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

Cohort 5 Session 16

March 18, 2021

12:00 pm

AHRQ ECHO National Nursing Home COVID-19 Action Network

NM HEALTH SCIENCES | Project ECHO® | AHRQ Agency for Healthcare Research and Quality | Institute for Healthcare Improvement | MASSACHUSETTS SENIOR CARE ASSOCIATION | Hebrew SeniorLife | HARVARD MEDICAL SCHOOL AFFILIATE

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

Wrap-up and Poll

Questions & Answers

AHRQ ECHO National Nursing Home COVID-19 Action Network

HEALTH SCIENCES · Project ECHO · AHRQ Agency for Healthcare Research and Quality · Institute for Healthcare Improvement · MASSACHUSETTS SENIOR CARE ASSOCIATION · Hebrew SeniorLife | HARVARD MEDICAL SCHOOL AFFILIATE

‹#›

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

Supporting Emotional the Well Being of Your Staff

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."

AHRQ ECHO National Nursing Home COVID-19 Action Network

NM HEALTH SCIENCES | Project ECHO | AHRQ Agency for Healthcare Research and Quality | Institute for Healthcare Improvement | MASSACHUSETTS SENIOR CARE ASSOCIATION | Hebrew SeniorLife | HARVARD MEDICAL SCHOOL AFFILIATE

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

AHRQ ECHO National Nursing Home COVID-19 Action Network

HEALTH SCIENCES | Project ECHO

AHRQ Agency for Healthcare Research and Quality

Institute for Healthcare Improvement

MASSACHUSETTS SENIOR CARE ASSOCIATION

Hebrew SeniorLife | HARVARD MEDICAL SCHOOL AFFILIATE

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?

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.

