



Building Resilience: Maintaining Quality Care in Nursing Homes During COVID and Beyond

Team Resiliency (May 24th, 2023)



Disclosure

This study is sponsored by the Great Plains Mountain Consortium composed of Geriatrics Workforce Enhancement Programs from Montana, North Dakota, Utah, and Wyoming. Dakota Geriatrics is supported by funding from the Health Resources & Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling 3.75M with 15% financed with nongovernmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by HRSA, HHS, or the U.S. Government.

Opportunities

Listen to microburst videos

- Monthly x 4

Share your experiences

- Gather stories from your front-line staff
 - CNA's
 - Nurses
 - Providers

Use sessions to identify opportunities to work on a QAPI project



AGENDA



Summarize microburst video on Team Resiliency (5 minutes)



Case study (15 minutes)



Use Team Resiliency for QAPI project (5 minutes)



Optional Discussion (30 minutes)

Poll Questions

I listened to the pre-recorded presentation about “Team Resiliency”?

The presentation was informative.

The content was relevant to my life or work.

Recap: Team Resiliency Microburst

Emily Burton, RN, BS

Our strength is in our team...A successful high functioning team is 2 or more people interacting toward a common goal, function or objective. Core Values and principles include honesty, discipline, creativity and curiosity, humility, shared and clear goals, effective communication, measurable processes and outcomes, and effective leadership.

Outcomes of a High-functioning Team:

- Resident benefits: Improved clinical outcomes. Reduced medical errors. Increase patient safety
- Staff Benefits: Increase workplace satisfaction and reduced staff turnover. Staff empowerment. Provides crucial peer support during stressful situations. Improved resilience and reduced caregiver burnout.

Recap: Team Resiliency Microburst, cont.

Emily Burton, RN, BS

How do we develop a team culture that is this successful? 5 pillars:

- ❑ Transparency: Staff “stay interviews” vs “exit interviews”, open door policies, updates on education and shift info, team huddles.
- ❑ Confidence: Confident leadership is contagious, affects staff, improves communication with patients and families, leads to fewer adverse events, and encourages staff to work at the top of their certification of license, maximizes team engagement and really offers a sense of pride in their job.
- ❑ Trust: When you have faculty wide transparency and confidence throughout the team trust is established which creates a positive workplace environment. Helps foster excellent communication, respect for one another.
- ❑ Cohesion: Support one another and share team core values.
- ❑ Sacrifice: Really must be given and not demanded, sacrifices when the team values the kind of care provided and feel attached the residents and one another, when employees feel part of a team and they feel valued they become invested in the success of the facility.

Ways to take that individual resiliency and spread throughout the team. Get creative and have fun! Discussion on slide 13!

