

Follow-up on Last week's "leave in Action"

- What process did you investigate?
- What did you learn?



NATIONAL NURSING HOME COVID-19 ACTION NETWORK

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.
- A policy and procedure make look great

FOCUS ON PROCESS

If you think a **PROCESS** works pretty well, test the **FIVE ATTRIBUTES**



- WHO** does it
- WHEN** should it be done
- WHERE** is it done
- HOW** is it done
- 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

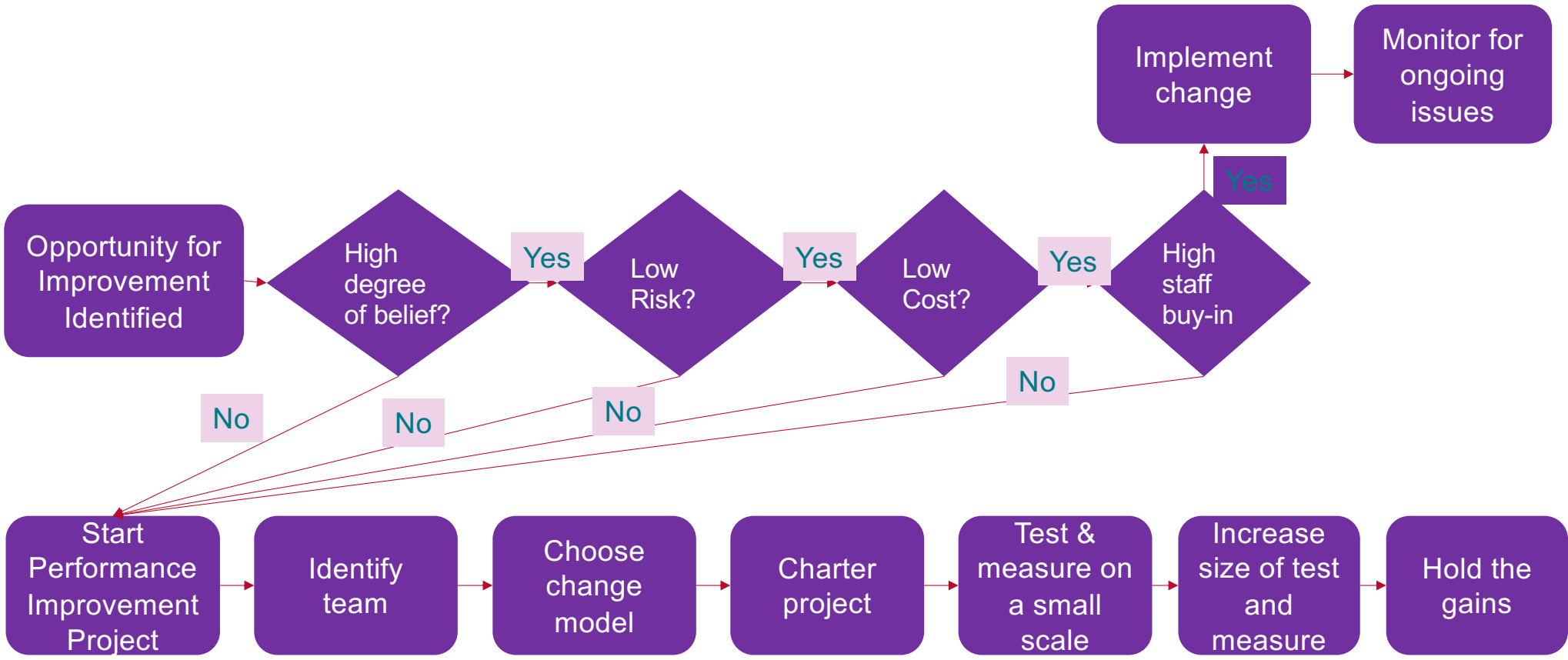
- Determine if it is a **COMMON** or **INFREQUENT** failure.
- Observation of **ONE PERSON** does not mean it is a common failure.
- Fix **ONE Attribute** (*who, when, where, how, what*) at a time.

COMMON

- Don't rely too heavily on education as **THE FIX**.
- Get **CURIOS** to determine **WHY** this is occurring.
- Inform staff on the **WHY**:
 - WHY** is this process important
 - WHY** do we do it this way.
- Get **CURIOS** - **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 reeducate or determine **WHY** it is occurring.
- Accept defeat & **MOVE ON** to focus on another process.



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. Start by testing/trying it on a small scale...1 day, 1 resident
5. Measure your impact in ways that make sense

A focus on trauma and isolation?

1. What are staff and residents feeling? How are our current efforts making a difference? What could be better?
2. What is a reasonable goal for our facility
 - All residents have at least 1 meaningful virtual or window visit with family per week by December 15th?
 - All staff report they feel 'heard and supported' at work by November 30th?
3. What can we try?
 - Improving virtual visits
 - Staff huddles
 - Ideas from 'psychological PPE'
 - PTSD Screening?

4. Pick something to test

- Develop and test a discussion prompt guide for staff to use with residents during virtual visits

5. Measure your impact

- # of residents engaged in a virtual/window visit at least once/week
- Staff absentee rates
- 'Marble measure'



Leave in Action

Think about your conversations, discoveries and observations over the past few weeks and months and identify one area that you might want to focus on through a PIP versus a 'just do it' approach.

Connect with 2 other staff members to ask their opinion on what you might be able to impact in this area?