



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

Individual Resiliency (April 26th, 2023)



Disclosure

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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 Individual Resiliency (5 minutes)



Case study (15 minutes)



Use Individual Resiliency for QAPI project (5 minutes)



Optional Discussion (30 minutes)

Poll Questions

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

The presentation was informative.

The content was relevant to my life or work.

Recap: Individual Resiliency Microburst

Andrew McLean, MD, MPH

Differentiate between stress and burnout:

- Burnout: “syndrome” that results from chronic workplace stress that has not been successfully managed. This includes cynicism, exhaustion, and inefficiency all specific to work.
- Stress: a pressure on an individual.

Identify tools for resilience to care providers; intentional and action oriented.

- Resilient attitudes: view change as a challenge or opportunity, think realistically, set goals and action steps
- Resilient behaviors (maintenance): rest , routine, relationships

Identify traits of resilient communities and organizations:

- Strong leadership
- Engagement of members
- Wise use of resources
- Attention to psychosocial issues

TOOLS: review on slide 12!



Case Study

Part Two



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Lets check in with Allison

- Brief recap:
 - Allison is a 23-year-old who is has been a CNA at Bridgewater Terrace for 2 years.
 - She works evening shift.
 - She is in nursing school.



Update on Allison

Allison is returning to work today as she took a few days off to complete mid-term exams and assignments.

Upon returning, her supervisor asks Allison to be a CNA mentor for a new CNA who is starting evening shift today. Her supervisor has selected Allison due to her stellar performance.

Allison learns her favorite resident has had a significant decline in condition, has elected hospice care and her death is imminent.

The other evening CNAs learn that Allison has been selected to be a mentor CNA. There are several who are disgruntled that they have not been chosen and they are abrupt with Allison.



Let's take a moment to discuss
what are Allison's stressors
today

**Hint: Stressors can be
"Positive" and Negative"**

Please feel free to unmute yourself and share your thoughts.

Alternatively, you can place your comments into chat

What are some steps Allison can take to manage her stress and increase her resilience?

Please feel free to unmute yourself or place your comments into chat.



Recap of Tools: Individual Resiliency Microburst

Andrew McLean, MD, MPH

Identify tools for resilience to care providers; intentional and action oriented.

- Resilient attitudes: view change as a challenge or opportunity, think realistically, set goals and action steps
- Resilient behaviors (maintenance): rest , routine, relationships
- Think about what ***you have choice over*** (my attitude, decisions, priorities, etc.) and ***can't control*** (the actions of others, my employer, the future beyond my own abilities, etc.)!
- Review an individual protective factor against burnout: Re-capturing the primary essence of why you went into this field...
- Consider The FACTS: (F)oster Hope. (A)ct with Purpose. (C)onnect with Others. (T)ake Care of Yourself. (S)earch for Meaning

QAPI and Resilience

PROMOTING THE INDIVIDUAL 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 March 29th PDSA (Promoting Wellbeing)!

- ✓PLAN/DO: Plan to do one breathing exercise during your shift when stressed.
- ✓STUDY: After doing the breathing exercise, how did it make you feel?
- ✓ACT: Did you adopt this breathing activity into your daily routine?

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.)

- ✓ 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.

Who, what, where, when:

- Who: Team (nurses, CNA)
- What: Team Huddle
- Where: Nurses station
- When: Prior to patient care

Plan for collecting data:

Qualitative: Ask team after one week if they feel the huddle has been helpful to improving team collaboration and resiliency





DO: Run the test on a small scale.

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

- ✓ What did the team say?
- ✓ Do they feel it helps them work better even with life stressors and being short staffed?

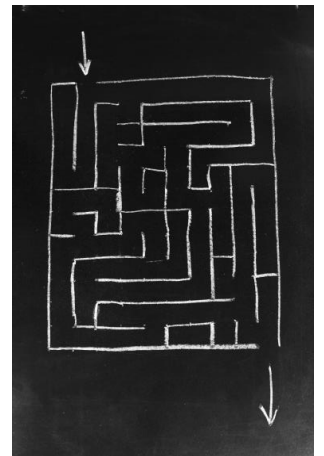




STUDY: Analyze the results and compare them to your predictions. (Complete as a team if possible.)

