

# QI CASE STUDY



1

## Your Psychological PPE

to Promote Mental Health and Well-Being



These recommendations are based on a review of published literature and the experience of health systems. For more information visit [ihi.org](http://ihi.org).

### Individual

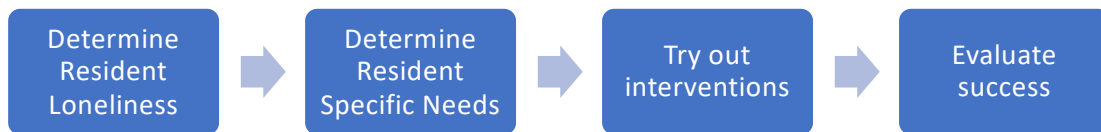
-  ...> Take a day off and create space between work and home life
-  ...> Avoid publicity and media coverage about COVID-19
-  ...> Receive mental health support during and after the crisis
-  ...> Facilitate opportunities to show gratitude
-  ...> Reframe negative experiences as positive and reclaim agency

### Team Leader

-  ...> Limit staff time on site/shift
-  ...> Design clear roles and leadership
-  ...> Train managers to be aware of key risk factors and monitor for any signs of distress
-  ...> Make peer support services available to staff
-  ...> Pair workers together to serve as peer support in a "buddy system"

2

## Resident Loneliness



AHRQ,ECHO National Nursing  
Home COVID-19 Action Network



Training Hub Logo

<#>

3



4

## Rationale on QOL PIP - Loneliness

- Newspaper and medical reports as well as residents and family members express concerns about social isolation in nursing homes during the pandemic's "shelter in place".
- Our facility does not yet know what percent of our residents who experience some form of loneliness

5

## Determine if Resident Loneliness Exists

- Start with the first box and determine if a process needs to be designed or can an already functioning process be utilized.
- Usually start with the "Ask 5"
- The most commonly used in new design is **How** and **What**

Using loneliness, **how** will we determine resident loneliness and **what** tool can we design to help make that determination.

6

## How do we determine loneliness?

- Decide whether to use an established assessment tool or create a checklist that can be tested for detecting resident loneliness.
- Limit the survey to a resident population that does not suffer from dementia and are able to communicate with you.
- If using an established tool, teach staff on how to use it. If utilizing a homegrown list, get the staff to assist in creating the checklist

7

### UCLA Loneliness Scale

#### Scale:

INSTRUCTIONS: Indicate how often each of the statements below is descriptive of you.

C indicates "I often feel this way"  
S indicates "I sometimes feel this way"  
R indicates "I rarely feel this way"  
N indicates "I never feel this way"

- |   |         |
|---|---------|
| 1. I am unhappy doing so many things alone                        | O S R N |
| 2. I have nobody to talk to                                       | O S R N |
| 3. I cannot tolerate being so alone                               | O S R N |
| 4. I lack companionship   | O S R N |
| 5. I feel as if nobody really understands me                      | O S R N |
| 6. I find myself waiting for people to call or write              | O S R N |
| 7. There is no one I can turn to                                  | O S R N |
| 8. I am no longer close to anyone                                 | O S R N |
| 9. My interests and ideas are not shared by those around me       | O S R N |
| 10. I feel left out   | O S R N |
| 11. I feel completely alone                                       | O S R N |
| 12. I am unable to reach out and communicate with those around me | O S R N |
| 13. My social relationships are superficial                       | O S R N |
| 14. I feel starved for company                                    | O S R N |
| 15. No one really knows me well                                   | O S R N |

8