

Step 11: Getting to the "Root" of the Problem & Social Isolation PIP

Continuation Phase, Session 11



The Emotional PPE Project

- Any U.S. worker in a health care-related field, including long term care, that is impacted by the COVID-19 pandemic is welcome to **directly contact the therapists listed in the directory for teletherapy.**
- **There is no cost, no insurance required, and completely confidential.**

Welcome.

The Emotional PPE Project connects healthcare workers in need with licensed mental health professionals who can help.

No cost. No insurance. Just a trained professional to talk to.

Healthcare Workers Affected By The
COVID-19 Crisis

Mental Health Practitioners Looking To
Help

Please Be Prepared to Share

- We are wanting to hear more from you about your experiences
 - As are those at other facilities
- You will be receiving an email about when we would like you to present
- Examples of things you might want to discuss
 - Case Studies/Sample Stories
 - Successes
 - Barriers/Challenges
 - QAPI Tools You Really Use
 - Where You're at in QAPI Process



Over the
Past Week

What did you learn
from walk rounds from
this past week?

Discuss ideas about
implementing QAPI
into your work routines

Today

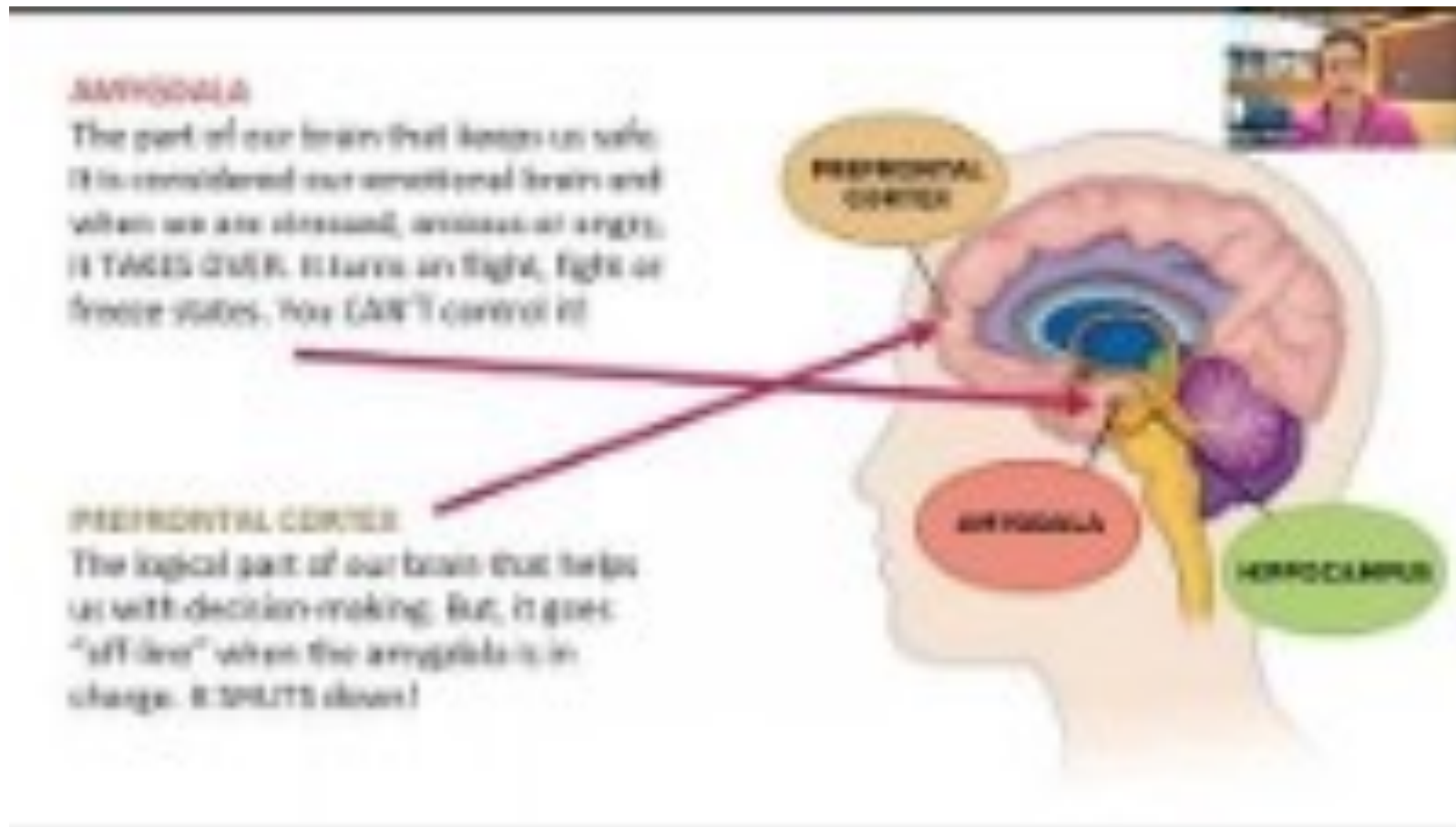
IHI Curriculum

- The Connection Between Emotional Intelligence and Stress Response Part I

Step 11: Getting to the "Root" of the Problem

Nearly Wrapping Up Social Isolation PIP

The Connection Between Emotional Intelligence and Stress Response



Step 11: Getting to the "Root" of the Problem



There is danger in starting with a solution without thoroughly exploring the problem. Multiple factors may have contributed, and/or the problem may be a symptom of a larger issue. What seems like a simple issue may involve a number of departments.

