



Disclosure

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<https://www.dakotageriatrics.org/great-plains-mountain-consortium>

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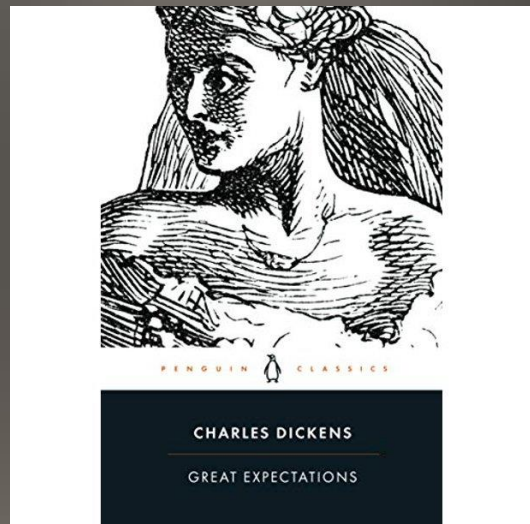
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Mark Marabella
RN

Expectations

- Attend all 12 sessions
- Recruit staff, especially CNA's
- Share your experiences
- Conduct QAPI on the fly



Summary points: session 3 on PPE

Topic	Safety PIPs
Dwell time	Time housekeeping practices
Hand hygiene	Housekeepers monitor RN/CNA practices before and after resident encounter
Recognize atypical manifestation of COVID19	Train staff with pre and post training test results
Test unvaxed staff 2X weekly during orange and red zones or all staff with symptoms	Review symptom and testing log for missing data

A Culture Change Moment

Culture Change is QAPI

Change Ahead

Carmen Bowman, MHS, BSW
Regulator turned Educator

Edu-Catering: Catering Education for Compliance and Culture Change

Changing institutional culture includes language

Independent LIVING

Assisted LIVING

?

LONG TERM CARE/SKILLED NURSING

Where did the *living* go?

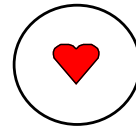
Life and Living

Resident-directed Life/Living

Self-directed Life/Living

CMS SOM Definitions §483.5

- **Person-centered care.** For purposes of this subpart, person-centered care means **to focus on the resident as the locus of control and support the resident in making their own choices and having control over their daily lives.**
- Person-centered care/person-centeredness is not the same as culture change
- “Person-centered” is actually outdated...



Person-directed...care
Resident-directed...care

Notice the difference?
Person-centered is good,
but person-directed/self-directed
Is better, even if I have dementia

Consider dropping the professional/workplace lens
for the lens of whose HOUSE & HOME it is...



Try **person** (instead of patient)

Try **home/community/the name of the place** (instead of facility)

Try **neighborhood** (instead of unit/ward/station/floor)

Try **team** (instead of department)

Try **checking in with/check ins** (instead of rounds/rounding)

Try **approach/individualized approach** (instead of intervention)

Try avoiding program: program is the mark of an institution/people “check out”

Carmen Bowman, Regulator turned Educator

EDU-CATERING: Catering Education for Compliance and Culture Change in LTC

www.edu-catering.com 303-981-7228 carmen@edu-catering.com



Promoting Wellbeing

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Main Points for promoting wellbeing:

1. Areas of Promoting Health and Wellbeing

2. Holistic Care

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True or False: Holistic Care mostly involves alternative approaches to healthcare, such as Acupuncture and Chinese/Eastern healing practices.

① Start presenting to display the poll results on this slide.

Areas of Promoting Wellbeing:

- Physical Health
 - **Nutrition**
 - Protection against infectious disease .
 - **Sleep**
 - **Shifts and long hours**
 - Smoking

- Mental and Behavioral Health
 - **Burnout**
 - **Compassion Fatigue**
 - Isolation & Loneliness

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Areas of Promoting Wellbeing:

- Social Health and Well-being
 - Balance of relationships between families, communities, physicians and other providers, administrators, staff, and other primary care workers.

- **Racism & Social Discrimination**

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Nutrition



- 11% meet recommended 2 - 2.5 X daily portions of fruit and vegetables
- 47% no muscle-strengthening exercise,
- 46% in vigorous cardio exercise
- 20% in light or moderate exercise.