*Additional resources listed on slide 24

RESILIENCE



Case Study

Team Resilience

05/24/23

Case Scenario

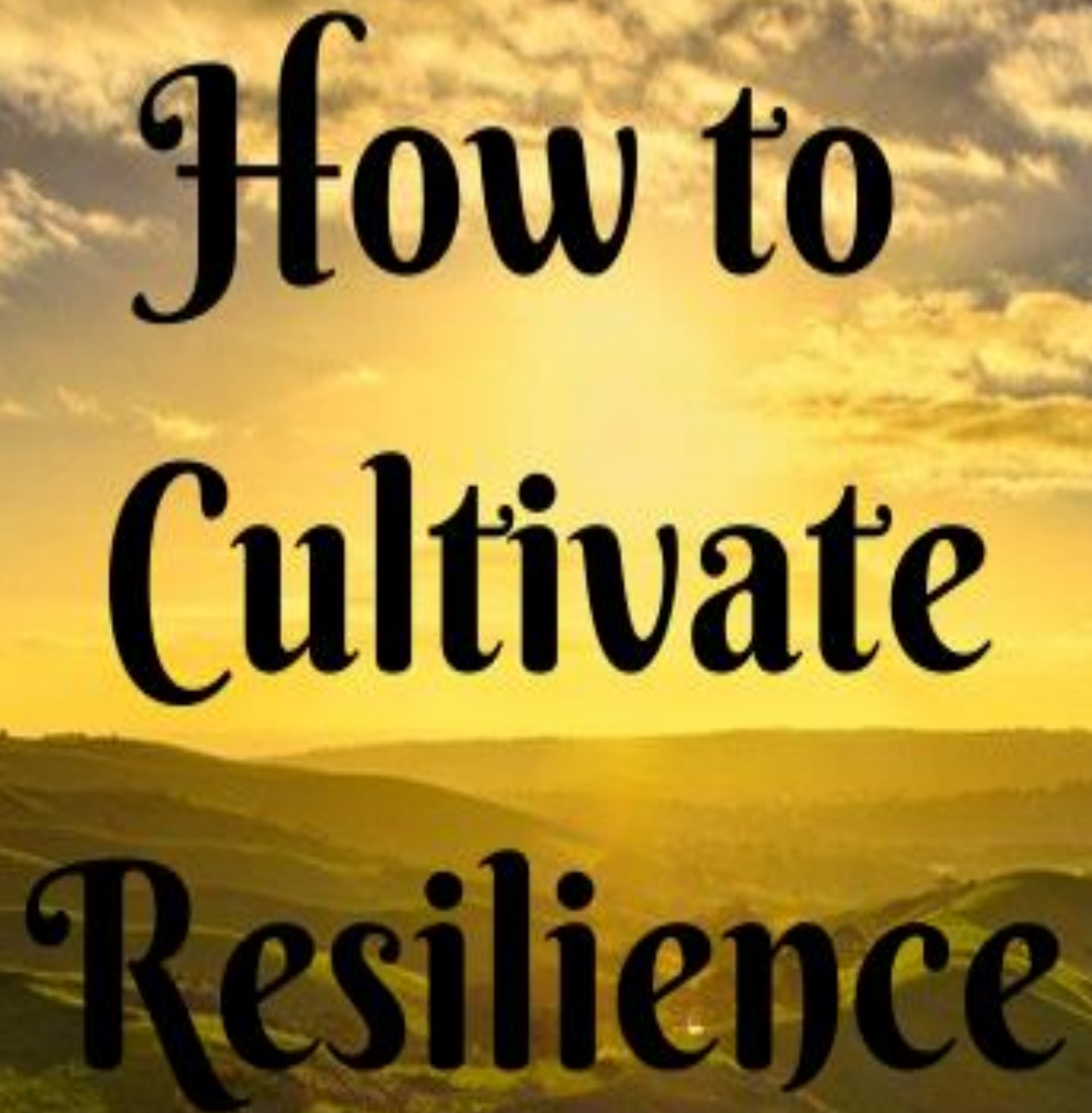
- Keely is the is Manager of the Foothills Neighborhood Unit of the Black Hills Home.
- Keely is aware several staff members are working extra shifts while still balancing significant personal responsibilities.
- There has been an increase in resident concerns.
- There has also been an increase in interpersonal conflict between team members.
- The home leadership is actively recruiting new team members to address staffing challenges.



Discussion Questions

Please unmute to share your thoughts, or enter responses into the chat box

- What additional next steps can Keely and her team take to build and support the resilience of the group?



