

Supporting the Emotional Well-Being of You and Your Staff During COVID 19

Cohort 6 Session 16

March 18, 2021

1-2:30 p.m. ET

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

Ice Breaker (5 min)

Follow Up: What's Next & How to Prepare (5 min)

Supporting the Emotional Well-Being of You and Your Staff (30 min)

Performance Improvement Discussion (10 min)

Celebration of Completion of Program (5 min)

Wrap-up and Poll

Questions & Answers

Ice Breaker!



Irene Fraser, RN
Infection Preventionist, St. Patrick's Manor

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

- Who Is Leading the Planning Effort?
- Who Else is Involved?
- Comprehensive CDC Step By Step Planning Tool
- COVID Resurgence Plan (10 components)
- Nursing Home Incident Command



Quick updates from DPH

Caring for LTC Residents During COVID-19:

In accordance with CDC guidance, fully vaccinated residents who are admitted or readmitted to the facility do not need to quarantine upon arrival.

Surveillance Testing:

- Long-term care facilities must conduct weekly testing of all staff, however staff who are fully vaccinated (14 days or more from receiving the final dose in the series) must only be tested every other week.
- If the staff testing results indicate a positive COVID-19 staff member(s), must conduct outbreak.

Visitation:

- Residents who are fully vaccinated may visit with loved ones who are fully vaccinated in their room.
- Residents who are fully vaccinated may visit with loved ones who are fully vaccinated without maintaining social distancing, if both are wearing facemasks, as able.

Supporting the Emotional Well-Being of You and Your Staff



Goals of this Session

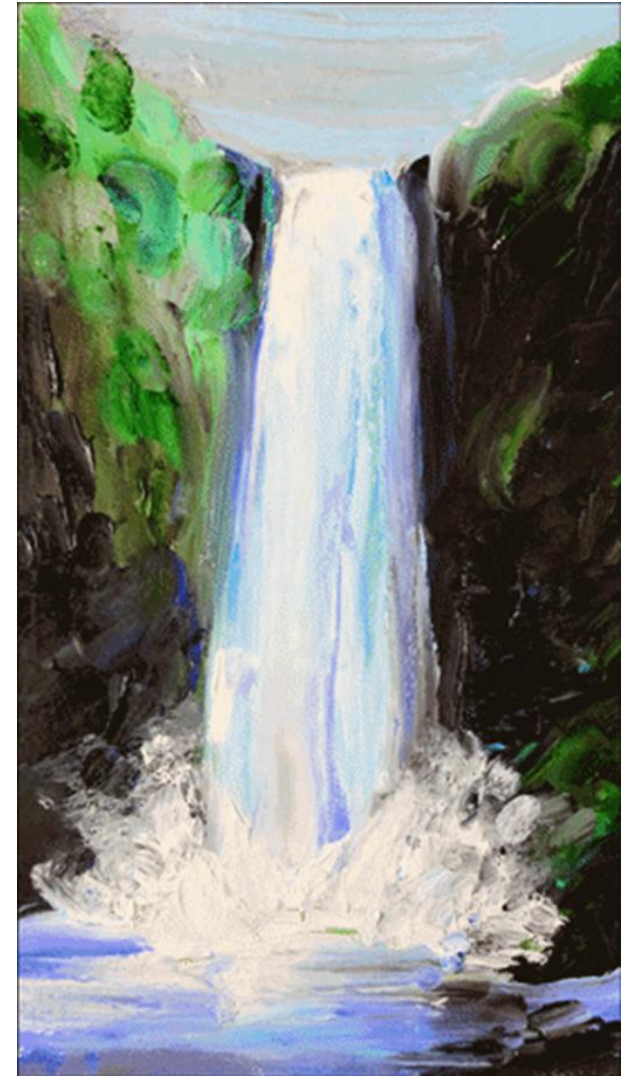
- Acknowledge the great work done by staff under extraordinarily difficult circumstances
- Expand our thinking about moving forward post-pandemic and post-vaccination period
- Provide strategies to promote wellbeing and to help move staff into the “new normal”
- Celebrate the completion of the 16-week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

Joining Us Today

- Vicki Jackson, MD, MPH
 - Blum Family Endowed Chair in Palliative Care
 - Chief, Division of Palliative Care and Geriatric Medicine
 - Co-Director HMS Center for Palliative Care
 - Associate Professor of Medicine, Harvard Medical School

Chat Waterfall

- How has going through the pandemic impacted your well-being?
- What is most worrisome to you?



