

WELCOME

All Names in Chat

Please type the name(s) of everyone at your facility in the attendance in the chat.

- This helps us know and track your facilities attendance for payment

Mute

Please remember to mute your audio when you're not speaking.

Cameras

As part of participation in this ECHO session, we ask that you have your cameras turned on in order to build a more engaging community of practice.



1



**ECHO CAN SESSION 14:
Managing Social Isolation
During Covid -19: Perspective
on Staff and Residents**

2

GOALS

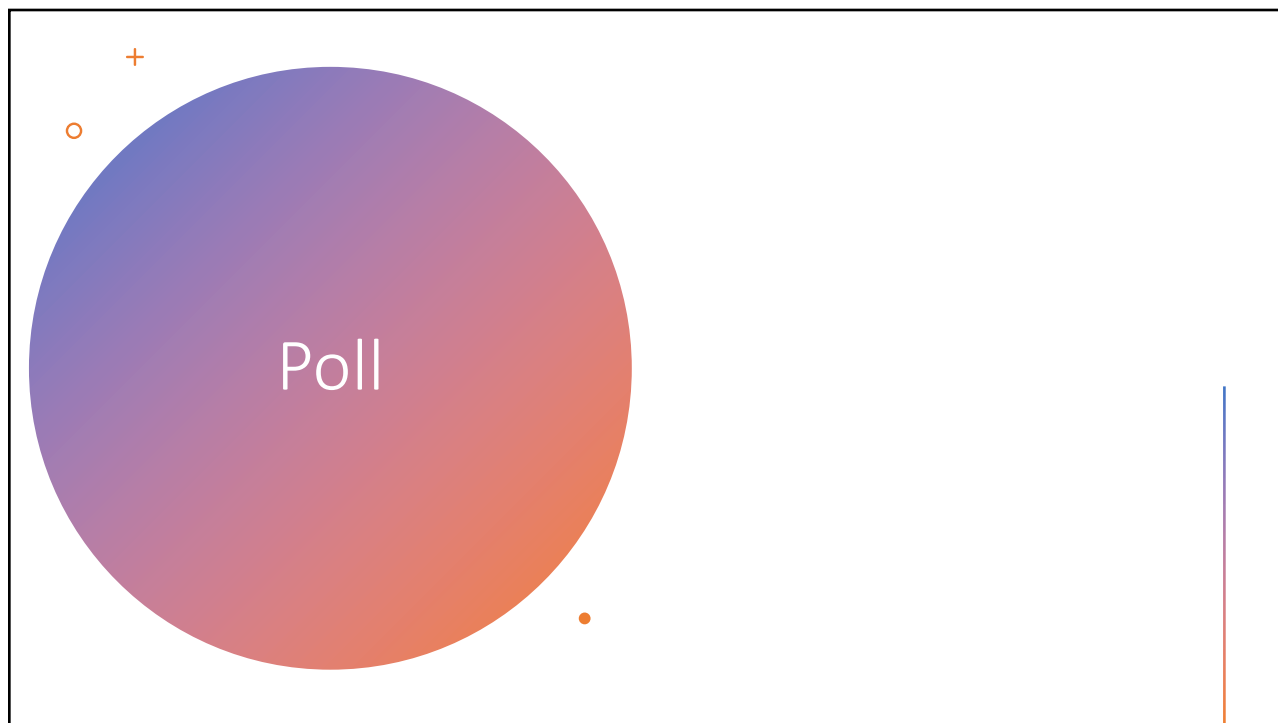
- Define social isolation and loneliness
- Report the impact of social isolation on residents and staff
- Discuss how the pandemic creates psychological trauma similar to disasters
- Apply screening tools for identifying social isolation & PTSD
- Recommend QAPI solutions for fighting social isolation among residents and staff.

3

Agenda

- Introduction
- IHI video presentation by Paige Hector, LMSW
- Resident Engagement
- Case Presentation for Q/I
- Discussion
- Summary

4



5

Video

**The Virus is a Pre-Traumatic Condition:
Two Core Variables**

1. **Immobilization** – cannot move (quarantine, shelter-in-place)
2. **Unpredictability** – not knowing what is going to happen next, cannot say tomorrow will be a different day or the day after

When the world is unpredictable and you cannot move, then the vulnerability to become traumatized is very great.

