Managing Social Isolation during COVID 19: Perspectives on Staff and Residents

Cohort 4 Session 6

January 6, 2021

2:00 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

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Today's Agenda

Follow-up from Session 5 – Vaccine Management

Managing Social Isolation during COVID 19:
Perspectives on Staff and Residents

Discussion: Case Study

Performance Improvement Discussion

Wrap-up and Poll

Questions & Answers

Managing Social Isolation during COVID 19: Perspectives on Staff and Residents

Video below

https://www.youtube.com/watch?v=rY3j-QnA_q4&feature=youtu.be

Taking it to the Next Level

How do we talk about, reduce and minimize social isolation?	Does the nursing home provide written resources on what social isolation is, how to recognize it in residents or team members, and how to discuss ways to reduce or minimize it in the nursing home setting? Are all team members able to access resources on all days/shifts? Do team meetings (for example, daily huddles or morning meetings) specifically address the topic of social isolation across departments (not just with the clinical team)?
Document and report discussions on social isolation	Is social isolation discussed during care plan meetings and ad hoc if a particular situation suggests that it is impacting a resident's health? Who monitors resident records to determine if issues and interventions related to social isolation are clearly documented? How is that information communicated to leadership and all relevant members of the healthcare team?
Follow-up plan (monitoring over time)	If a team member notices that a colleague may be experiencing social isolation, how is that information communicated and to whom? Does someone in leadership follow up after the intervention/s to determine if the social isolation is reduced?
Improvement concepts/critical questions for leadership	Are there regular (daily or every other day) huddles or calls during which the team discusses social isolation in individual residents? Are specific interventions to reduce social isolation within the nursing home discussed and documented?

The Long Term Effects of Pandemic

- 1)Screening tools used for Trauma/PTSD assessments - (example PC-PTSD-5 https://psychology-tools.com/test/pc-ptsd-5)

  -Make sure staff are trained on how to use and respond

- 2)Assess staff for unmet needs (example of www.cupofempathy.com tool)
- 3)Incorporate Trauma/Isolation into long term facility disaster plans (not going away any time soon)
- 4)Discuss process improvement opportunities (PIP) – example she gives is the video call with family – it's not as simple as just turning on the iPad and walking away.

Question 1

This summer what activities did you do, or are you able to do now with colder weather to help with social isolation as a Facility?

Question 2

How are you using technology to help with social isolation?

How do you assist the residents who can not understand video calling?

Question 3

Does staff know how to identify residents who are suffering from social isolation?

How do you educate the staff on what to look for?

Do you provide trauma support for staff as well?