Check-In Board

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

- 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

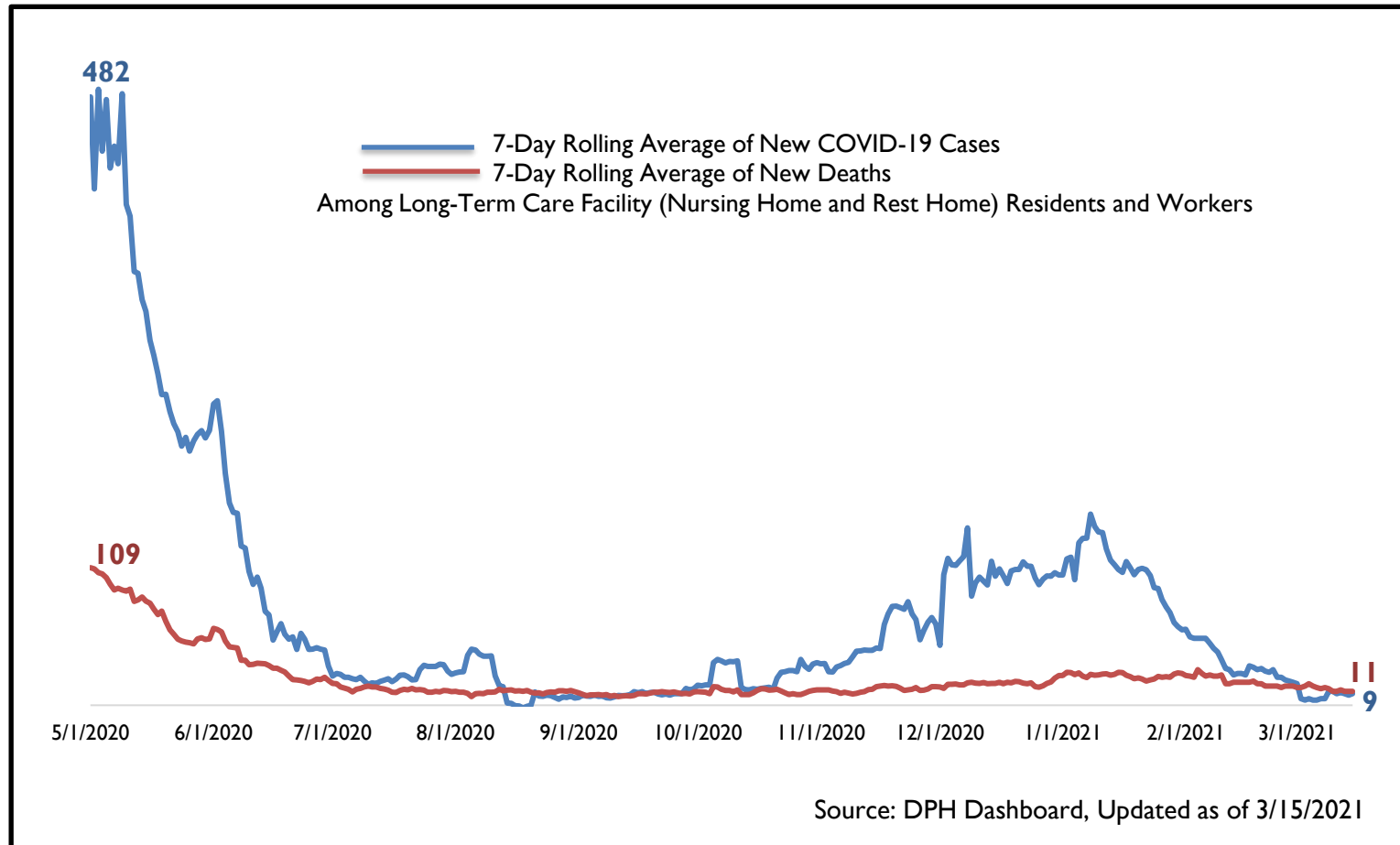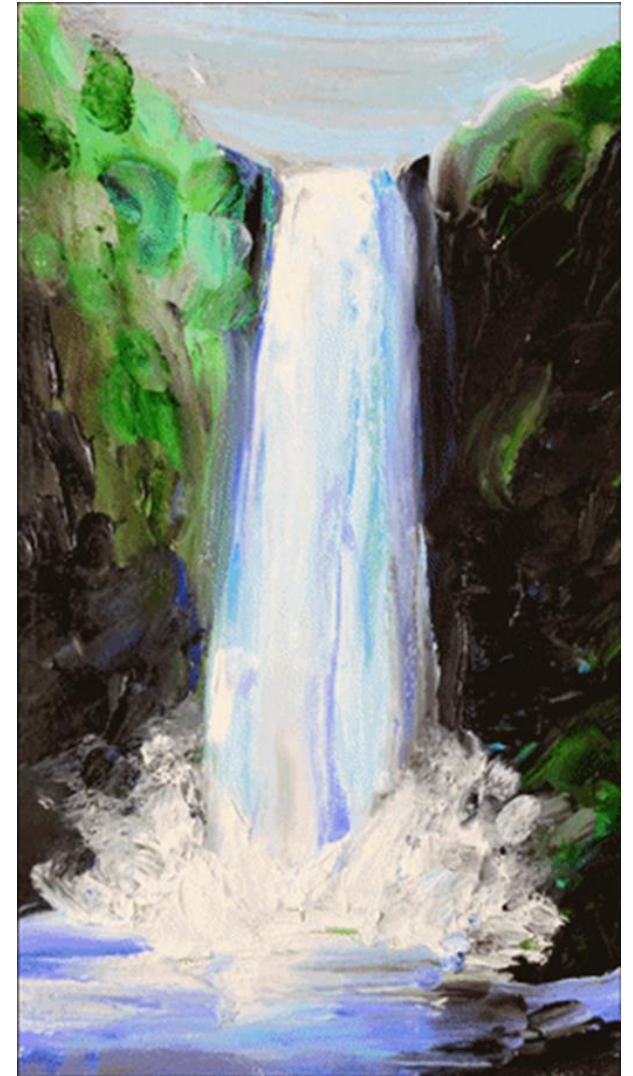- 136,076 total Vaccine Doses Administered in Nursing Facilities

Boston Herald Article

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

7-Day Rolling Average of New COVID-19 Cases
7-Day Rolling Average of New Deaths
Among Long-Term Care Facility (Nursing Home and Rest Home) Residents and Workers

Source: DPH Dashboard, Updated as of 3/15/2021

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

AHRQ ECHO National Nursing Home COVID-19 Action Network

THE UNIVERSITY OF NEW MEXICO HEALTH SCIENCES | Project ECHO

AHRQ Agency for Healthcare Research and Quality

Institute for Healthcare Improvement

MASSACHUSETTS SENIOR CARE ASSOCIATION

Hebrew SeniorLife | HARVARD MEDICAL SCHOOL AFFILIATE

What's Next for Project ECHO?

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

AHRQ ECHO National Nursing Home COVID-19 Action Network

UNM HEALTH SCIENCES | Project ECHO

AHRQ Agency for Healthcare Research and Quality

Institute for Healthcare Improvement

MASSACHUSETTS SENIOR CARE ASSOCIATION

Hebrew SeniorLife | HARVARD MEDICAL SCHOOL AFFILIATE

Performance Improvement

Brian Bjoern, IHI

AHRQ ECHO National Nursing Home COVID-19 Action Network

UNM HEALTH SCIENCES · Project ECHO

AHRQ Agency for Healthcare Research and Quality

Institute for Healthcare Improvement · MASSACHUSETTS SENIOR CARE ASSOCIATION · Hebrew SeniorLife HARVARD MEDICAL SCHOOL AFFILIATE

