

The important role of CNAs during the pandemic

SESSION 13 OF
ECHO – COVID ACTION NETWORK

1

Giving Compassion, Care, and Love

- Confused (move to isolation unit, PPE use)
- Scared (mortality in elderly)
- Dementia or Alzheimer's
- No family visitors
- Trauma-informed care



This Photo by Unknown Author is licensed under CC BY-SA

2

Keeping a positive mindset

- ▶ Support system
- ▶ Faith
- ▶ Gratitude
- ▶ Self Care



This Photo by Unknown Author is licensed under CC BY-NC

3

CNAs

Front line care

Eyes and ears for symptoms

Aspire to be "expert noticers"

4

CNAs need to communicate

- ▶ Slightest changes indicative of outbreak brewing
 - ▶ Resident loss of appetite
 - ▶ Fall incident
 - ▶ More taking to bed
 - ▶ Less attentive (early delirium)
 - ▶ Stuffy nose
 - ▶ GI complaints

5

Doctor and Nurse relationship with CNA

- ▶ Find ways to enhance communication
- ▶ See TeamSTEPPS on AHRQ website

6

CNAs bring Professionalism



This Photo by Unknown Author is licensed under CC BY

- ▶ Respect family wishes
- ▶ Provide dignity, reliability and integrity
- ▶ Maintain confidentiality
- ▶ Guide reasonable expectations and decisions
- ▶ Follow the science

7

CNA – Resident relationships

- *De facto* become a family member
- Trust
- Provide comfort: physical, spiritual, emotional



This Photo by Unknown Author is licensed under CC BY-ND

8



CNAs involved in End of Life matters

- ▶ Only ones with residents at time of death
- ▶ Need to support family

9

CNAs have added challenges

- ▶ More confused residents with COVID-19
- ▶ Higher burden of care with excess body secretions, diarrhea
- ▶ Less resident motivation for frequent repositioning
- ▶ Depressed mood from isolation
- ▶ Exhaustion from PPE

10

Added challenges to the CNA

- ▶ Witnessing higher resident mortality rate
- ▶ Post COVID-19 recovery of the resident
 - ▶ Additional ADL deficits
- ▶ Post COVID-19 recovery of infected CNAs
 - ▶ 15 – 25 % have prolong symptoms 2 months after diagnosis

11

CNAs as Q/I Champions

PROs


- ▶ At the forefront of patient care
- ▶ Part of the team
- ▶ Increase job satisfaction
- ▶ Source of promotion

CONs

- ▶ Lack of training in Q/I
- ▶ Lack of time
- ▶ Few studies report on CAN impact
- ▶ Resentment among staff about Q/I champions

12

Barriers to CNAs as Q/I champions



- ▶ Lack of curriculum on Q/I
- ▶ Insufficient mentorship
- ▶ No structured time for Q/I

13

Behaviors for optimal Q/I champions



- ▶ Embrace education, personal improvement
- ▶ Navigate relationships
- ▶ Accept mentorship roles
- ▶ Comfortable crossing boundaries
- ▶ Advocates / communicates

14

Research shows CNA potential in Q/I

- ▶ Canadian study: Create CNAs as Q/I leaders produced 50% improvement in quality metrics Europ J Person Ctr Healthcare. (2013)1:255
- ▶ CNAs can become peer to peer mentors for implementing change Worldviews Evid Based Nurs. (2017) 14(3):237-245.

15

Improving CNA handoffs

Seattle study:

- ▶ created focus groups of CNAs and RNs
- ▶ Developed protocol of CNAs reviewing electronic medical record and meeting 1:1 at resident bedside with RN.

16

Empowering CNAs




Rochester, NY study DOI: [10.1016/j.gerinurse.2013.11.004](https://doi.org/10.1016/j.gerinurse.2013.11.004)

- Used TeamSTEPPS program for debriefing
- Piloted program called Team Talk on a transition of care unit
- Improved Quality of Work Life (QWL) survey among CNAs

17

What about initial and on-going training of CNAs in QAPI ?



- ▶ Web – based resources

18

CNA quiz for QAPI knowledge

Match items B with column A

A	B
1. QAPI stands for _____	A. Report quality care concerns
2. _____ are at the heart of QAPI	B. Systems
3. QAPI focuses on _____, not individuals	C. Quality Assurance + Performance Improvement
4. QAPI instructs all staff to _____	D. Increased safety & decreased error
5. QAPI benefits for staff and residents are _____	E. Residents
	F. Measurements

19



Summary

20

Top 10 qualities of good CNAs

- ▶ Knowledgeable
- ▶ Good communicator
- ▶ Great observer
- ▶ Flexibility
- ▶ Patience
- ▶ Emotional bedrock: compassionate
- ▶ Respectful
- ▶ Attentive to details
- ▶ Good time manager
- ▶ Cooperative

21

CNAs require



ON-GOING TRAINING



INCORPORATED INTO
TEAMS / BUDDY
SYSTEM



EMPOWERED FOR Q/I



ACKNOWLEDGEMENT
AND REWARDS

22



Engage CNAs in QAPI

23

Quality Improvement



24