Resilience and Adaptive Leadership in the Face of the COVID-19 Disaster

Vicki Jackson, MD, MPH
Chief, Division of Palliative Care and Geriatrics
Massachusetts General Hospital
Associate Professor of Medicine
Co-Director, Center for Palliative Care
Harvard Medical School

Disclosure

- Nothing to disclose

Disclosure

Well maybe one disclosure

We have not figured this out....We are a work in progress

A Parallel Pandemic Hits Health Care Workers: Trauma and Exhaustion

Vaccines may be on the way, but many on the front lines are burned out. Has the government done enough to help alleviate their stress?



COVID Pandemic and the impact on medical providers

- Take 1 minute to jot down 3 ways that the pandemic has impacted your well being?
- What is most worrisome?
- Let's begin a dialogue....please enter into the chat or raise your hand

**BURNOUT IS FEELING
EXHAUSTED, INEFFECTIVE, AND DETACHED AT WORK**

We are all at risk because of the work we do

“Highly motivated health professionals with intense investment in their profession are at a greater risk for the development of burnout. The compulsive triad of doubt, guilt, and an exaggerated sense of responsibility can have an enormous impact on [physicians’] professional, personal and family lives.”

Kearney et al. JAMA 2009

Lessons from disaster medicine

- Preparing people for the surge
 - naming and managing worry and fear
 - building structures for community and communication
 - empowering input and problem solving
- Sustaining the efforts
- Transitioning out of a surge
 - Bethany Rose Daubman

