

Case Study

One of residents' favorite activities on the Memory Care Unit has been the live music and dance program. Residents, staff and visitors would sit next to one another in a small circle in a common area, and a staff member would play guitar or piano and sing old favorite songs. Residents and staff members would get up and dance together, holding hands and standing close to one another.



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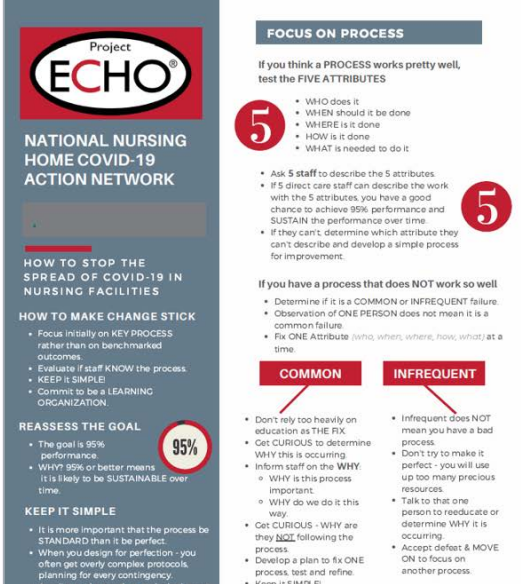
Are Our Processes Reliable?



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Core questions

- How do we know if our process is reliable?
- What do we do if it is not?



The infographic is titled "Project ECHO NATIONAL NURSING HOME COVID-19 ACTION NETWORK". It is divided into several sections:

- HOW TO STOP THE SPREAD OF COVID-19 IN NURSING FACILITIES**
- HOW TO MAKE CHANGE STICK**
 - Focus initially on KEY PROCESS rather than on benchmarked outcomes.
 - Evaluate if staff KNOW the process.
 - KEEP IT SIMPLE!
 - Commit to be a LEARNING ORGANIZATION.
- REASSESS THE GOAL**
 - The goal is 95% performance.
 - WHY 95% or better means it is likely to be SUSTAINABLE over time.
- KEEP IT SIMPLE**
 - It is more important that the process be STANDARD than it be perfect.
 - When you design for perfection - you often get overly complex protocols, planning for every contingency.
- FOCUS ON PROCESS**
 - If you think a PROCESS works pretty well, test the FIVE ATTRIBUTES:
 - 5 WHO does it
 - 5 WHEN should it be done
 - 5 WHERE is it done
 - 5 HOW is it done
 - 5 WHAT is needed to do it
 - Ask 5 staff to describe the 5 attributes.
 - If 5 direct care staff can describe the work with the 5 attributes, you have a good chance to achieve 95% performance and SUSTAIN the performance over time.
 - If they can't, determine which attribute they can't describe and develop a simple process for improvement.
- If you have a process that does NOT work so well**
 - Determine if it is a COMMON or INFREQUENT failure.
 - Observation of ONE PERSON does not mean it is a common failure.
 - Fix ONE Attribute (who, when, where, how, what) at a time.
- COMMON**
 - Don't rely too heavily on education as THE FIX.
 - Get CURIOUS to determine WHY this is occurring.
 - Inform staff on the WHY:
 - WHY is this process important.
 - WHY do we do it this way.
 - Get CURIOUS - WHY are they NOT following the process.
 - Develop a plan to fix ONE process, test and refine.
 - Keep it SIMPLE!
- INFREQUENT**
 - Infrequent does NOT mean you have a bad process.
 - Don't try to make it perfect - you will use up too many precious resources.
 - Talk to that one person to rediscuss or determine WHY it is occurring.
 - Accept defeat & MOVE ON to focus on another process.

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How do we know if a process is reliable?

- Ask 5 staff
 - WHO does it
 - WHEN should it be done
 - WHERE is it done
 - HOW is it done
 - WHAT is needed to do it
- If all staff can provide consistent answers high likelihood it is reliable

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What do we do if it isn't?

If you have a process that does NOT work so well...

- Determine if it is a COMMON or INFREQUENT failure.
- Observation of ONE PERSON does not mean it is a common failure.
- Fix ONE Attribute at a time using an improvement process

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Leave in Action

- Choose one process in your facilities covid-19 response that you are unsure is reliable
- Ask 5 staff
 - WHO does it
 - WHEN should it be done
 - WHERE is it done
 - HOW is it done
 - WHAT is needed to do it
- Observe if the responses are correct and consistent

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