

# 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.





# Nursing Home Staff Support



Poll

# Video

## Recognizing and Responding to Front Line Concerns



Lack of Control  
Insecurity  
Uncertainty  
Lack of Support



Have your  
Care for me  
Thought  
Safety  
Collective Efficacy

# Staff reflections

- ▶ Idea boards on each unit
- ▶ Staff post thoughts, art work,



# Help staff prioritize



- ▶ Review “to do” lists with staff and re – prioritize
- ▶ Centralize updates
  - ▶ WhatsApp
  - ▶ Texts
  - ▶ E-mails
  - ▶ Electronic boards

# Check in board



A serene landscape with mountains and a lake under a blue sky. The scene is dominated by shades of blue and teal, with mist or fog filling the valleys between the mountains. The foreground shows a calm body of water reflecting the surrounding landscape. The overall mood is peaceful and contemplative.

# Create a culture of gratitude

- ▶ Forgive and forget transgressions
- ▶ Random acts of kindness



# Creating safe break spaces

- ▶ Spacing
- ▶ Ventilation
- ▶ Staggered schedules for breaks
- ▶ Disinfectants



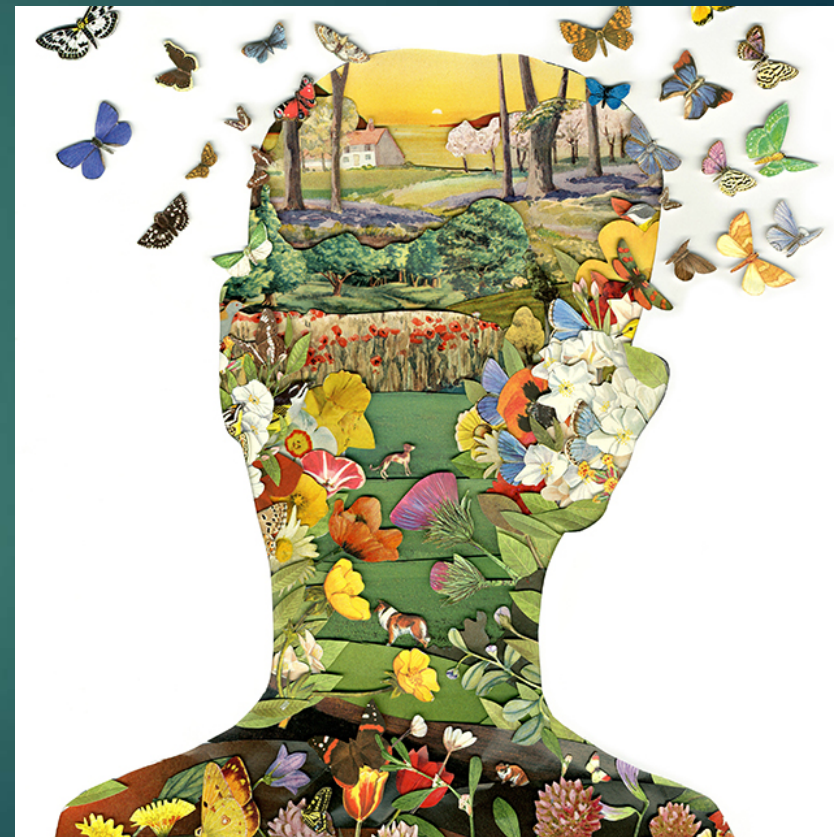
# Tokens of appreciation

Coins towards extra paid vacation

Gift cards

Offer unscheduled breaks

Leave work early



# Town Hall Meeting



- ▶ Open forum with leadership
- ▶ Start meeting with “ice breakers”
- ▶ Promote idea of “see something, say something” with regard to staff who appear stressed

# Sleep Hygiene



- ▶ Tip sheet on bright light therapy
  - ▶ 30 minutes in AM if problem getting to sleep
  - ▶ 2 hours in PM if problem sustaining sleep
- ▶ Low dose melatonin (1 – 5 mg nightly)
- ▶ Autogenics: contract then relax muscle groups from feet on up.

Ask staff if they have the tools and resources they need



# Mindful breathing



- ▶ Apple Watch
- ▶ Overhead announcement / bell on mindfulness
- ▶ Mantra of the Day (connect with weekly themes)
  - ▶ “This will not last forever.”
  - ▶ “I am resilient.”
  - ▶ “This, too, shall pass.”
  - ▶ “May there be joy in this day, may I bring joy to others.”

# Deep breathing breaks



NEVER UNDERESTIMATE  
THE POWER OF  
*breathing*

@COZYANDPOVALLY ☺ @RITSERVANTDESIGN

# Explore free mental health services



- ▶ 360 Evaluations
- ▶ Facility psychologist as a staff consultant





# Buddy system



# Celebration board

- ▶ Peer to peer shout outs
- ▶ Announce QAPI victories
- ▶ Birthdays
- ▶ Facility anniverseries



Partner with organizations to donate  
food to staff



Leadership needs to role model  
culture of support



# Summary

ECHO CAN SESSION 15



# Strategies to support staff

- ▶ Use intermittent reinforcement techniques
- ▶ Apply positive feedback to all departments
- ▶ Create a calendar of interventions



# Wellness strategies



- ▶ Conduct **Root Cause Analysis** on staff wellness (Wellness Meter)
  - ▶ Survey
  - ▶ Focus groups
- ▶ Create **Performance Improvement Project** on staff wellness
  - ▶ Does a celebration board work ?
- ▶ **PDSA cycle**
- ▶ Did the project change the average staff wellness score ?

# Develop a culture of wellness



- ▶ Bring resources for staff
  - ▶ Zen in Ten, facility psychologist group sessions, walking competitions
- ▶ Leadership practices / participates in wellness events
- ▶ Provide and vary rewards





Poll