Threats to Wellbeing

Uncertainty

Isolation

Fears of futility

Witnessing suffering

Exhaustion

Moral Distress

Doubt

Necessities for Wellbeing

Growth mindset

Connection and community

Boundaries

Self awareness

Challenge Network

Self empowerment

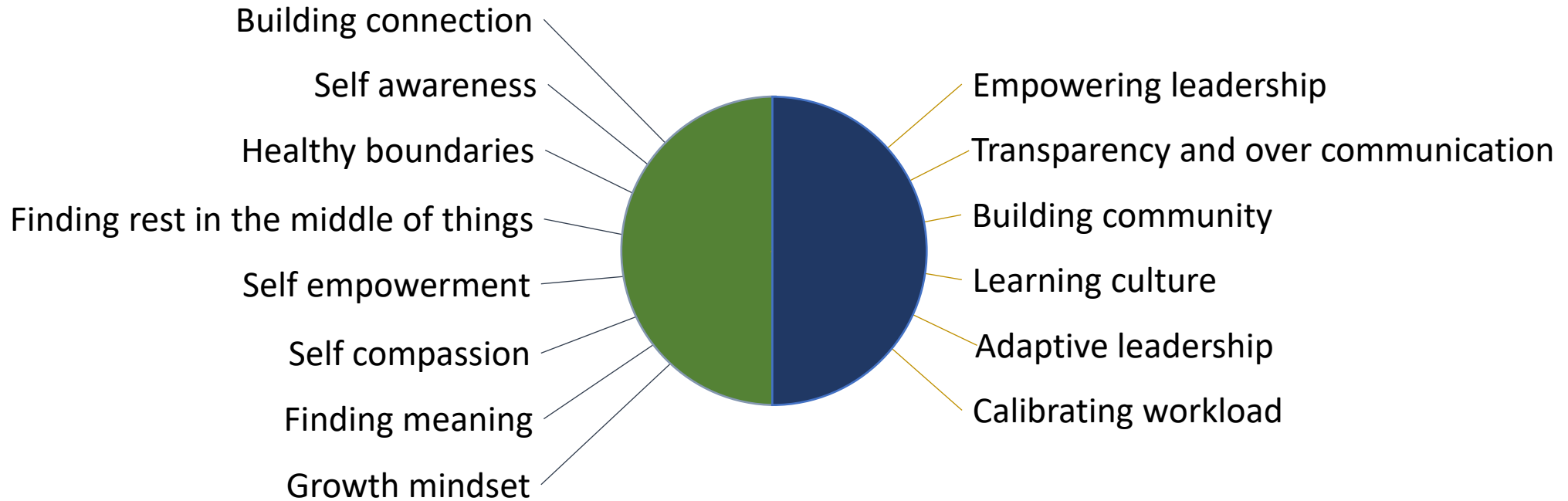
Self compassion

Finding rest in the middle of things

MUST CONSIDER TWO DIFFERENT DOMAINS

Individual approaches

Workplace approaches



WORK PLACE APPROACHES

Workplace Approach

Commitment to building community

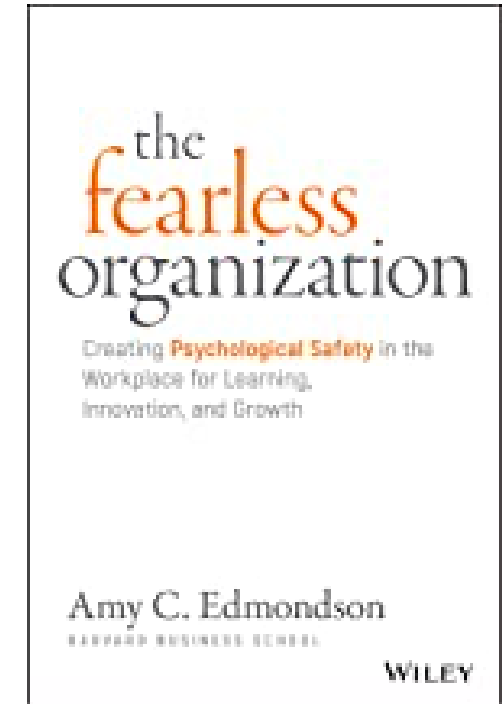
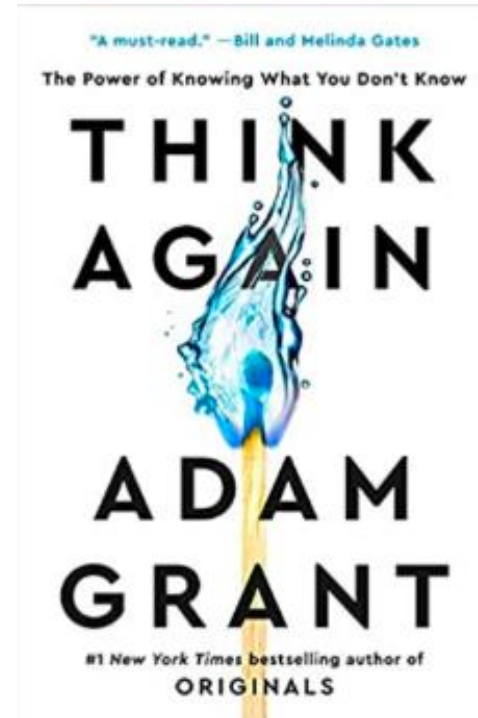
- Must be intentional now
 - No water cooler moments
- This is not fluff
 - Isolation is contributing to our loss of wellbeing
- Find your own way to lead here
 - Virtual happy hour
 - Game night
 - Dad joke of the day



Workplace Approach

Building a learning culture

- Growth mindset
 - Mistakes are key to innovation
 - Seeing feedback as a gift
 - AFGO
- Conflict resilience
 - Task conflict vs interpersonal conflict
 - Make a DDX when there is interpersonal conflict
- Challenge network
 - We all must have this to grow