National Academies of Sciences, Engineering, and Medicine. 2021. The Future of Nursing 2020-2030: Charting a Path to Achieve Health Equity. Washington, DC: The National Academies Press. <https://doi.org/10.17226/25982>.

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Nutrition



- 37% have adequate access to employer-based exercise facilities and programs.
- 44% rate health as good, 25% very good, and 5% excellent.

Solutions:

Programs that support nutritious dieting, and opportunities to learn more about what an individual's specific body thrives.

National Academies of Sciences, Engineering, and Medicine. 2021. The Future of Nursing 2020-2030: Charting a Path to Achieve Health Equity. Washington, DC: The National Academies Press. <https://doi.org/10.17226/25982>.

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Sleep



- 60 percent report getting 7 or more hours of sleep.
- The National Sleep Foundation recommends 7 to 9 hours of sleep for individuals aged 18–64.

Solutions:

- What has been helpful for you in compensating for this issue of sleep?

National Academies of Sciences, Engineering, and Medicine. 2021. The Future of Nursing 2020-2030: Charting a Path to Achieve Health Equity. Washington, DC: The National Academies Press. <https://doi.org/10.17226/25982>.

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Shifts

- found that shift patterns including night shifts were associated with poorer sleep quality and increased fatigue.
- Four studies found that self-reported energy levels increased with exposure to natural bright light.

National Academies of Sciences, Engineering, and Medicine. 2021. The Future of Nursing 2020-2030: Charting a Path to Achieve Health Equity. Washington, DC: The National Academies Press. <https://doi.org/10.17226/25982>.

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Mental Health and Wellbeing:

- Stress and burnout impact primary care workers' ability to provide quality and safe care,
- Results in medication administration errors, poor relationships with patients/coworkers, and lower patient satisfaction (Gärtner et al., 2010).

Solutions:

- Proactivity in gaining a support system of friends, family, and coworkers.
- Who has been helpful for you these days in this regard?

National Academies of Sciences, Engineering, and Medicine. 2021. The Future of Nursing 2020-2030: Charting a Path to Achieve Health Equity. Washington, DC: The National Academies Press. <https://doi.org/10.17226/25982>.

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Burnout



- Burnout syndrome is characterized by three components:
 1. Emotional exhaustion,
 2. Depersonalization (e.g., cynicism, apathy), and
 3. Low sense of personal accomplishment at work (Maslach and Jackson, 1981).

Solutions:

- Vacations! (Big and Small!)
- Mindfulness exercises
 - Journal: Gratitude Journal, Reflection Journal, Accomplishments Journal
- Network of supporters

National Academies of Sciences, Engineering, and Medicine. 2021. The Future of Nursing 2020-2030: Charting a Path to Achieve Health Equity. Washington, DC: The National Academies Press. <https://doi.org/10.17226/25982>.

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Compassion Fatigue

- **Organizational**
 - chronic and intense patient contact,
 - prolonged stress,
 - lack of support,
 - high workload,
 - hours per shift, and
 - time constraints that hinder quality care (Peters, 2018).

National Academies of Sciences, Engineering, and Medicine. 2021. The Future of Nursing 2020-2030: Charting a Path to Achieve Health Equity. Washington, DC: The National Academies Press. <https://doi.org/10.17226/25982>.

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Compassion Fatigue

- **Individual**
 - personal history of trauma,
 - lack of awareness about compassion fatigue,
 - inability to maintain professional boundaries (e.g., taking on extra shifts), and
 - lack of self-care (Peters, 2018).

National Academies of Sciences, Engineering, and Medicine. 2021. The Future of Nursing 2020-2030: Charting a Path to Achieve Health Equity. Washington, DC: The National Academies Press. <https://doi.org/10.17226/25982>.

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Elsa was
wrong:



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Racism & Discrimination

- The disproportionate impact of COVID-19 on people of color highlighted need to focus on caring for the underserved and addressing social and structural barriers to health.
- 80 percent of respondents experienced verbal abuse at least once during the past year, half physical abuse and discrimination, and 40 percent sexual harassment (Ulrich et al., 2019).