How to Cultivate Resilience

Helping Hands Drop Box



Marian
Manor
Healthcare
Center

North Dakota



Gratitude Cards

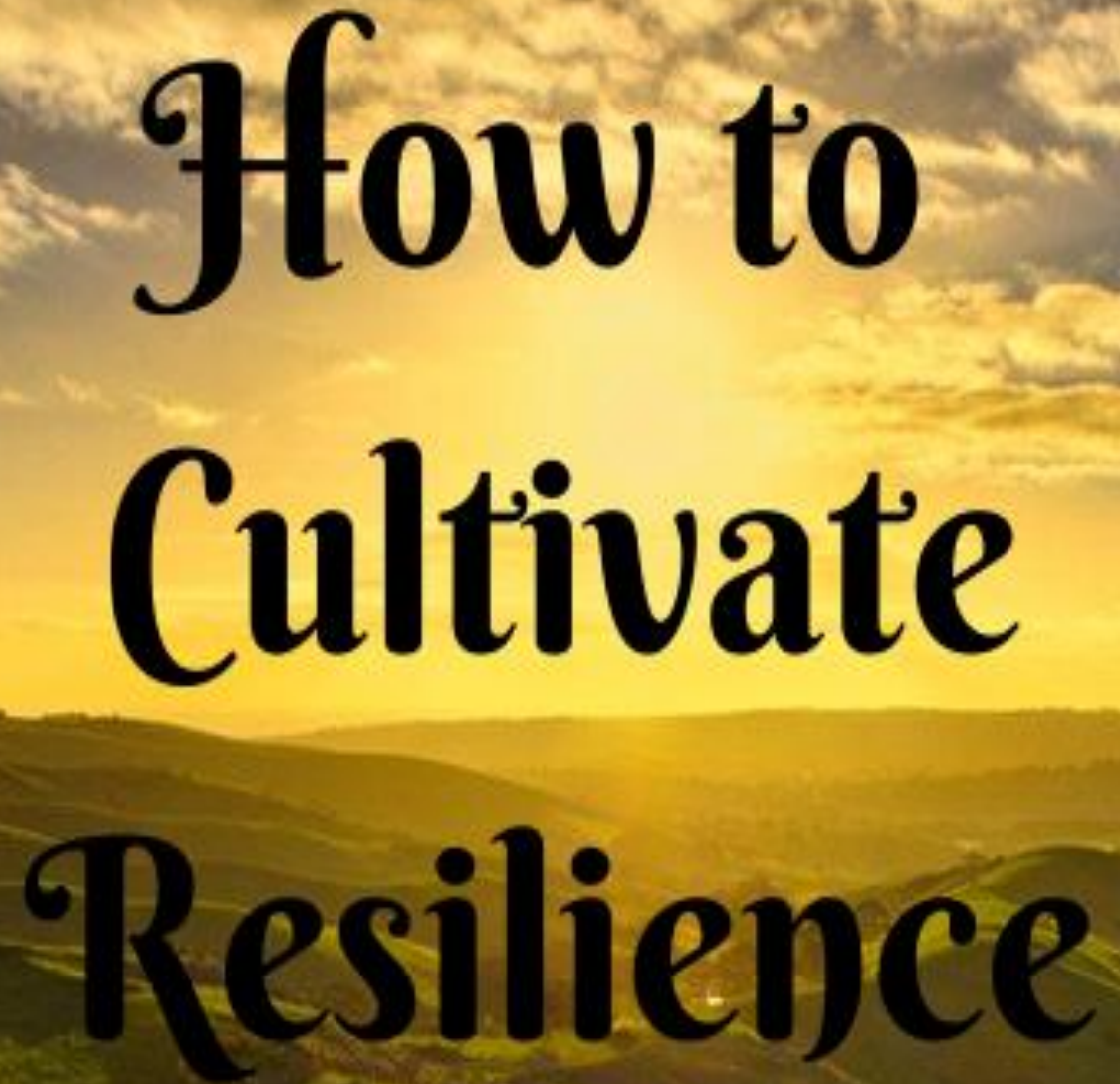


Sunshine Committee Cart

Discussion Questions

Please unmute to share your thoughts, or enter responses into the chat box

- Have you witnessed or been a part of a successful approach to helping a team be resilient? If so, what approach was used and why do you think it worked?

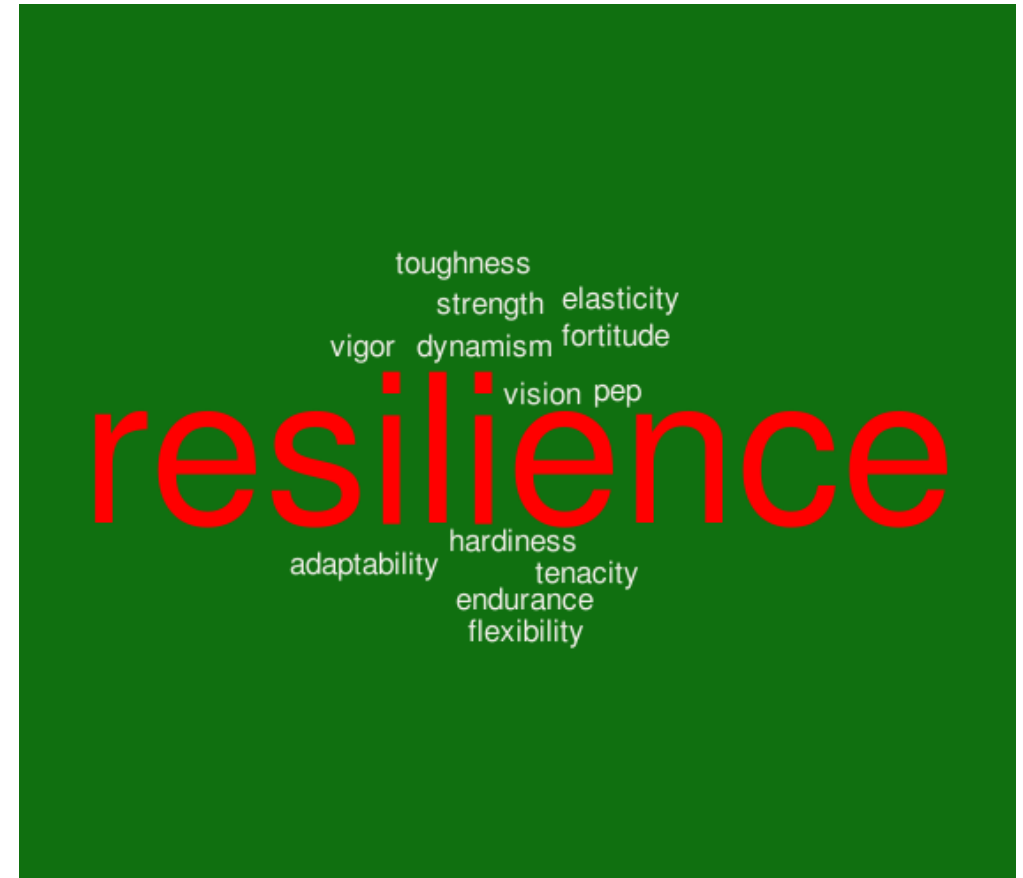


How to Cultivate Resilience

Summary of Approaches to Support Team Resilience

Recap from Microburst, **Get creative and have FUN!**

- Quiet room
- Energy-boosting treats
- Positive gossip
- Movement challenges
- Connection
- Wellness programming



QAPI and Resilience

PROMOTING THE TEAM RESILIENCY OF CARE PROVIDERS

PLAN-DO-STUDY-ACT (PDSA) Worksheet



The Plan-Do-Study-Act (PDSA) cycle is a useful tool for documenting a test of change. Running a PDSA cycle is another way of saying testing a change — you develop a plan to test the change (Plan), carry out the test (Do), observe, analyze, and learn from the test (Study), and determine what modifications, if any, to make for the next cycle (Act).



Review of April 26th PDSA (Individual Resiliency)

- ✓ PLAN: Perform team huddle prior to patient care every shift. Team will share how they are feeling/doing (not allowed to say "ok" or "good"). During huddle, team will discuss how breaks occur. Goal is to have EVERYONE take at least a 15-minute break.
- ✓ DO: What did the team say? Do they feel it helps them work better even with life stressors and being short staffed?
- ✓ STUDY: Did you need to modify how you did huddles? Does the time work?
- ✓ ACT: Will you adopt this skill as a normal part of your routine? Will you change it a little and adopt? Does your team need to try a different intervention to improve teamwork and resiliency?

Let us know in the chat if you adopted this activity, and how it helped you!



PLAN: Plan the text, including a plan for collecting data.

Questions and predictions: (State the question you want to answer and make a prediction about what you think will happen.)

- ✓ How will providing random act of kindness to teammates promote positive work culture?

