

QI Case Study

1

➤ Garden Manor Nursing Home in a suburban town has 80 long term care residents and 10 post-acute care residents. During the peak of the pandemic in their geographic area (county), community COVID-19 transmission rates rose to over 10%. Over a few months, there were 24 positive COVID cases and 17 deaths at the center. Many of those residents had lived there for more than a year and staff were 'like family' to them. Since family/care partner visits had been severely limited, staff often provided palliative, end-of-life care and support with residents. As a result, many staff expressed sadness, anxiety, and high rates of stress due to the loss of their residents.



2

Do you believe staff could experience high rates of stress as a result of losing multiple residents in a short period of time?



3

What can leaders, supervisors, and owners do to support staff under those circumstances?

- Communication
- Joy in Work Program
- Employee Assistance Program
- Open door policies



4

What can team members do to support one another?

- Team huddles
- Pastoral support
- Chapel or meditation area

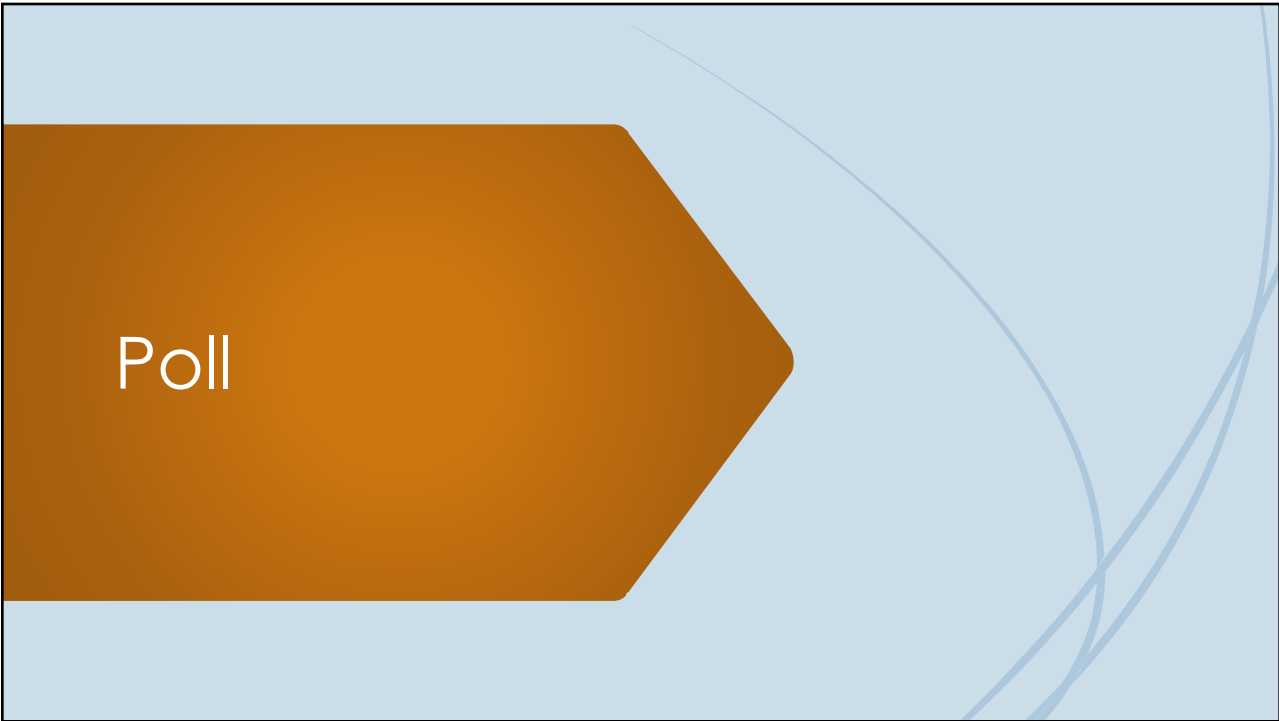
5

What can we do to support each other individually?

- Bedside Memorials
- Score staff feelings
- Community Opportunities



6



7