Workplace Approaches

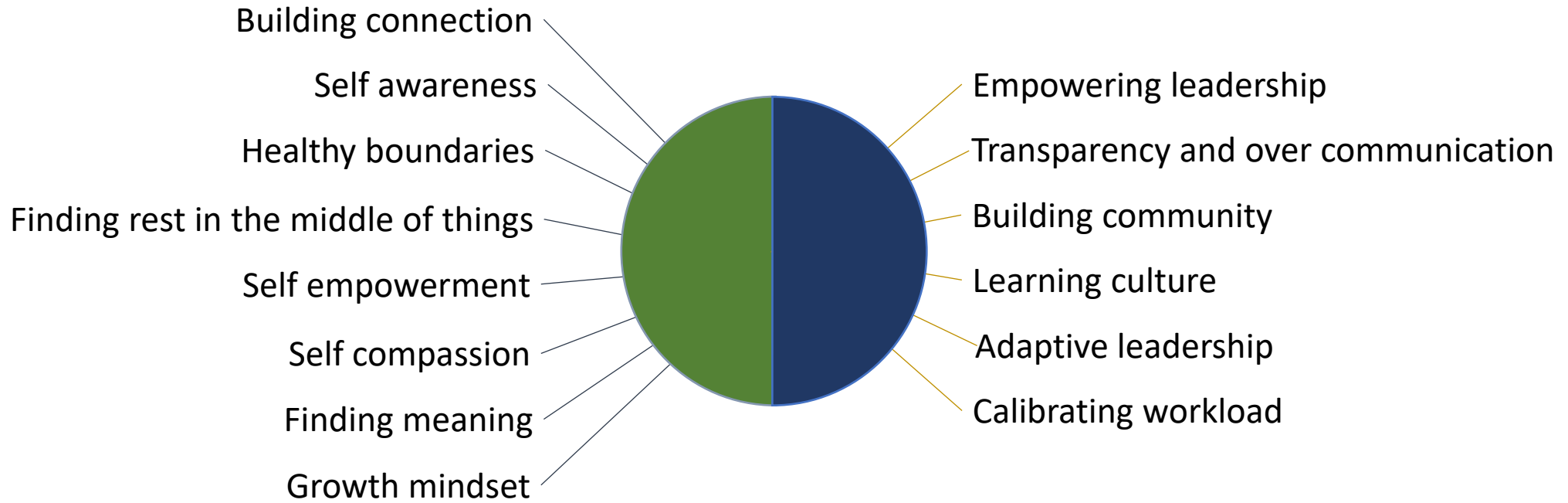
Leadership to promote resilience in a crisis

Lead from your chair

- Acknowledge uncertainty
- Build an intentional space for strong emotions
- Maximize face to face communication and bringing the group together
- Get the right people in the right roles
- Vulnerability is a sign of strength
- Never worry alone...use your team
- Modelling...eat the chow your troops eat, take care of yourself
- Help team move from emotion to self-efficacy and empowerment

Individual approaches

Workplace approaches



INDIVIDUAL APPROACHES





Individual Skill

What do we pay attention to?

- Teflon vs Velcro
 - It is the little things...not the big things....
- Gratitude
- What are challenges? Yes AND....make more room for...
- What have we learned? Uncertainty example
 - What did we do that has worked?
 - How have we grown?
 - What have we learned?
 - What have we accomplished?

Why is this important?

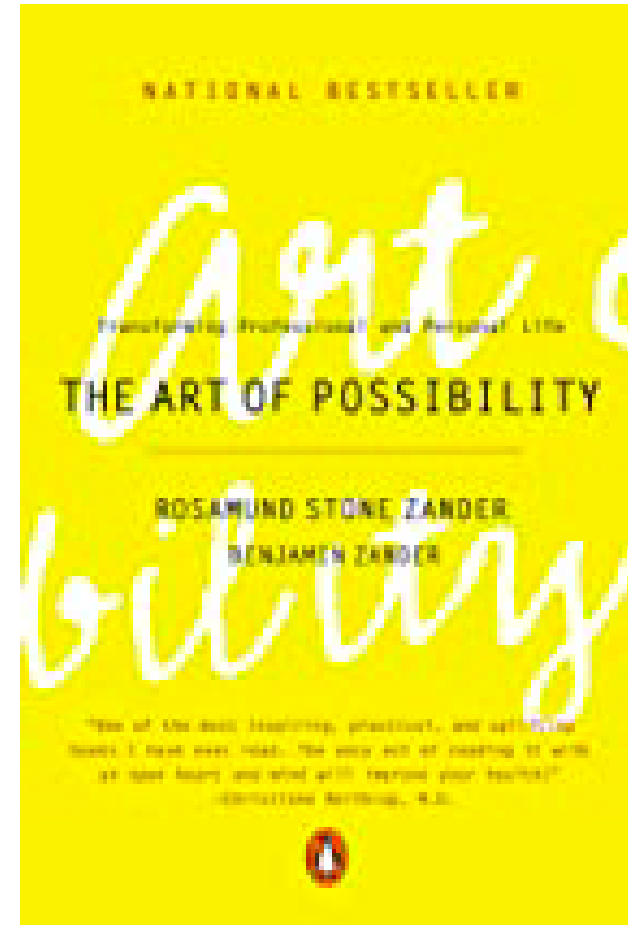
Is it just to be positive? No...it teaches us what to do again next time

