

# How to Implement Change

Phase II COVID Action Network: Session 2

1

## Agenda

- Recall take aways from session 1
- Leadership towards change
- QAPI self assessment
- Prepare for next week: resident – centered care

2

## Goals

- Share your walk round's revelations
- Develop a culture of change
- Describe resident – centered care

3



## Thank you, Peer Mentors

### Missouri Slope Lutheran Care Center

Bismarck

Leann Hokanson, Vice President of Resident Services/DON

April Peyer, Infection Preventionist/QAPI Nurse

### Wishek Living Center

Wishek

Cindy Gall, Infection Preventionist/QAPI Nurse

Melissa Piatz, DON

### Rosewood on Broadway

Fargo

Liz Letness, Chief Clinical Officer

Alison Huether, Quality and Staff Development

4



## Who's Here

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Good Samaritan Society - Mott

Lutheran Home of the Good Shepherd

North Dakota Veterans Home

Richardton Health Center

Ave Maria Village

Wishek Living Center

Towner County Living Center

Northwood Deaconess Health Center

Missouri Slope

Eventide Fargo

Lutheran Sunset Home

Good Samaritan Society - New Underwood

Good Samaritan Society - International Falls

Good Samaritan Society - St. Martins Village

Good Samaritan Society - Woodland

Dakota Alpha

Griggs County Care Center

Rosewood on Broadway

Four Seasons Healthcare Center

Bethel Lutheran Nursing and Rehabilitation Center

5



## Total Recall

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Last week:

Walk rounds as a way  
to get QI information

6

## Walk rounds starting script (and handout)

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“As a group, we want to open communication and create a blame-free environment to make everything safer for you and your residents.”

“We wish to focus on the system and not individuals (no names are necessary).”

“We would like the discussion to be confidential — purely for patient safety and improvement;

“The questions we want to ask are very general, to help us think of areas where the questions might apply

Topics might include miscommunication between individuals (including arguments), do you have the resources to do your work, distractions, inefficiencies, falls, protocols not followed, etc.”

7

## Ask the questions

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Can you think of any incident recently where a resident was harmed or almost harmed ?

Is there anything we can do differently to improve safety or infection control ?

What would make walk rounds more effective ?

8



## Last Week's "Homework"



### In Chat Box

Did you do walk rounds ? Y / N

Did you let staff know in advance ? Y / N

Did you use a script for rounds ? Y / N

9



## Last Week's "go in action"

### **Walking Rounds**

List something  
positive you  
discovered

List a problem  
you learned  
about

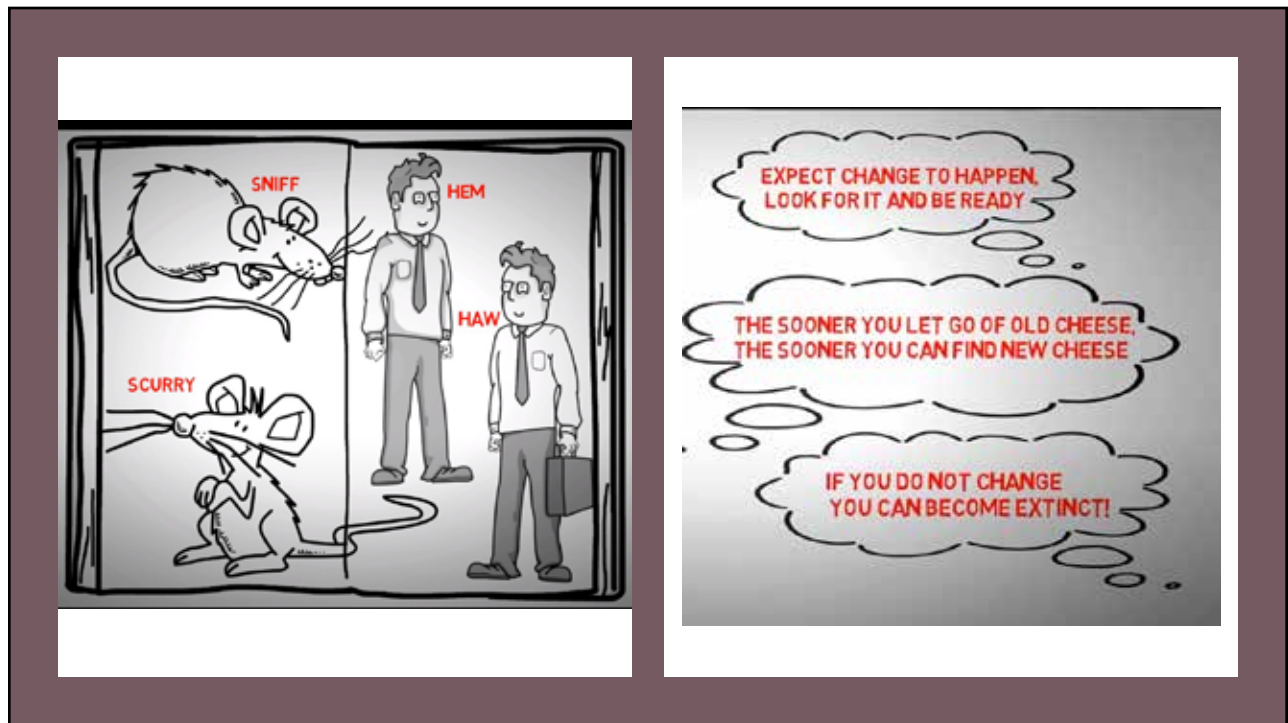
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11