The QI Journey

| Reliability (Ask 5*) | → | High-level flow diagrams | → | Segmentation |

| PDSA | → | Measurement for Improvement | → | Improvement Teams |

| Standard Work | → | Celebrating Success |
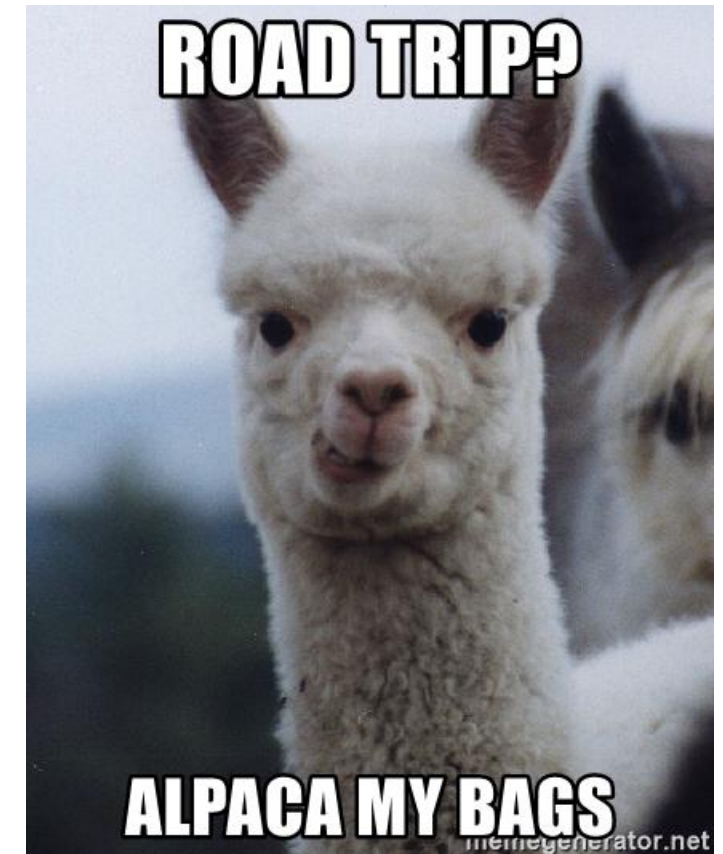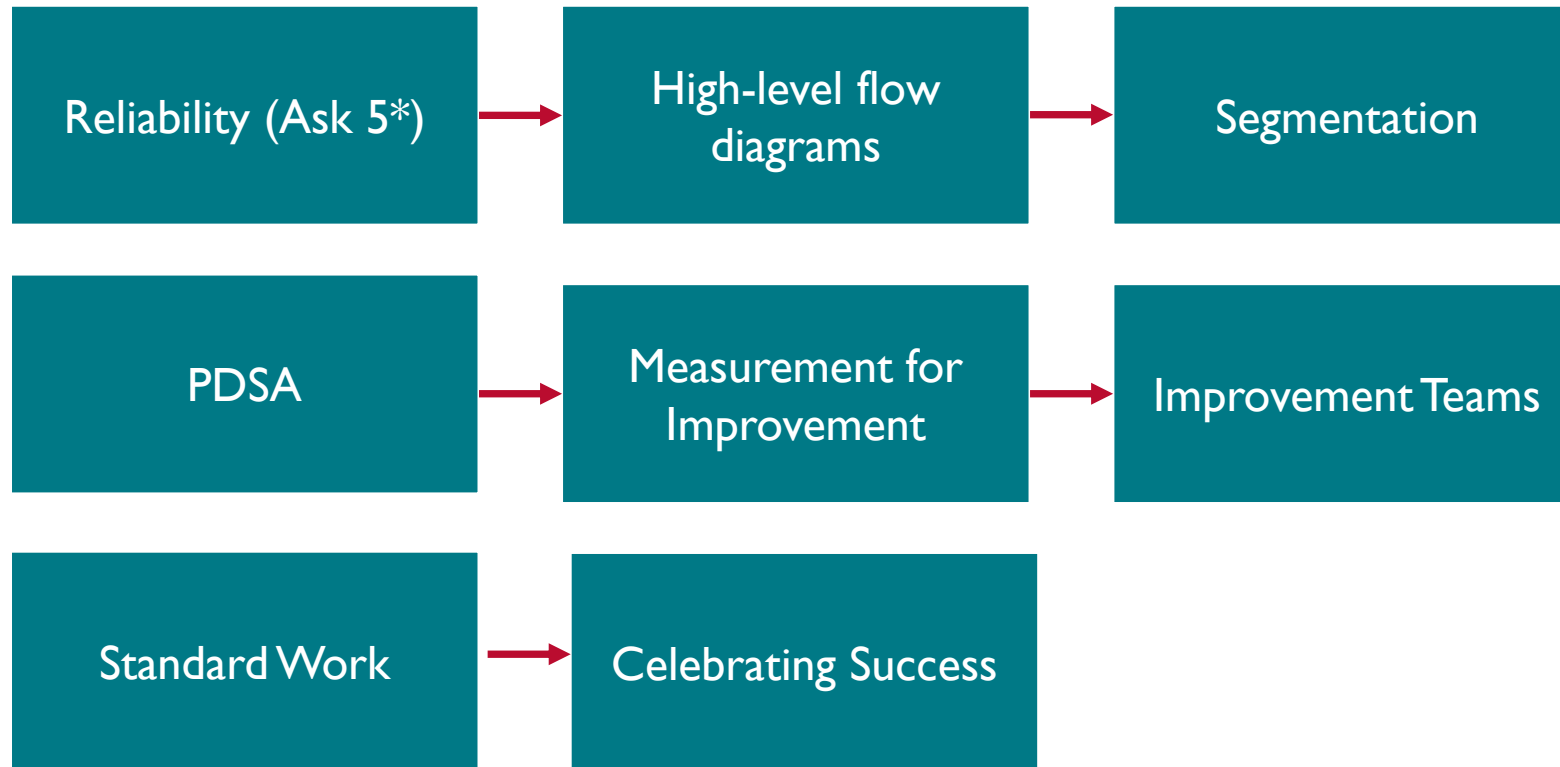
Ask 5: Who, When, Where, How, What