We are more effective when we work from our strengths

Individual Approach

Self Compassion

- Self compassion is a skill that must be cultivated
- AFGO, boundaries, good enough job
- If you were giving support to a dear friend how would that look?
 - Can you do that for yourself?
- Self compassion is key to being generous with others
 - Give them the A...



Breakout- **Building community: a personal and workplace strategy**

What has the ECHO community meant to you over the past 16 weeks?

What is one specific way it has positively impacted your well being?

Take 1-2 min to write down your responses

Breakout report out:

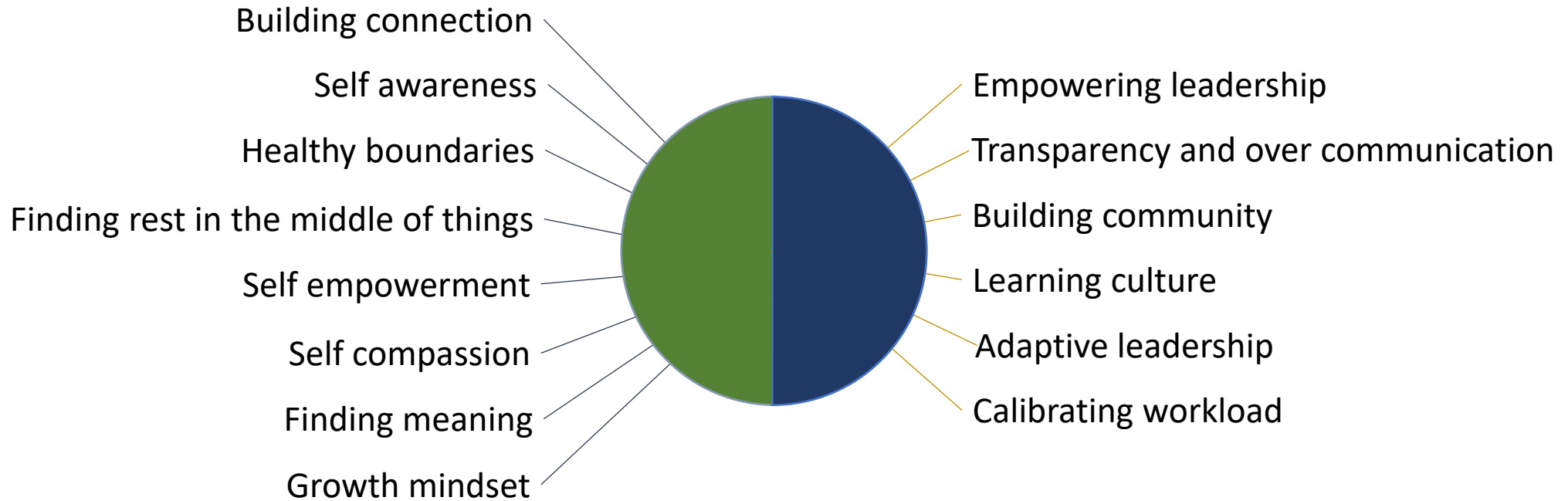
What has been the best part of the ECHO community?

What aspects of this do you want to bring into your world moving forward?

How might you do this?

Individual approaches

Workplace approaches



Do not be daunted by the enormity of the world's grief.
Do justly now, love mercy now, walk humbly now.
You are not obligated to complete the work,
but neither are you free to abandon it.