Fishbone (Cause & Effect Diagram)

Five Whys

Driver Diagram

Failure Modes and Effects Analysis (FMEA)

Flowchart

Histogram

Pareto Charts

Run Chart & Control Chart

Scatter Diagram

RCA tools

- IHI QI Essential Tools
- <http://www.ihi.org/resources/Pages/Tools/Quality-Improvement-Essentials-Toolkit.aspx>

Five Whys

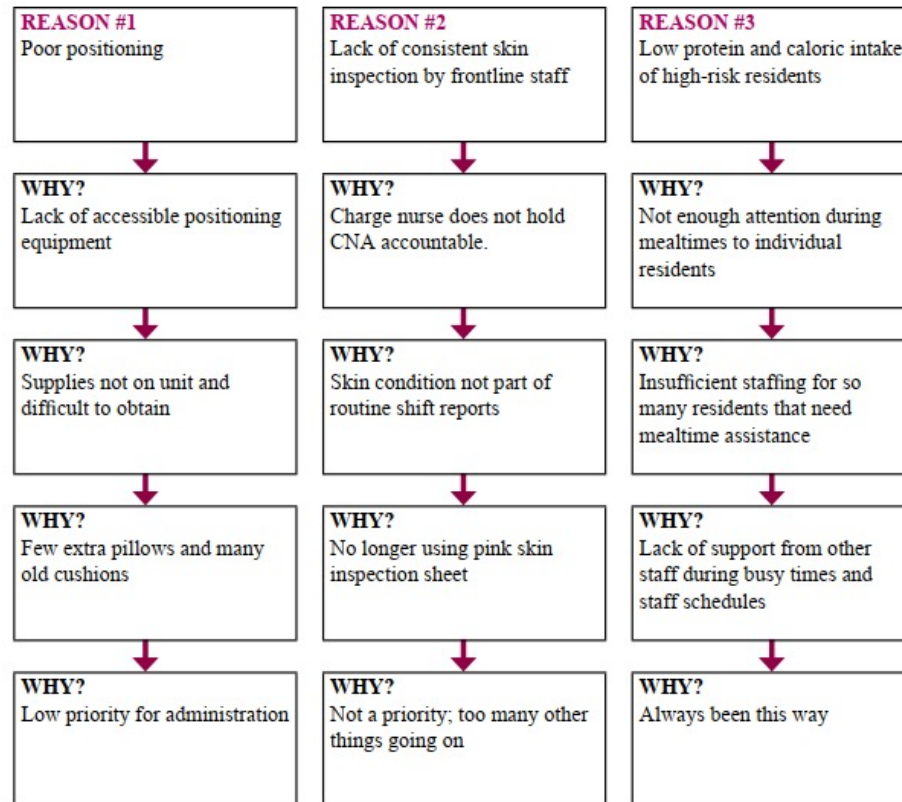
https://healthinsight.org/images/locations/nm/PDFs/apex/Process_Improvement_Handbook.pdf

Five Whys Worksheet Example

Accurately state the problem.

PROBLEM: Rise in number of facility-acquired Stage III pressure ulcers from 0 to 3 on Unit One during September 2012.

Why is this happening? Enter all the reasons why. You may need more boxes. For each reason, begin asking **WHY?**



Wishek Living Center – PIP update

Modified UCLA Loneliness Scale Scores			
NAME		Score 4/11/2021	Score 5/17/2021
Viola		3	0
Oscar		3	0
Arndt		13	0
Violet		0	14
Verna		11	0
Fran		9	13
Robert		0	7
Joyce		7	4
Edith		3	0
LaVonne		0	0
Nettie		4	9
Art		14	6

Your Loneliness Interventions

- Educate staff (especially direct care workers) to converse with residents
- Get residents outside in the courtyard when weather cooperates
- Ordering nice outdoor furniture and designing areas to attract activity (gardens, flowerpots, etc.)
- Monitor Casper report monthly to track increase/decrease in depression percentages
- Video visits with iPads
- Increase pastoral care visits
- Smiling masks
- 1:1 visits with staff 2-3 times/week
- Provide more than 1 in person worship service

If you would like
additional technical
assistance, please let
us know.

You can work with our mentors one-on-one.

Homework

QIO PIP Tool

- Continue with PDSA

Submit Homework via Dropbox

- Now on our website (direct link to dropbox with instructions)
- <https://www.dakotageriatrics.org/project-echo-can/phase-2-continuing-education>
- Please note we might share your work with the group (if you don't want to share, please let us know)

Phase 2 – Continuing Education

Our team at Dakota Geriatrics in collaboration with [Center for Rural Health](#) is participating in the [Project ECHO COVID-19 Action Network](#) as an official training center for nursing homes. If you have questions, please email us at: dakotageriatrics@und.edu.

Dropbox Information

- [Dropbox How To](#)
- [Access Dropbox](#)

Curriculum Resources and Recorded Sessions

Phase 2, Week 5:

Phase 2, Week 4: