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

Cohort 8 Session 6

January 8, 2021

11:00 am

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

HEALTH SCIENCES Project ECHO

AHRQ Agency for Healthcare Research and Quality

Institute for Healthcare Improvement

Massachusetts Senior Care Association

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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

COVID-19 Vaccine Clinic Planning: Chat Waterfall

Have you had your first vaccine clinic?

Group 1: YES

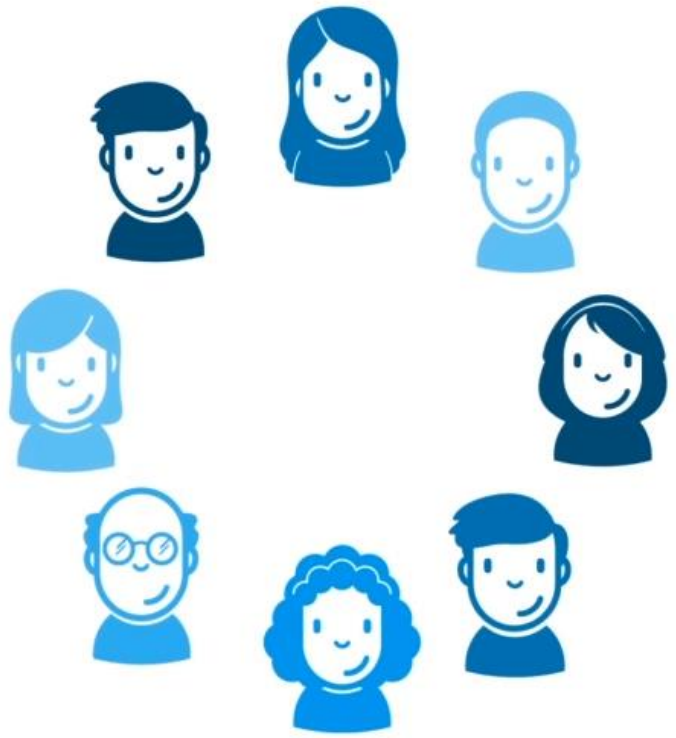
What went well ? How did you plan?

Group 2: NO

Do you have plan in place?

What are your concerns?

Type your response in the chat box but DON'T HIT SEND until I say so!



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

Video:

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

Guided Discussion

Martha Hayward, IHI Lead

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?

Reflections on the Waterfall

Quality Improvement: Planning for Vaccine Administration

Martha Hayward, IHI lead

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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

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

   *Dependent on vaccine availability

3. 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

Pre-Vaccination: High-level Considerations

Which vaccine are you receiving?	Obtain Informed Consent for Staff and Residents	Logistics for Physical Location at Your Site	Time Considerations for Vaccination	How Many Doses Will You Need?	Who is Receiving the First Vaccine on Site?
Considerations: • Question/ Answer Materials • Staffing requirements	**Considerations:** • Staffing content procedures • When appropriate contacting POA or Conservators • Ineligibility: allergies, immuno-compromised (decisions with medical director) • What is your policy for staff/ resident vaccination?	**Considerations:** • Staffing – what are you responsible for vs. pharmacy • Flow (one way) • PPE needed • Social Distancing • How will your immobile patients be vaccinated?	**Considerations:** • What time of day? • How will you stagger staff? • How will you account for all staff? • What time of day is best for certain patients?	**Considerations:** • How many patients are confirmed? • How many staff are confirmed? • How many extra doses will there be on hand should people change their minds?	**Considerations:** • Decide who is receiving the first shot • Do you need a communications plan? • Do you have language for families who ask to be vaccinated?

Day of Vaccination Flow Chart: High-level Considerations

Staff and Patients Arrive at Location → **Informed Consent Confirmed** → **Vaccination is Given** → **15 Minutes of Observation** → **24-48 Hours Post-Vaccination** → **2nd Dose Planning 21-28 Days**

Considerations:
- PPE for staff
- PPE for patients
- Transportation to site for physically impaired residents
- Transportation for memory impaired residents

Considerations:
- Who is confirming consent?
- How will you handle patients/ staff who change their mind on the day?
- Where is consent confirmed for your records?
- Who does patient documentation for your records?

Considerations:
- Documentation

Considerations:
- Who is responsible for observation?
- Supplies on hand for Adverse Events:
  - Epi-Pens
  - Syncope
  - Additional Meds
- Staffing for patients with memory impairment

Considerations:
- Staff absence
- Impairment:
  - Site pain
  - Fatigue
  - Headache
  - Severe
- Reporting of adverse events
- Delayed allergic reactions

Considerations:
- Date scheduled
- Patients and family prepared
- Staff prepared and scheduled to be onsite
- Planned transports modified

Day of 2nd Dose Vaccination Flow Chart: High-level Considerations

Considerations:
- PPE for staff
- PPE for patients
- Transportation to site for physically impaired residents
- Transportation for memory impaired residents

Considerations:
- Who is confirming consent?
- How will you handle patients/ staff who change their mind on the day?
- Where is consent confirmed for your records?
- Who does patient documentation for your records?

Considerations:
- Documentation

Considerations:
- Who is responsible for observation?
- Supplies on hand for Adverse Events:
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Considerations:
- Staff absence
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  - Site pain
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  - Headache
  - Severe
- Reporting of adverse events
- Delayed allergic reactions

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 15, 2021, 11:00am

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

Send in your facility's best practices/challenges by Tuesday, January 12th to Tabitha Fineberg at tabithafineberg@hsl.harvard.edu

Wrap Up and Poll

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

Questions?