The Talmud

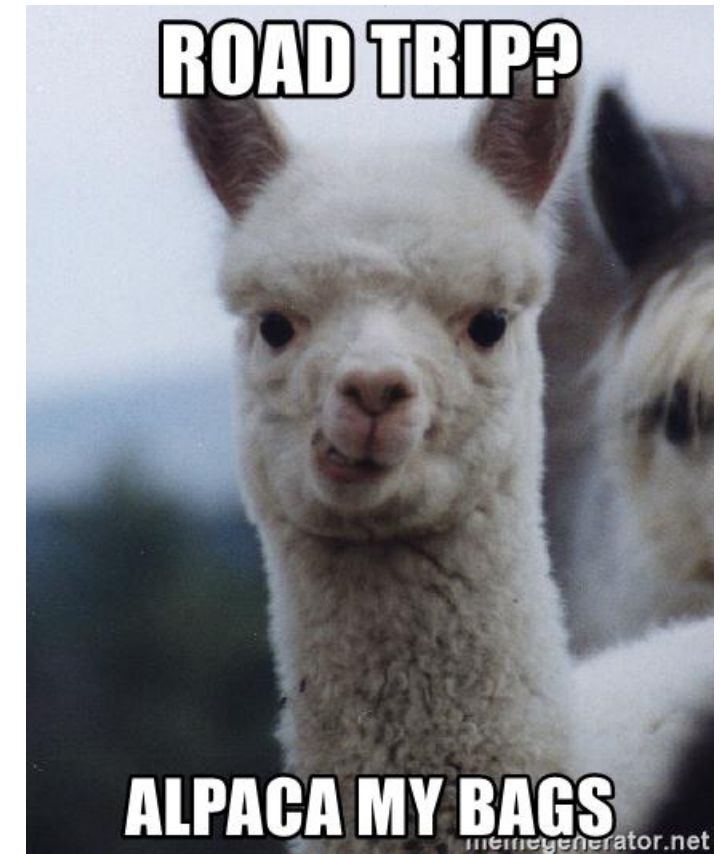
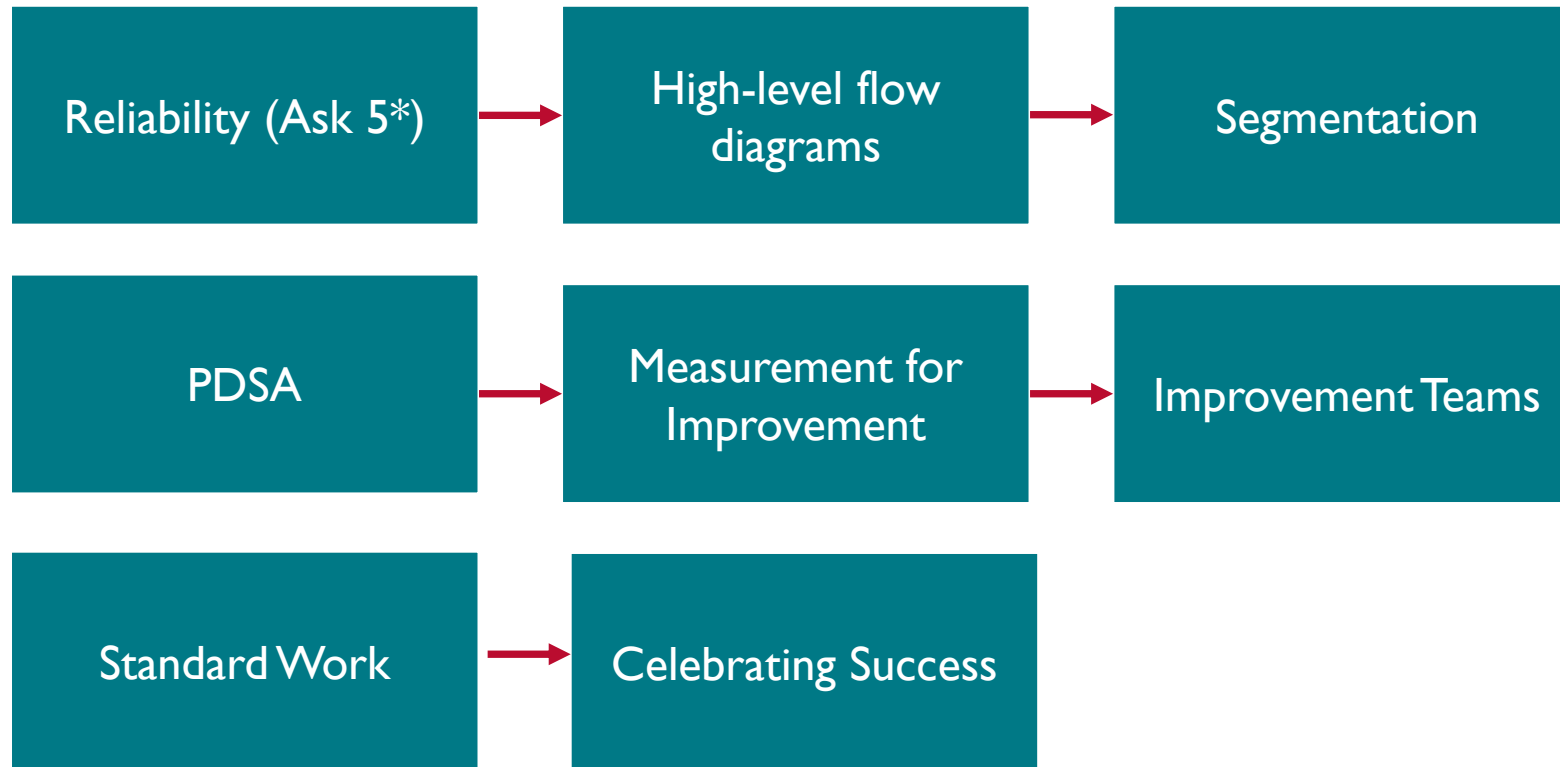
Performance Improvement:

Nizar Wehbi, MD, MPH, MBA, IHI

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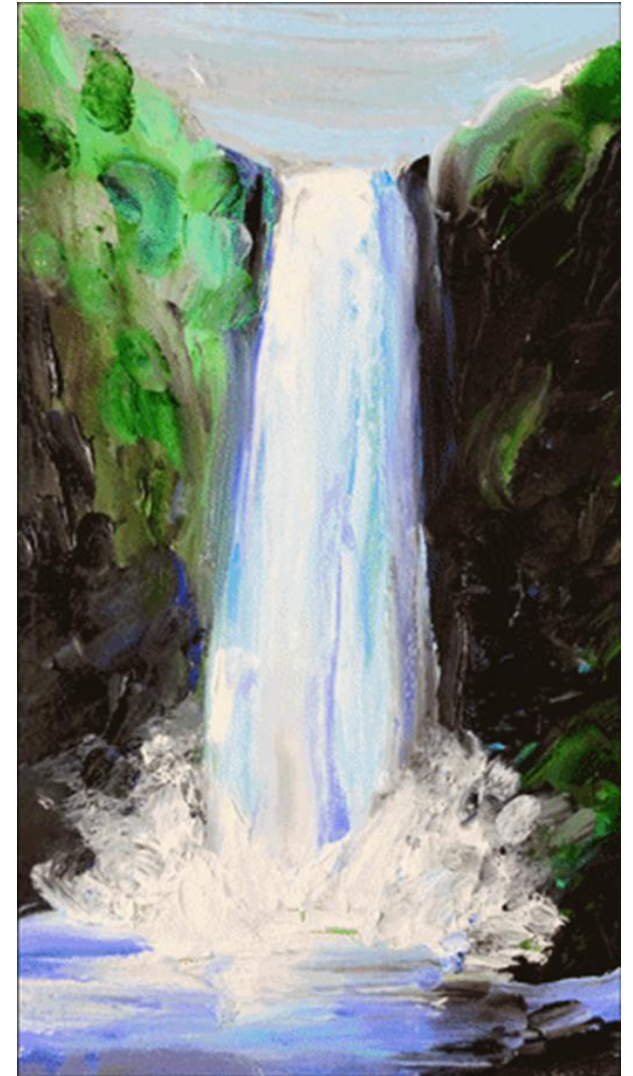
The QI Journey