Summarize and reflect on what you learned:

- ✓ Did you need to modify how you did huddles?
- ✓ Does the time work?





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:

- ✓ 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?



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 group huddles!

(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 May session.

Coming soon!!!



Attend next month's ECHO session, May 24th on Team 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.

Join the live 4-session series Tuesdays. 1-2:00pm (MT)/2-3:00pm (CT).

Register NOW!

May 16th:
Maintaining Engagement

May 23rd:
Boosting Health & Safety for Your Loved Ones

May 30th:
Honoring and Understanding End of Life

June 6th:
COVID 19: What You Need to Know

Two ways to participate:

- o Join from your computer at home or work!
- o Attend at a local organization in your area!



Register for the series now, scan the QR Code!

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

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



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Resources

- White, K. R., & Griffith, J. R. (2019). *The well-managed healthcare organization*. Health Administration Press.
- [Red River Resilience](#) is a community action group promoting resilience through life transitions.
- HHS: Our health depends on the well-being of our health workforce. Let's take care of those who are always there to care for us. <https://www.hhs.gov/surgeongeneral/priorities/health-worker-burnout/index.html>
- IHI: Lessons from Nursing Home Staff to Address Burnout and Enhance Joy in Work. <https://www.ihl.org/communities/blogs/lessons-from-nursing-home-staff-to-address-burnout-and-joy-in-work>
- Google Drive Resources provided on this ECHO: <https://drive.google.com/drive/folders/1bMhcD8gmamrX3G-AxYc9IKyRV6AkLgwr>

Direct Care Resilience-

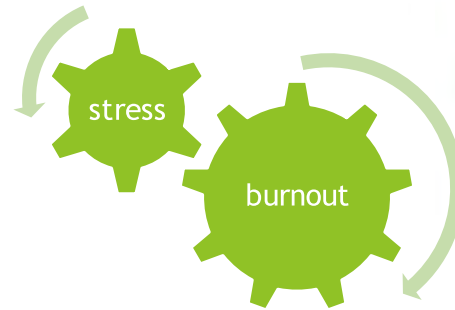
Slide set only

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Objectives

- ▶ -Differentiate between stress and burnout
- ▶ -Identify tools for resilience to care providers
- ▶ -Identify traits of resilient communities and organizations

Stress and Burnout



One might consider “stress” as pressure on an individual, and “burnout” as a depletion. There can be a vicious cycle between stress response and burnout.