Who, what, where, when:

- Who: All staff including frontline staff who provide patient care, ancillary departments that support nursing activities, and leadership
- What: Staff will choose 1 person per day for 1 week that they work with to offer assistance. (covering their patients during break, offering to assist with bed making, taking the new admit, setting up the IV, wheeling pat to lunch)
- Where/When: During Shift

Plan for collecting data: Leadership will gather qualitative data from staff on how offering to assist others makes them feel.





DO: Run the test on a small scale.

Describe what happened. What data did you collect? What observations did you make?

- ✓ Staff feelings? By assisting other teammates, did it make the shift go smoother?
- ✓ Are workloads evenly distributed (not only physical care, but demanding patients, dementia patients, hard to dress patients, etc.)





STUDY: Analyze the results and compare them to your predictions. (Complete as a team if possible.)

Summarize and reflect on what you learned:



ACT: Based on what you learned from the test, make a plan for your next step.

Determine what modifications you should make—adapt, adopt, or abandon:

Poll Questions



I found today's webinar informative.



I will be able to use the information presented in this session in my work.

Next Steps



Stay on!

Join us for additional discussion and problem solving for the next 30 minutes!



Go back and watch the microburst for today's session



Start doing one resiliency intervention.

**Try a random act of kindness!*

(P)lan to do it, (D)o it, (S)tudy how it worked for you, Then (A)dopt it as part of your normal routine.



Plan to complete the microburst for the June session.

Coming soon!!!



Attend next month's ECHO session, June 28th on Community Resiliency!

Set a goal to invite one colleague to this session.

Living in Long Term Care Today

A FREE 2023 webinar series for residents, family members, and professional caregivers in Long Term Care.

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Engagement

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Boosting Health
& Safety for Your
Loved Ones

May 30th:
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Understanding
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COVID 19:
What You Need
to Know

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- Attend at a local organization in your area!



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For questions contact: wycoc@uwyo.edu | (307) 766-2829

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



Resources

➤ American Nurses Association:

<https://www.nursingworld.org/practice-policy/work-environment/health-safety/disaster-preparedness/coronavirus/what-you-need-to-know/the-well-being-initiative/>

➤ Institute for Healthcare Improvement (IHI):

<https://www.ihl.org/resources/Pages/Tools/Conversation-Guide-to-Support-Staff-Wellbeing-Joy-in-Work-COVID-19.aspx>

<http://www.ihl.org/communities/blogs/time-saving-tips-to-help-prevent-nursing-home-staff-burnout>

<http://www.ihl.org/communities/blogs/lessons-from-nursing-home-staff-to-address-burnout-and-joy-in-work>

➤ National Institute of Health:

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5831839/>

➤ World Health Organization:

<https://www.who.int/news/item/28-05-2019-burn-out-an-occupational-phenomenon-international-classification-of-diseases>

➤ National Academy of Medicine:

<https://nam.edu/organizational-evidence-based-and-promising-practices-for-improving-clinician-well-being/>

➤ Mayo Clinic:

[https://www.mayoclinicproceedings.org/article/S0025-6196\(16\)30625-5/pdf](https://www.mayoclinicproceedings.org/article/S0025-6196(16)30625-5/pdf)

➤ Agency for Healthcare Research and Quality:

Staffing During the COVID-19 Pandemic: A Guide for Nursing Home Leaders | Agency for Healthcare Research and Quality (ahrq.gov)

➤ Health Leaders:

<https://www.healthleadersmedia.com/nursing/virtual-reality-transport-frontline-nurses-covid-floor-paradise?spMailingID=19988466&spUserID=NjU1NjE0MzczMjc5S0&spJobID=2280698413&spReportId=Mjl4MDY5ODQxMwS2>

➤ McKnight's Long-Term Care News:

<https://www.mcknights.com/marketplace/team-building-is-easier-than-you-think/>

➤ Experience Care

<https://experience.care/blog/5-pillars-team-building-in-healthcare/>

<https://experience.care/blog/7-strategies-building-team-culture-long-term-care/>

May Resources

Three Good Things- [Layout 1 \(unhealthcare.org\)](https://www.unhealthcare.org/resources/3-good-things)

Supporting Your Team- [Supporting Your Team \(unhealth.org\)](https://www.unhealth.org/resources/supporting-your-team)