

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.



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ECHO CAN

SESSION 16: EFFECTIVE LEADERSHIP AND COMMUNICATION

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Key Takeaways



- ▶ Leadership influences people to make changes that get desired results.
- ▶ Clinical and operational leadership prevent & manage the pandemic in NHs
- ▶ COVID19 prevention and management requires more than the clinical team and calls upon others such as environmental services to clean and disinfect, administrative services to control visitor, resident and vendor flow.

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Key Takeaways



- ▶ Leadership needs to be vigilant about psycho-emotional stress and needs to model supportive behavior through servant leadership
- ▶ Servant leadership breaks down hierarchies where everyone on the team is respected and valued for what they bring to the NH setting

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Agenda

- ▶ Poll
- ▶ Video on Leadership
- ▶ Quality Improvement
- ▶ Questions & Answers
- ▶ Wrap up and planning for Phase II of QAPI

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Poll

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Video

Other Key Variables Related to Outbreaks

- Over 100 beds
- Serving Medicaid, Blacks and Latinos
- Located in a low-income zip code
- Low 5 Star Rating
- Low 5 Star Rating for RN Hours and Nursing Hours
- No Infection Preventonist on Staff
- Deficiencies on Targeted Infection Control Survey

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Summary of Phase I ECHO CAN

Improvement 1-Minute_(ish) at a Time

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15 Weeks in Review

Week 1: What is QAPI

Week 2: Conversations for improvement

Week 3: Psychological PPE

Week 4: Spaghetti diagrams, process maps, Fishbone diagrams

Week 5: When to test

Week 6: How to decide if its time for a PIP

Week 7: Conversations with Staff

Week 8: Intro to 5-Steps

Week 9: Digging into the 5 steps

Week 10: Rounding to identify opportunities

Week 11: Involving CNAs in improvement

Week 12: Ask 5 to determine reliability

Week 13: Vaccination PIP

Week 14: Vaccination PIP Part 2

Week 15: Testing changes and 'For Whom'

Top 5 Suggestions:

1. Use 1:1 conversations to identify areas for improvement and engage all staff in improvement

- What matters to you in daily work?
- What helps make a good day? When we are at our best, what does that look like?
- What gets in the way of a good day?

2. Use a framework to guide your PIPs

- 5-Steps
- Model for Improvement / PDSA short cycles of change

Top 5 Suggestions

3. Go slow to go fast
 - Do not short cut identifying goals/aims and measures
 - Use useful tools to identify areas for improvement
 - Engage staff in test
 - Engage residents and families in tests as possible
4. Small tests are not just for PIPs
 - Consider using a small test for any new idea being introduced
 - Plan for how to come together reflect and adjust as needed
5. Communicate & Celebrate

Chat Waterfall

GROUPS

- Group 1: First initial of your last name is A-M
- Group 2: First initial of your last name is N-Z

PROCESS

- One question per slide
 - One group types answer but does not press send until asked
 - Second group reviews answers and type in what resonates most with them, but does not press send until asked
 - Debrief

Group 1: First initial of your last name is A-M

Chat in your response to this question:

What has been most helpful from our 16 weeks together?

(I.e. an aspect of the community, a specific topic or moment that stands out)

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Group 2: First initial of your last name is N-Z

Chat in your response to this question...

What questions still remain for you in responding to the Covid-19 pandemic within your facility?

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Happy Trails to You

- Phase II: QAPI in Action
- Start March 17, 2021 noon
 - Watch your email for registration information

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Poll

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