Individual stress can be a result of pressure from varying sources

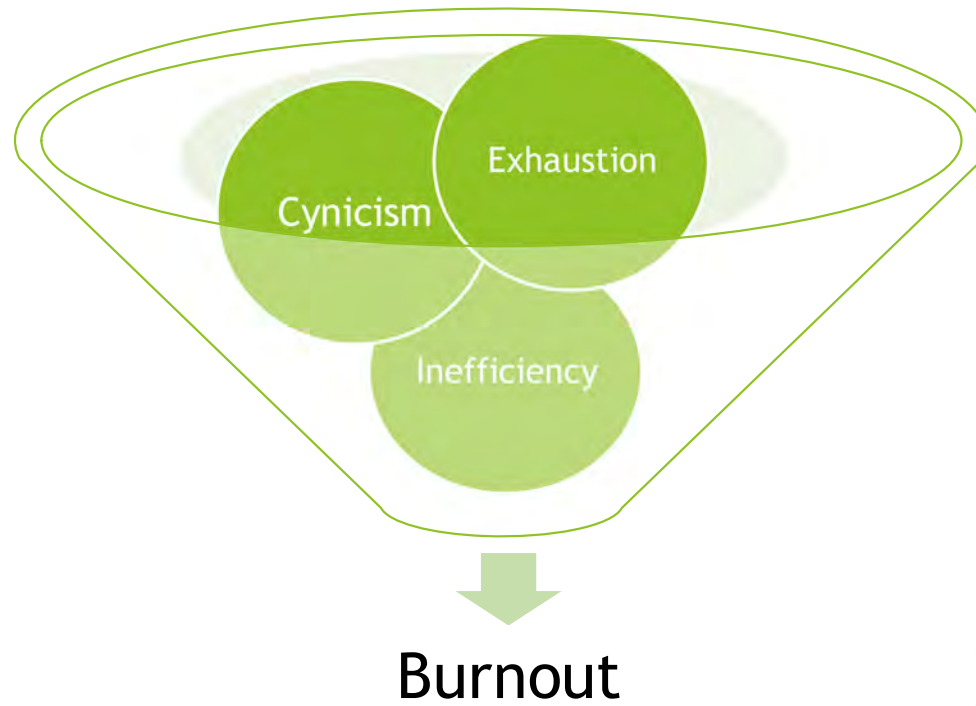
Burnout is seen as specific to work

Burnout--World Health Organization's International Disease Classification (ICD-11)

- ▶ A “syndrome” that results from “chronic workplace stress that has not been successfully managed



Burnout (per Maslach); 3 Dimensions



- Symptoms similar to post-traumatic stress disorder

- Change in cognitive schema

Typical Signs of Stress

- ▶ Irritable/moody
- ▶ Tired/Sleep problems
- ▶ Antsy/Anxious
- ▶ More negative thinking
- ▶ Trouble concentrating



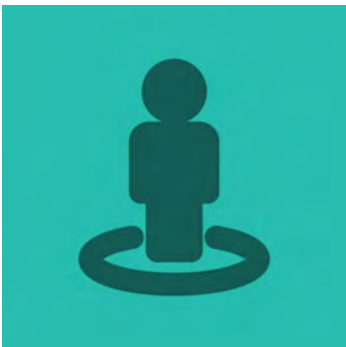
Stress and Coping Skills



Resilience

Individual

- The ability to adapt to adversity
- The capacity to cope
- With potential for change and growth



Community



- “the ability of community members to take meaningful, deliberate, collective action to remedy the impact of a problem, including the ability to interpret the environment, intervene, and move on”

Pfefferbaum and colleagues (2005)

Resilient Attitudes



- ▶ View change as challenge or opportunity
- ▶ Think realistically - keep things in perspective
- ▶ Set goals and plan action steps

Dr. Kit O'Neill

Resilient Behaviors

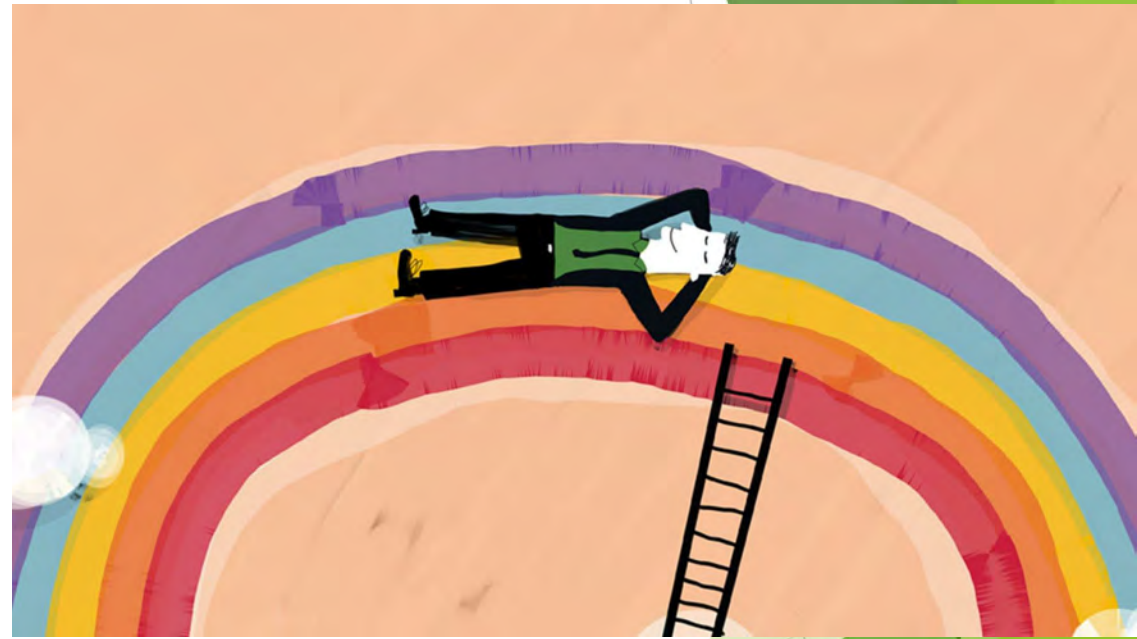
- The 3 Rs

- Rest

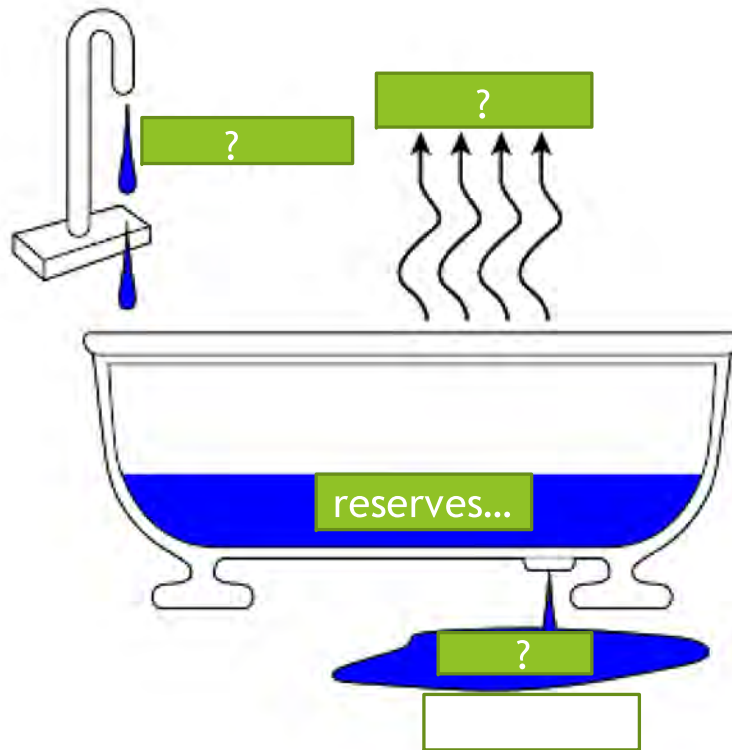
- Routine

- Relationships

▶ **R³**



Homeostasis---input, output, redistribution...
What fulfills you, what depletes you?



I Can't Control:

The actions of others

Whether the store has toilet paper

I Have Choice Over

My attitude

Limiting news/social media exposure

My decisions

How I interact with others

My priorities

My employer

The future, beyond my own abilities...

Purpose and Meaning

- ▶ An individual protective factor against burnout:
- ▶ Re-capturing the primary essence of why you went into this field...



Resilience



Of all variables, two of the most impactful:

- Resources (less controllable)
- Social Connectedness (more controllable) Obviously an issue if there is required social distancing, particularly if technology is disrupted...

Traits of Successfully Resilient Communities:

- ▶ Strong Leadership
- ▶ Engagement of members
- ▶ Wise use of resources
- ▶ Attention to psychosocial issues



Resilient
(and resilience
enhancing)
organizations
have a number of traits

A common theme,
however, is that of clarity,
even in the midst of crisis:

Clarity regarding:

Guiding
principles
and values
(mission,
vision)

Direction

Acceptable
practices
and
behaviors

The needs
of staff
and clients

Messaging; open,
two-way
communication

5 Elements of a Transformational Culture

- ▶ Shared values
- ▶ Empowerment
- ▶ Communication
- ▶ Service excellence
- ▶ Rewards for success



White, K. R., & Griffith, J. R. (2019). *The well-managed healthcare organization*. Health Administration Press.

Concepts

Some have coined
the term:

“Compassionate
Workplaces.”

The FACTS

- ▶ **Foster Hope**
- ▶ **Act with Purpose**
- ▶ **Connect with others**
- ▶ **Take Care of Yourself**
- ▶ **Search for Meaning**



Questions? Comments?



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Fill out one PDSA worksheet for each change you test. In most improvement projects, teams will test several different changes, and each change may go through several PDSA cycles as you continue to learn. Keep a file (either electronic or hard copy) of all PDSA cycles for all the changes your team tests.



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-



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-
-



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-
-



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PREPARE A PLAN FOR YOUR NEXT PDSA.