National Academies of Sciences, Engineering, and Medicine. 2021. The Future of Nursing 2020-2030: Charting a Path to Achieve Health Equity. Washington, DC: The National Academies Press. <https://doi.org/10.17226/25982>.

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Racism & Discrimination

- Patients and family members were reported as the most frequent source of abuse (73 percent and 64 percent, respectively), followed by physicians (41 percent) and other primary care workers (34 percent)

National Academies of Sciences, Engineering, and Medicine. 2021. *The Future of Nursing 2020-2030: Charting a Path to Achieve Health Equity*. Washington, DC: The National Academies Press. <https://doi.org/10.17226/25982>.

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Approaches towards Cultural Discrimination

- **Objectivity**
What is objectivity? To be objective means being free of bias, judgment, or prejudice. Personal biases can come from many sources, such as previous experiences, personal history, and interpersonal conflicts, and all can influence one's ability to be objective.
- **Acknowledging Bias:** Everyone has some form of biases. The most effective way to overcome a bias is to recognize it as such. Biases can be a major issue when they are subconscious and influence our behaviors in unknown ways.
- **Tip:** Be careful not to project your own biases or fears onto others.

MacCoun, R. J. (1998). Biases in the interpretation and use of research results. *Annual review of psychology*, 49(1), 259-287.

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Three ways to stay objective:

When faced with any conflict or difficult situation, take your time (pause) before reacting. Pausing for a moment or two can override the impulse to react judgmentally.

Consider all the available information and compare to your own lived experience (story). When faced with challenging situations it is often best to collect or consider more information.

Where possible, use hard facts.

Bowen, S., Chawla, N., & Witkiewitz, K. (2014). Mindfulness-based relapse prevention for addictive behaviors. In *Mindfulness-based treatment approaches* (pp. 141-157). Academic Press.

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Holistic Care



“Remember that work and life coexist. Wellness at work follows you home and vice-versa. The same goes for when you’re not well, fueled, or fulfilled. Work and life aren’t opposing forces to balance; they go hand-in-hand and are intertwined as different elements of the same person: you.”

— Melissa Steginus, [Self Care at Work: How to Reduce Stress, Boost Productivity, and Do More of What Matters](#)

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What Is Holistic Care?

Term “holistic” in medicine refers to “the treatment of the whole person, taking into account mental and social factors, rather than just the symptoms of a disease.”



Shafran, R., Bennett, S. D., & McKenzie Smith, M. (2017, September). Interventions to support integrated psychological care and holistic health outcomes in paediatrics. In *Healthcare* (Vol. 5, No. 3, p. 44). Multidisciplinary Digital Publishing Institute.

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What Is Holistic Care?



An approach to health care that addresses the patient's needs holistically: their physical, emotional, social and spiritual needs.

- Care is comprehensive
- Approach is integrated

Thus, rather than aiming to treat illness, holistic care aims to enhance the overall well-being and quality of life of an individual.

Shafran, R., Bennett, S. D., & McKenzie Smith, M. (2017, September). Interventions to support integrated psychological care and holistic health outcomes in paediatrics. In *Healthcare* (Vol. 5, No. 3, p. 44). Multidisciplinary Digital Publishing Institute.

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Professor notes:

Model Holistic Care



- To say Holistic Care is an alternative is the antithesis to the purpose of holistic care. Holistic care is to see the "big picture" and aspects of one's social determinants of health that are involved in one's wellbeing.

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Professor Notes Cont...

Empathetic listening is healing for both the listener and the one who is being heard.

How can we Listen more?

- For example, when a patient seems upset, sometimes **1-3 minutes of listening** is the greatest medicine.
- If we don't feel we have 2-3 minutes to listen to them, no amount of education will assist in helping us care for them. **In order for a patient to feel valued, they need to feel heard.**
- Ask yourself this: What if the patient had all the answers about their life and body? How would we approach them? What questions would you ask them?

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Professor Notes Cont...

Listen more to model compassion and the holistic approach

Ask yourself: What if the resident had all the answers about their life and body ? How would we approach them? What questions would you ask them ?

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Quote:

“When patients feel respected and experience compassion and empathy from their providers, they are more likely to return for annual physicals, immunizations, and so on...improved patient satisfaction scores, better morale and productivity among staff...”

-Guideway Care

Note: this result can apply to the primary care worker as well.

Received from: <https://guidewaycare.com/what-is-person-centered-care-and-how-can-it-improve-healthcare/>



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Questions:

- On a scale of 1 (not at all) to 5 (Very much), how willing are you to admit when you need help in any of these mentioned areas?
- How strong is your network of support in fulfilling your needs of promoting your own well-being and thriving?

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Questions:

- Which of these areas that we discussed do you desire to focus on In the next weeks for yourself or your team(s)?
- What programs or practices have you found helpful in promoting your own (or other's) well-being and thriving?

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slido

True or False: Holistic Care mostly involves alternative approaches to healthcare, such as Acupuncture and Chinese/Eastern healing practices.

① Start presenting to display the poll results on this slide.

Thank you

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Step 4: Identify Your Organization's Guiding Principles

Crystal Morse, CSW, CCM
Mountain-Pacific Quality Health

Natalie Korell
Administrator
Westward Heights Care Center



Key Takeaways/Review of Session 3

- Have you conducted a QAPI self assessment for your nursing home?
- What did you identify as an area to focus on?
- What were the results from the assessment?

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Pre-QAPI (Zoom Poll)

A purpose statement for QAPI should include:

1. Corporate compliance
2. Improvements that will support the vision and mission
3. Fiduciary responsibilities
4. Team members roles and responsibilities

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Know Your Mission Statement



A mission statement describes the purpose of your organization, and should guide the actions of the organization, spell out its overall goal, provide a path and guide decision-making. It provides the framework or context for how the home's strategies are formulated. Caregivers engagement in mission and vision statements are key to success.

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Develop a Purpose Statement for QAPI

A purpose statement describes how Quality Assurance & Performance Improvement (QAPI) will support the overall vision and mission of the organization. If your organization does not have a vision or mission statement, the purpose statement will state what your organization intends to accomplish through QAPI.




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Don't forget!

CHECKLIST

Action Step	Who is responsible?	Date completed
Locate or develop your organization's vision statement.		
Locate or develop your organization's mission statement.		
Develop a purpose statement for QAPI.		
Establish guiding principles.		
Define the scope of QAPI in your organization.		
Assemble the document.		

CMS QAPI Worksheet

Goal Setting Worksheet 

Directions: Goal setting is important for any measurement related to performance improvement. This worksheet is intended to help QAPI teams establish appropriate goals for individual measures and also for performance improvement projects. Goals should be clearly stated and describe what the organization or team intends to accomplish. Use this worksheet to establish a goal by following the SMART formula outlined below. Note that setting a goal does not involve describing what steps will be taken to achieve the goal.

Describe the business problem to be solved:

Use the SMART formula to develop a goal:

SPECIFIC
Describe the goal in terms of 3 "W" questions:

What do we want to accomplish?

Who will be involved/affected?

Where will it take place?

MEASURABLE
Describe how you will know if the goal is reached:

What is the measure you will use?

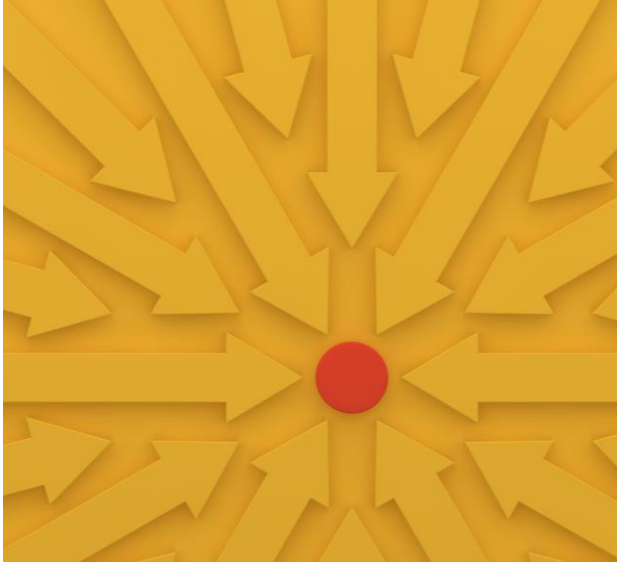
What is the current data (figure [i.e., count, percent, rate] for that measure)?

What do you want to increase/decrease that number to?

Worksheet Use of this form is not authorized by CMS for regulatory compliance nor does its completion ensure regulatory compliance.

Download and view larger:
<https://www.mpqhf.org/QIO/wp-content/uploads/2022/03/QAPI-Goal-Setting-Worksheet.pdf>

SMART Goals



Specific
Measurable
Attainable
Relevant
Time-bound

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SMART Goals

When writing your goal based on the SMART formula, **the goal needs to be comprehensive, and succinct**. You should be able to easily articulate the goal you have written with your team. Sharing the goal with the team will promote a feeling of ownership and pride as you work through the QAPI process.



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SMART Goals



Example of a SMART-goal statement:

Our goal is to increase our Covid vaccination rates by [%]. [QAPI Team] will accomplish this goal by [Date]. Accomplishing this goal will increase the safety of our residents and staff.

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Interventions

- Instead of an exit interview conduct stay interviews
- Survey to staff regarding satisfaction and thank you notes
- Bring in a third party, i.e., families, physician or pharmacist
- Be creative and innovative



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Westward Heights

Join the conversation, follow #KindnessRx.



Watch here: <https://youtu.be/qn7fynhKPjA>

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Celebrate your outcomes



QAPI by its very name implies metrics are used. Assure that your threshold goals are attainable. Westward Heights Care Center went from 59% vaccination rates to 95% among staff and residents.

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Post-QAPI (Zoom Poll)

A purpose statement for QAPI should include:

1. Corporate compliance
2. Improvements that will support the vision and mission
3. Fiduciary responsibilities
4. Team members roles and responsibilities

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A task for you:

Next week, please write a SMART statement and post it somewhere visible where others can communicate the goal and offer feedback.

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Remember, all Process Improvement is a journey which takes work and team engagement. We do this for the residents we serve.

Thank you!



This material was prepared by Mountain-Pacific Quality Health, a Medicare Quality Innovation Network-Quality Improvement Organization (QIN-QIO), under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. 12SOW-MPQH-AS-NH-03/22-116

Building Resilience: Maintaining Quality Care in Nursing Homes During COVID

BROUGHT TO YOU BY THE
**GREAT PLAINS - MOUNTAIN
GWEP CONSORTIUM**

A live 12 week series on Wednesdays. March 2nd - May 18th, 2022
1-2:00pm (MST)/2-3:00pm (central). Offered over Zoom.

Presenters include regional and national experts in geriatric care. Receive feedback on your QAPI process from quality improvement experts.

Schedule of Events (Steps and Primary Topic Area):

- March 30th:** Develop Your QAPI Plan. COVID Treatment and Vaccinations.
- April 6th:** Conduct a QAPI Awareness Campaign. Resident Centered Care- Behavioral/Mental Health
- April 13th:** Strategy for Collecting and Using QAPI Data. Resident Centered Case -Social Determinants of Health
- April 20th:** Identify Your Gaps and Opportunities. Age Friendly Case- What Matters
- April 27th:** Prioritize Quality Opportunities and Charter PIP. Age Friendly Case- Mentation
- May 4th:** Plan, Conduct, and Document PIPS. Age Friendly Case - Medications
- May 11th:** Getting to the "Root" of the Problem. Age Friendly Case - Mobility
- May 18th:** Take Systemic Action. Primary Topic: Principals of Infection and Treatment

Have questions? Contact Peni: peni.rosten@und.edu
Register: [via link](#), or scan the QR Code

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Thank you!

See you next week!

COVID Treatment and Vaccinations

QAPI: Develop Your QAPI Plan