Dr. Yusef Abu-Bakr
Psychiatrist, trauma researcher, and author of *The Mind-Body-Spirit Connection: Mind and Body in the Healing of Trauma*

6

Engaging Residents

- Ideas from



7

Keeping Residents Engaged

Virtual trip to the museum

- Museum of Modern Art (quick view)
- Chicago Institute of Art (register)



8

Keeping Residents Engaged

Virtual religious services



9

Keeping Residents Engaged

- Night at the Opera



10

Keeping Residents Engaged

- Homemade radio hour:
read a short story or
transmit a blog over the
intercom
- Community philosophy



11

Keeping Residents Engaged

- Ask the community to submit
 - story books, cards, photos, letters
- Intercom BINGO
- Residents write or report what they are thankful for (and share with others)
- Families send photos and mementoes to create scrap book

12

Keeping Residents Engaged

- Create a theme for the day, such as a country or state and serve thematic food or treats.
- Solo dancing aligned to music associated with the theme



13

In CHAT BOX

- List ideas for resident engagement at your facility

Remote model car races



14

QI CASE STUDY



15

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.

Individual

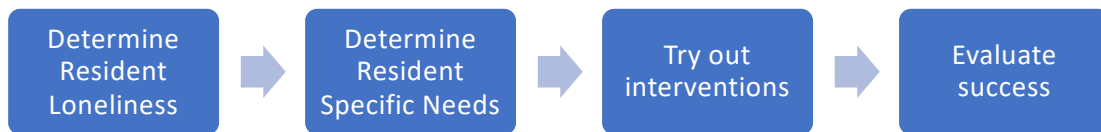
-  Take a day off and create space between work and home life
-  Avoid publicity and media coverage about COVID-19
-  Receive mental health support during and after the crisis
-  Facilitate opportunities to show gratitude
-  Reframe negative experiences as positive and reclaim agency

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"

16

Resident Loneliness



AHRQ,ECHO National Nursing
Home COVID-19 Action Network



Training Hub Logo

<#>

17



18

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

19

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.

20

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

21

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"

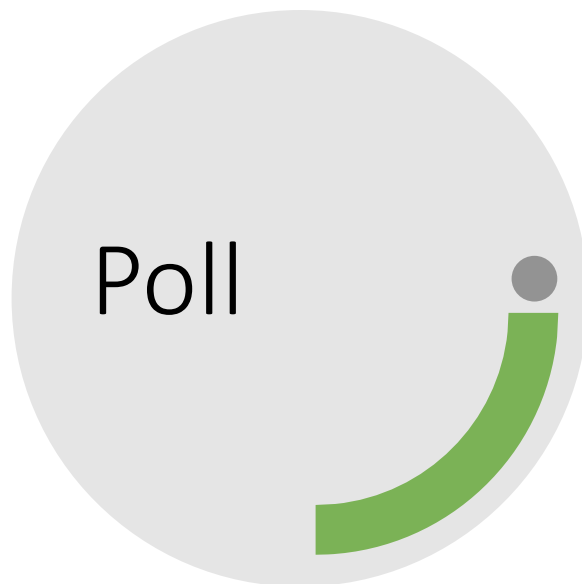
- | | | | | |
|-------------------------------------------------------------------|---|---|---|---|
| 1. I am unhappy doing so many things alone | O | S | R | N |
| 2. I have nobody to talk to | O | S | R | N |
| 3. I cannot tolerate being so alone | O | S | R | N |
| 4. I lack companionship | O | S | 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 |

22

SUMMARY

- Use PDSA cycles of change to test different tools of assessment for your facility
 - UCLA Loneliness Scale
 - PTSD scale (PC-PTSD-5)
- Identify ways to incorporate resident voices into improvement of social engagement
 - Survey, focus group, reports from family members
- Use PDSA cycles of change to create patient centered social engagement activities

23



24