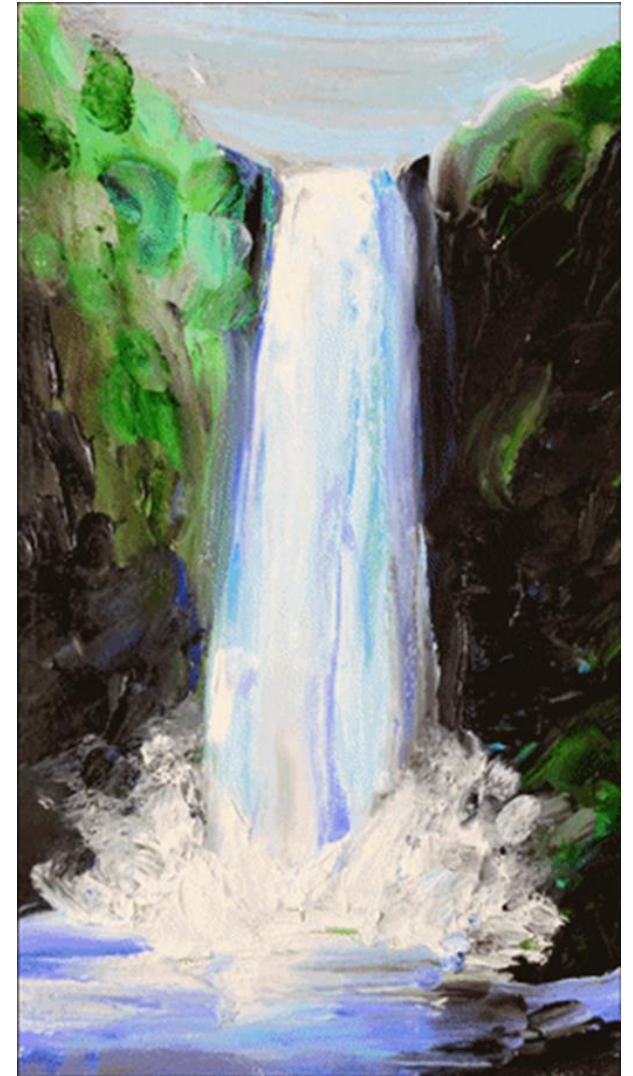
# Nursing homes made significant progress when community spread declines and resources were made available



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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.

2021 Educational Partner

**MARCUM**  
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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:

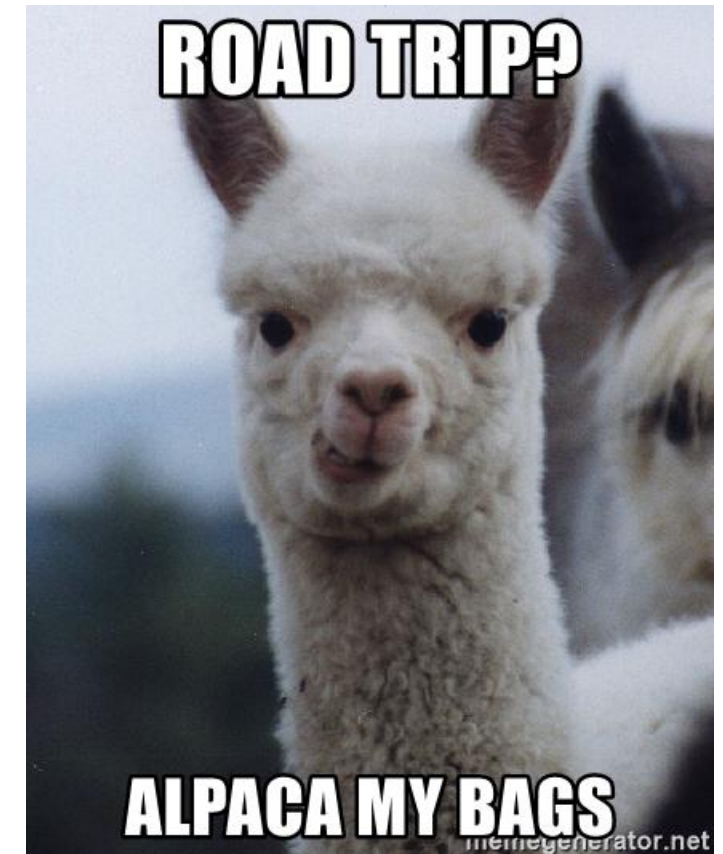
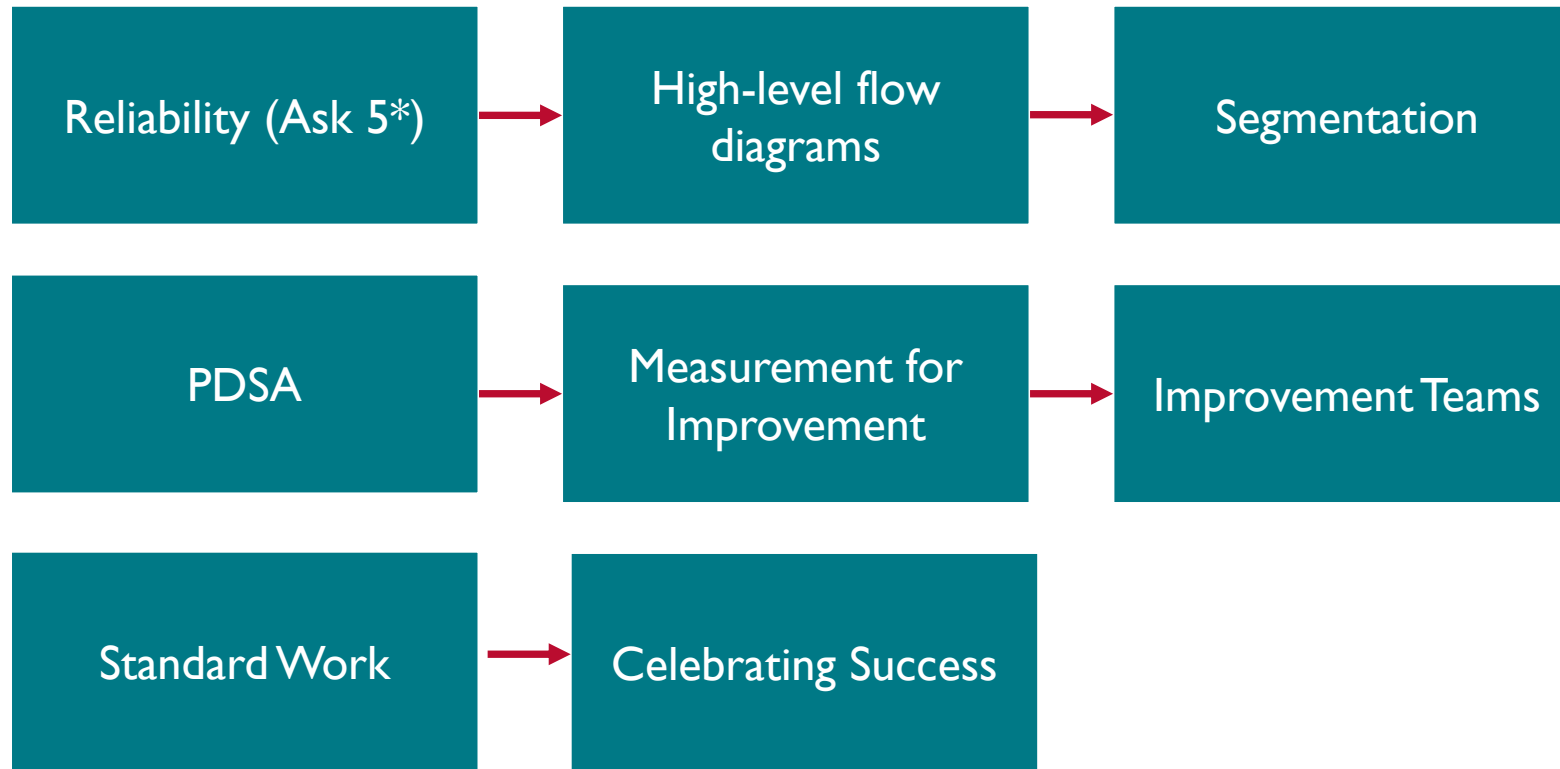
Nizar Wehbi, IHI