Vaccine Administration

Lessons Learned from the First Clinics

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Training Hub Logo

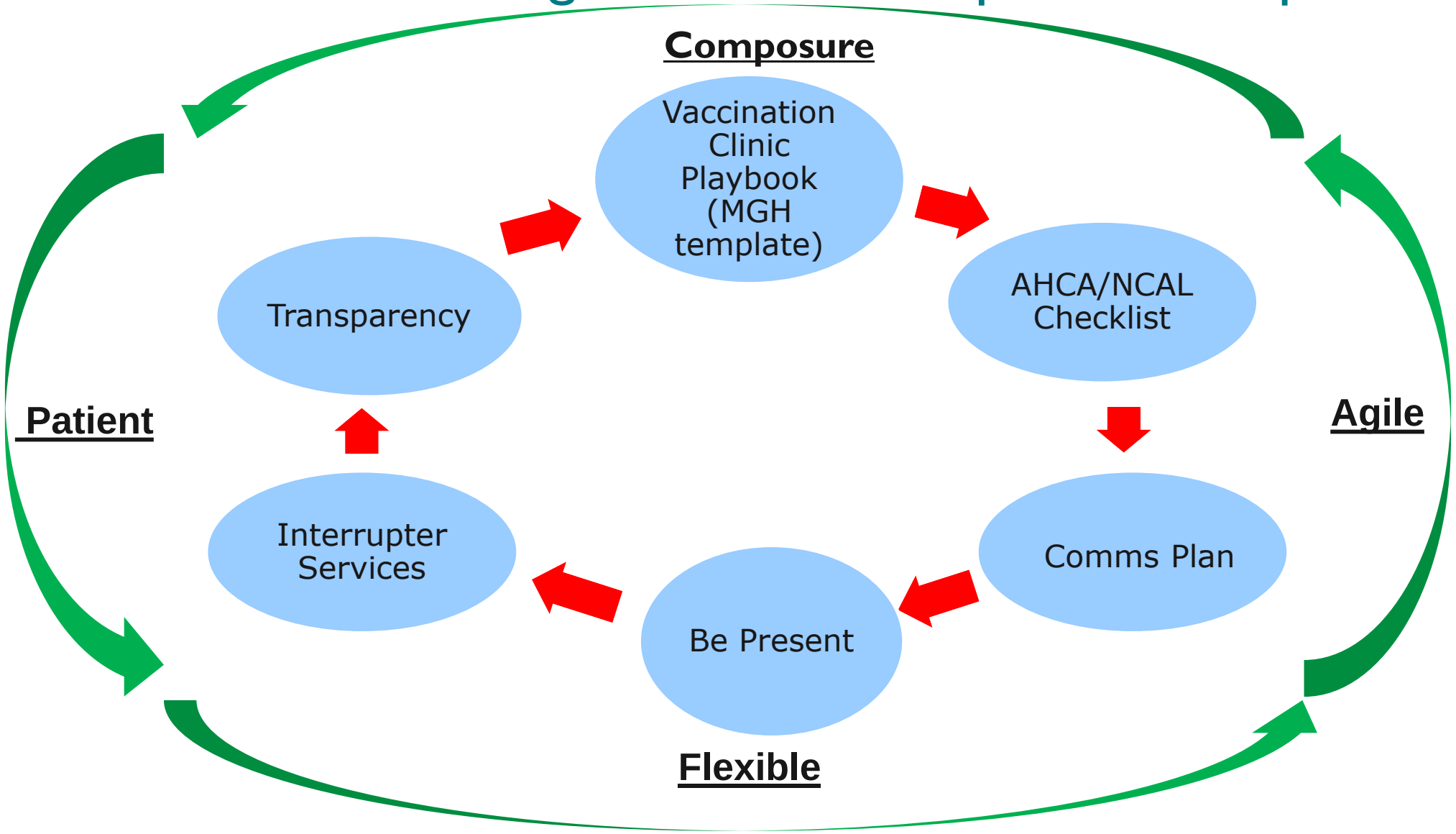
Session 6: Vaccine Management Follow Up

Waterfall Questions: Type in your answer but don't hit send!

1. For those who have had a vaccine clinic, chat in a best practice that helped your clinic run smoothly.

2. For those who have not had your vaccine clinic, what are you most concerned about?

Session 5: Vaccine Management Follow Up - Road Map To Success



Session 5: Vaccine Management Follow Up – Anticipate Challenges

Communications	Logistics	Provider Staffing	Infection Control	Vaccinations & Supplies

• Disconnect with POC and onsite team
• Did not receive confirmation of clinic until night before clinic
• Have printed multiple language EUA FAQ
• Unable to use scheduling application
	• Observation area(s) can/will be a bottle neck
	• Ensure enough time to go room to room for LTC residents
	• Have empty carts strategically located to provide vaccinators for their supplies
	• Have a hallway monitor
	  • Separate working and not working employees
	• Waiting area(s) will fill up with staff who are not working and waiting
		• Provider (CVS/Walgreens) does not send enough staff proportion to facility
		  • Admin(s)
		  • Vaccinator(s)
		• Provider may rapid test COVID-19 positive – what do you do?
			• Anticipate that provider staff are NOT infection control expert
			• Anticipate that provider staff are NOT PPE expert
			• Assign PPE coach to team
				• Not enough vaccinations
				• Not enough vaccination cards to hand out
				• Not enough syringes
				• Team brought only one laptop

Session 5: Vaccine Management Follow Up – Must Do's

Important Must Do's and Take-Aways:

1. Upon arrival ask how many vaccinations did they bring

2. Upon arrival ask how many admin and vaccinators did they bring

3. NO ONE should be denied vaccination based on paperwork i.e.
   - No insurance card
   - Using abridged consent form
   - Verbal consent from HCP and signed by facility staff

4. Be Flexible, Agile, Patient and keep Composure

5. We are all in this together

Planning for Vaccine Administration

Applied QI thinking

Brian Bjoern, MD

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Improvement in 5 Steps

1. Get curious about the nature of the problem
   - Observe it
   - Talk to staff (huddles!)
   - Map/diagram/brainstorm
   - Measure it
2. Set a goal for what you want to achieve
3. Decide what you want to try
4. Test/try it on a small scale…1 day, 1 resident
5. Measure your impact in ways that make sense

Covid-19 Vaccination PIP

1. Step 1 – Get curious…Can we find out:
   - How do we get vaccines into the facility
   - Who will be eligible and when
   - What are staff currently feeling/thinking about the vaccine
   - What supports exists or are in development to help us
   - What previous experience do we have with vaccination programs that we can build on

Covid-19 Vaccination PIP

Areas to address:

- What are the logistics of vaccinating all our residents?
- What are the logistics of vaccinating our staff?
- What concerns do residents and families have about the vaccine?
- What concerns do staff have about the vaccine?
- What do we need to message about ‘post vaccination’ behaviors and immunity expectation

Covid-19 Vaccination PIP

1. Step 2, what is our goal:
   - 90%* of staff are immunized against Covid-19 by March 31st 2021
   - 90%* of residents are immunized against covid-19 by March 31st 2021

   *Dependent on vaccine availability

2. What can we try?
   - Map out the process of 'vaccination day' using a process map
   - Use a 'fishbone diagram' to brainstorm the various issues you might need to address for a smooth vaccination program
   - Connect with staff 1:1 to discuss their questions and concerns around getting the vaccine
   - Find a staff 'Vaccine Champion' to speak to hesitant colleagues
   - Control the information flow and ensure reliable resources are being used and shared
   - Simulate 'vaccination' day with staff and leaders to ensure process works as intended

Covid-19 Vaccination PIP

4. Pick something to try
   - Map and simulate 'vaccination day'
   - Test using 1:1 conversations using the questions below to uncover concerns and tactics regarding vaccine hesitancy in staff – start with 3 staff this week.
     - What concerns do you have for residents, yourself, or the team regarding the covid-19 vaccine?
     - What information would be helpful to address your concerns?
     - Would it be alright if I shared with you some of what I've learned about the vaccine? (ASK-TELL-ASK)

5. Measure your impact
   - # of residents and staff engaged in vaccine conversations
   - % staff immunized, % residents immunized

Leave in Action

1. In the next week connect with 3 staff regarding being vaccinated for covid-19 and ask them the three questions:
    - What concerns do you have for patients, yourself, or the team regarding the covid-19 vaccine ?
    - What information would be helpful to address your concerns? How can we answer these questions together?
    - Would it be alright if I shared with you some of what I've learned about the vaccine?

2. Start on your 'vaccination day' process map and simulation

3. Find your facility staff 'vaccine champion' who can help with reliable messaging regarding the covid-19 vaccine

What to expect next…

Next Session: January 13, 2021, 2:00pm

Topic: Advance Care Planning in the time of COVID-19

Send in your facility's best practices/challenges by Monday, January 11, 9 a.m., to Marina Renton (mrenton@maseniorcare.org)

Wrap Up and Poll

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

Questions?