12

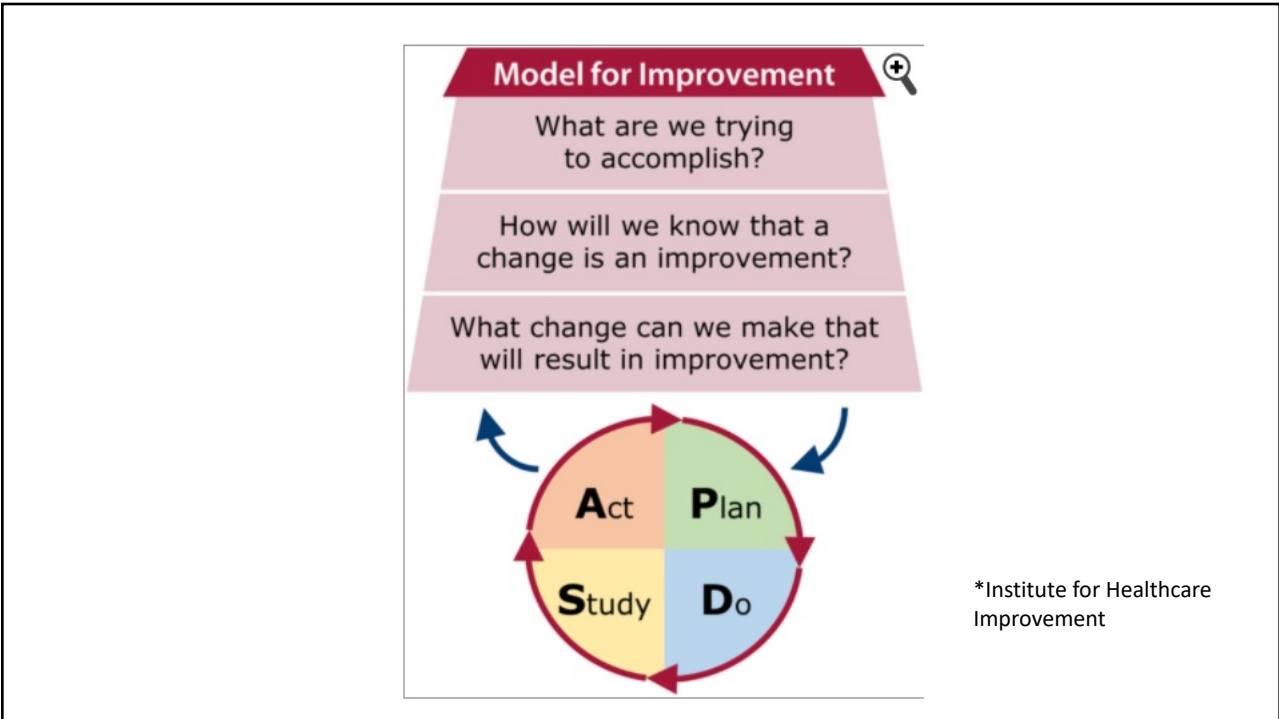


13

## Help your staff accept and be ready for change

- Awareness
- Desire
- Knowledge
- Ability
- Reinforcement

14



15



16



# QAPI Self Assessment Poll

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17

## Resident Centered Care




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18

## In Chat Box

List an example of resident centered care

19




What Is Resident- and Family - Centered Care ?