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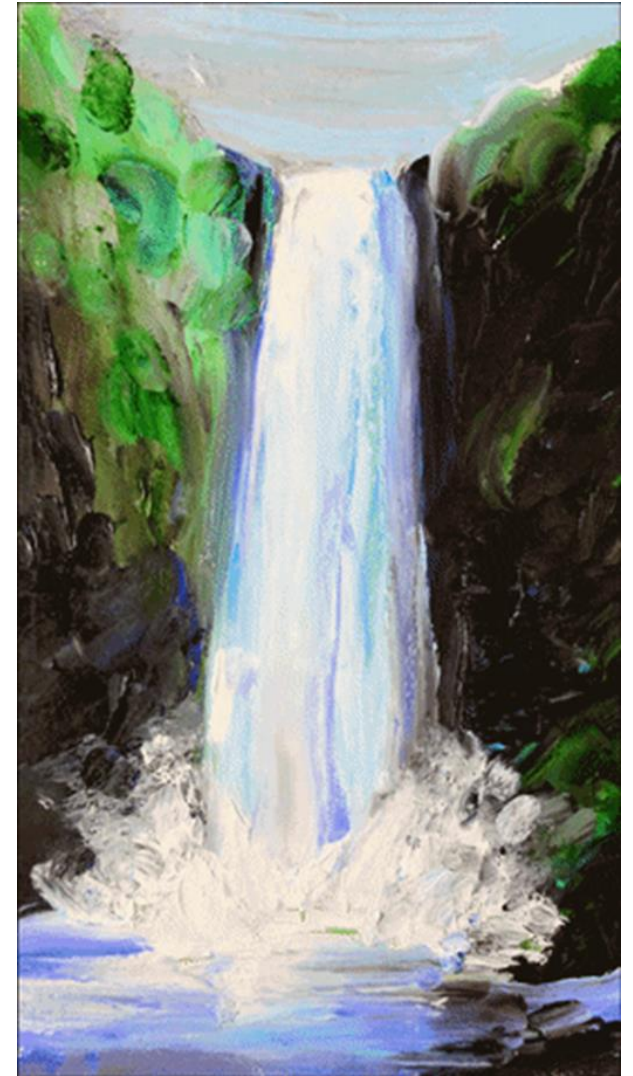
# The QI Journey



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?**
- 3-2-1 BEGIN





# Thank You to All of You!



## CELEBRATING OUR *Long Term Care Heroes*



MASSACHUSETTS  
SENIOR CARE  
ASSOCIATION

<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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