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 GO



What We Have Accomplished: Topics Covered

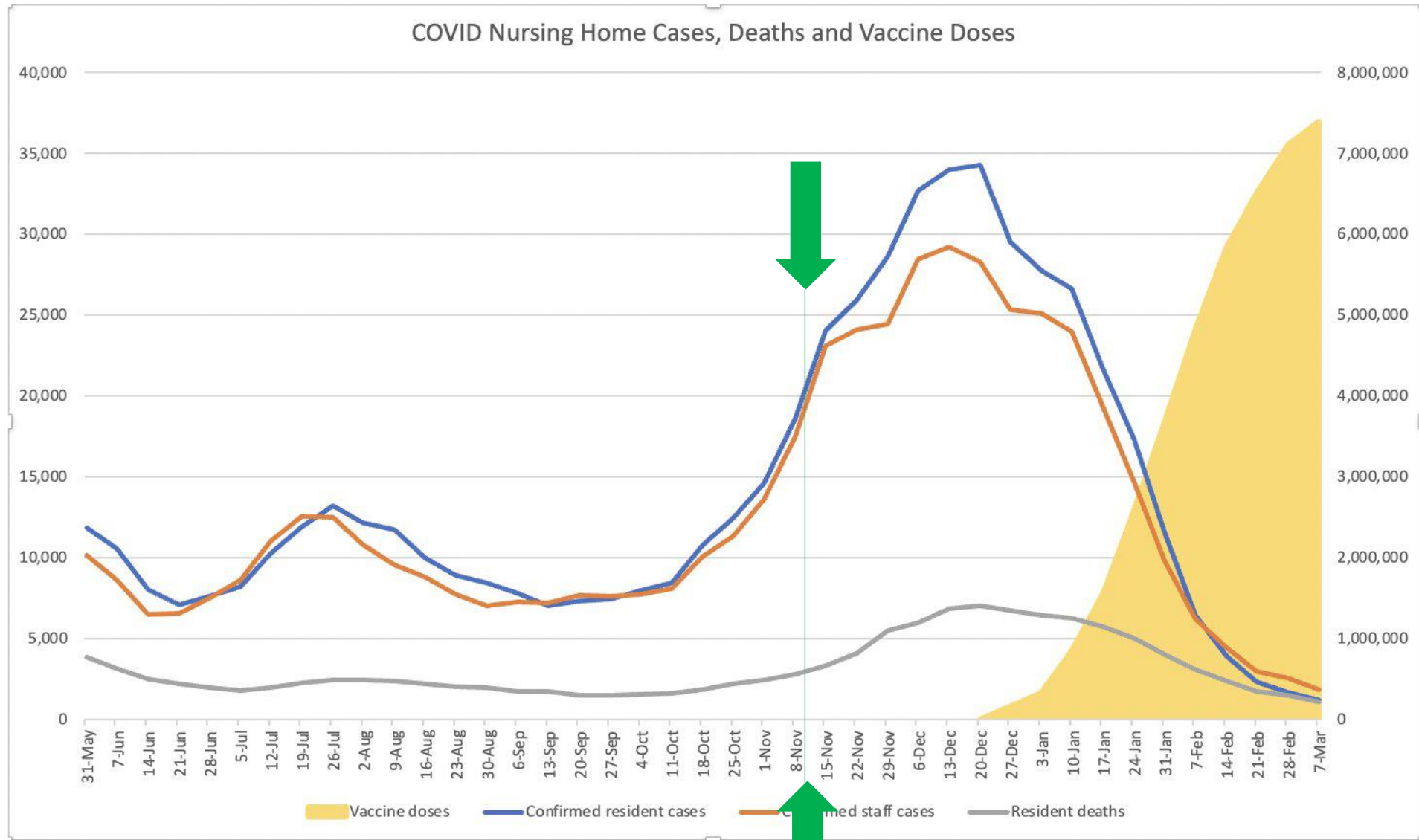




What We have Accomplished:

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

A Most Beautiful Picture



Source: DPH Dashboard, Updated as of 3/11/2021

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

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



What's Next for Project ECHO?

**AHRQ ECHO National Nursing
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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

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- 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

Questions & Answers?

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Individual approaches

Workplace approaches