- An approach that keeps the resident and their family at the center of every decision-making process
- Assuring residents' preferences are valued and respected
- Care that reflects
  - dignity and respect,
  - information sharing,
  - participation and collaboration

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20




## What Does Person-Centered Care Look Like ?

|                    |   |
|--------------------|---|
| <b>Eliminating</b> | Eliminating assembly-line approach to care  |
| <b>Improving</b>   | Improving quality of life for residents by accommodating resident choices and preferences |

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21



## What Does Person-Centered Care Look Like ?

|                      |   |
|----------------------|---|
| <b>Equipping</b>     | Equipping staff with relevant knowledge and decision-making authority so they can effectively engage residents as partners in safety and care |
| <b>Collaborating</b> | Collaborating with resident advisors, advocates, and long-term care ombudsman programs at all levels  |

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22

## Traditional versus Person-Centered Care

| Traditional Care  | Person-Centered Care   |
|---|--|
| Decisions about policies, procedures, and work environment are made exclusively by management.                      | Management works with staff, residents, and family members to accommodate resident choice and preferences. |
| Frontline staff are not involved in the decision-making process.  | Staff are empowered with relevant knowledge and included in the decision-making process.                   |
| Traditional medical model where care is driven by diagnosis, care tasks, and the individuals who perform the tasks. | Residents are given choice and input around their care and care plan based on their needs and preferences. |

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23

## Benefits For Residents and Families

- Having personal autonomy and the ability to direct care
- Being offered choices that foster engagement and improve quality of life
- Living in an environment that promotes trust and respect
- Staff who are attuned to resident preferences and needs
- The opportunity to achieve the best quality of life possible

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24


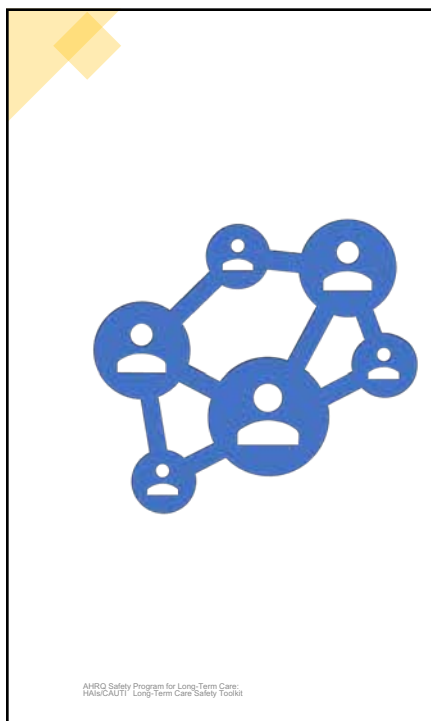


## Benefits for Staff

- Better partnerships with residents and their families
- Knowledge and skills to anticipate resident and family needs and act accordingly
- Feeling valued in person-centered care organizations

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25



## Benefits for the Long-Term Care Facility

- Increased ability of staff to identify and respond appropriately to changes in a resident's condition
- Reputation and referrals from people who have a good experience and recommend the nursing home to others as a place for care
- Increased staff retention due to a strong relationship between staff and residents

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26

## Residents' Preference Satisfaction Interviews

- Use a preference collection tool to increase the facility's understanding of what their residents desire for their care.
- See the Advancing Excellence Campaign for more information on their Resident Preference Satisfaction Interview tool.



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27

## Next Weeks "Homework"

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How do you Save your PIPS? (centralized system/database)

How or to whom do you share your PIP results? (staff meetings, externally)

Think about topics related to **Resident Center Care** PIP Ideas:

- Undisturbed sleep
- Natural Awakening/Individualized awakening
- Improving the welcome for new residents
- Consistent Assignment

28