ROAD TRIP?
ALPACA MY BAGS
memegenerator.net

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

AHRQ ECHO National Nursing Home COVID-19 Action Network

HEALTH SCIENCES · ECHO · AHRQ Agency for Healthcare Research and Quality · Institute for Healthcare Improvement · MASSACHUSETTS SENIOR CARE ASSOCIATION · Hebrew SeniorLife | HARVARD MEDICAL SCHOOL AFFILIATE
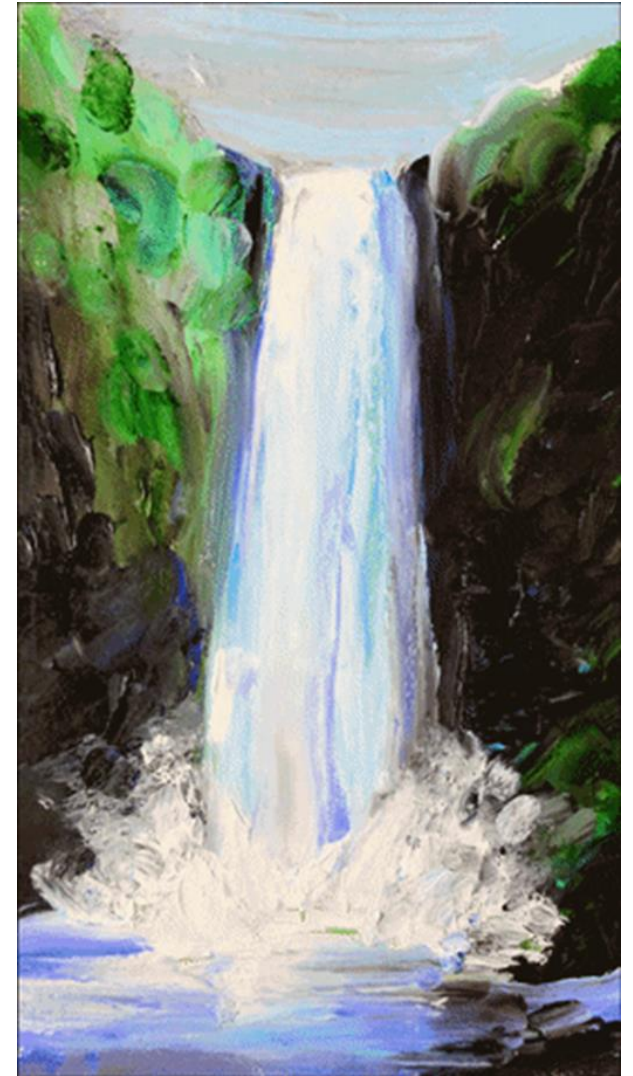
Thank You to All of You!

CELEBRATING OUR

Long Term Care Heroes

MASSACHUSETTS
SENIOR CARE
ASSOCIATION

https://www.youtube.com/watch?v=tHVC3iZznj8

AHRQ ECHO National Nursing Home COVID-19 Action Network

HEALTH SCIENCES | Project ECHO

AHRQ | Agency for Healthcare Research and Quality

Institute for Healthcare Improvement

MASSACHUSETTS SENIOR CARE ASSOCIATION

Hebrew SeniorLife | HARVARD MEDICAL SCHOOL AFFILIATE

Wrap Up and Poll

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