



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

Community Resiliency (June 28th, 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

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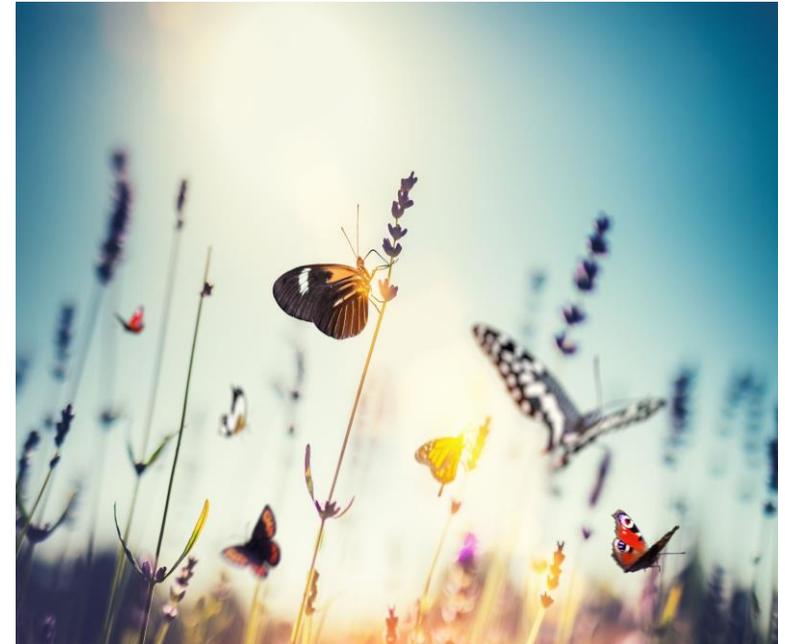
## Listen to microburst videos

- 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

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Summarize microburst video on Community Resiliency (5 minutes)



Case study (15 minutes)



Use Community Resiliency for QAPI project (5 minutes)



Optional Discussion (30 minutes)

# Poll Questions

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

The presentation was informative.

The content was relevant to my life or work.

# Recap: Community Resiliency Microburst

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**Community resiliency refers to the Long-Term Care Community to adapt, respond and recover from various challenges crisis or disruptions that it may face.**

Key elements include preparedness, response and recover, social cohesion, diversification and redundancy.

**Blue Zone presented by Dan Buettner, Jr:** <https://www.bluezones.com/about/>

- Blue Zone Mission: Informed and inspired by the world's longest-lived cultures, our mission is to empower everyone, everywhere to live longer, better.
- Blue Zone Solution Model (Power 9): Move Naturally, Purpose, Down Shift, 80% Rule, Plant Slant, Wine at 5, Right Tribe, Loved Ones First, Belong.
- Measurable Results, 40\$M Follow-on Grants, +55% Drop in Child Obesity, 20\$B Lifetime Reduced Smoking Value, and 27\$M Medical Claims Redux.  
>5% Sustained Improvement in Well-being
- BOTTOM LINE to create Transformational change: assuring people have something to do, something to look forward to, someone to love and someway to giveback. Do this by creating more purpose, hope, connection and volunteerism.

**#KindnessRx: A Novel, Community, Gratitude-Based Approach to Increasing COVID-19 Vaccination Rates and Workforce Resiliency.** Objectives: community approach, safety in the workplace, culture changes and resiliency and in prove vaccination rates. KINDNESS IS CONTAGIOUS!

# Recap: Community Resiliency Microburst, ctd

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## *Preview a Kindness Campaign!*

*(est time 2:22 minutes)*

<https://youtu.be/3Ga8AIK-4XE>

### Kindness RX Campaign

<https://qioprogram.org/tools-resources/kindness-rx-campaign>



A circular botanical illustration border surrounds the central text. It features various plants including ferns, a red maple leaf, a yellow flower, a purple flower, and a green leaf with a white vein pattern.

NH ECHO Community Resilience

# CASE STUDY

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# Great Plains Vista Community



- Home established in 2013
- Potential to serve up to 58 residents
  - 43 long term residents; 15 short-term residents
- Active Resident and Family Council
- Active Spirit Committee for Care Associates
- Since COVID Pandemic, experienced 3 COVID outbreaks
  - 1<sup>st</sup> Outbreak occurred before vaccine availability – 28 residents and 33 care associates affected; 3 long-term residents passed due to COVID
  - 2<sup>nd</sup> & 3<sup>rd</sup> outbreaks were much smaller; all affected residents & staff recovered





# Question #1

Resident Council President is concerned about the morale of the residents as well as of the Care Team members. The Council noted a change since COVID pandemic started. She approaches the Life Engagement Coordinator to discuss.

**What next steps can the Life Engagement Coordinator and the President of the Resident Council take to address these concerns?**

*Please unmute to share your thoughts. You are also welcome to place comments in the Chat Box.*





# Examples of Projects Promoting Community Resilience

*From the Microburst Learning Session:*

*#Kindness Campaign*

*Blue Zones Work*





## Question #2

Please share examples of projects or initiatives you have witnessed or in which you have participated that have helped promote community resilience.

Please unmute to share your thoughts. You are also welcome to place comments in the Chat Box.



# QAPI and Resilience

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PROMOTING THE COMMUNITY RESILIENCY OF  
CARE PROVIDERS

# Review of May 24<sup>th</sup> PDSA (Team Resiliency)

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- ✓PLAN: Try a random act of kindness!
- ✓DO: 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:
- ✓ACT:

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

# Community Resiliency and QAPI

Adrienne E. Butterwick, MPH, CHES  
Manager, Patient Safety  
Comagine Health

# Community Resiliency

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).

- Community presence is an important factor in organizational resiliency and overall resident quality of life
- Plan:
  - Seek input from the members of your community via family advisory council, staff and visitors.
  - Important to remember members of the same community may have different views or thoughts on what is valuable.
  - What data do you have on the topic of interest?

# Do

Using the input you receive, you determine that a volunteer reading program would benefit your residents.

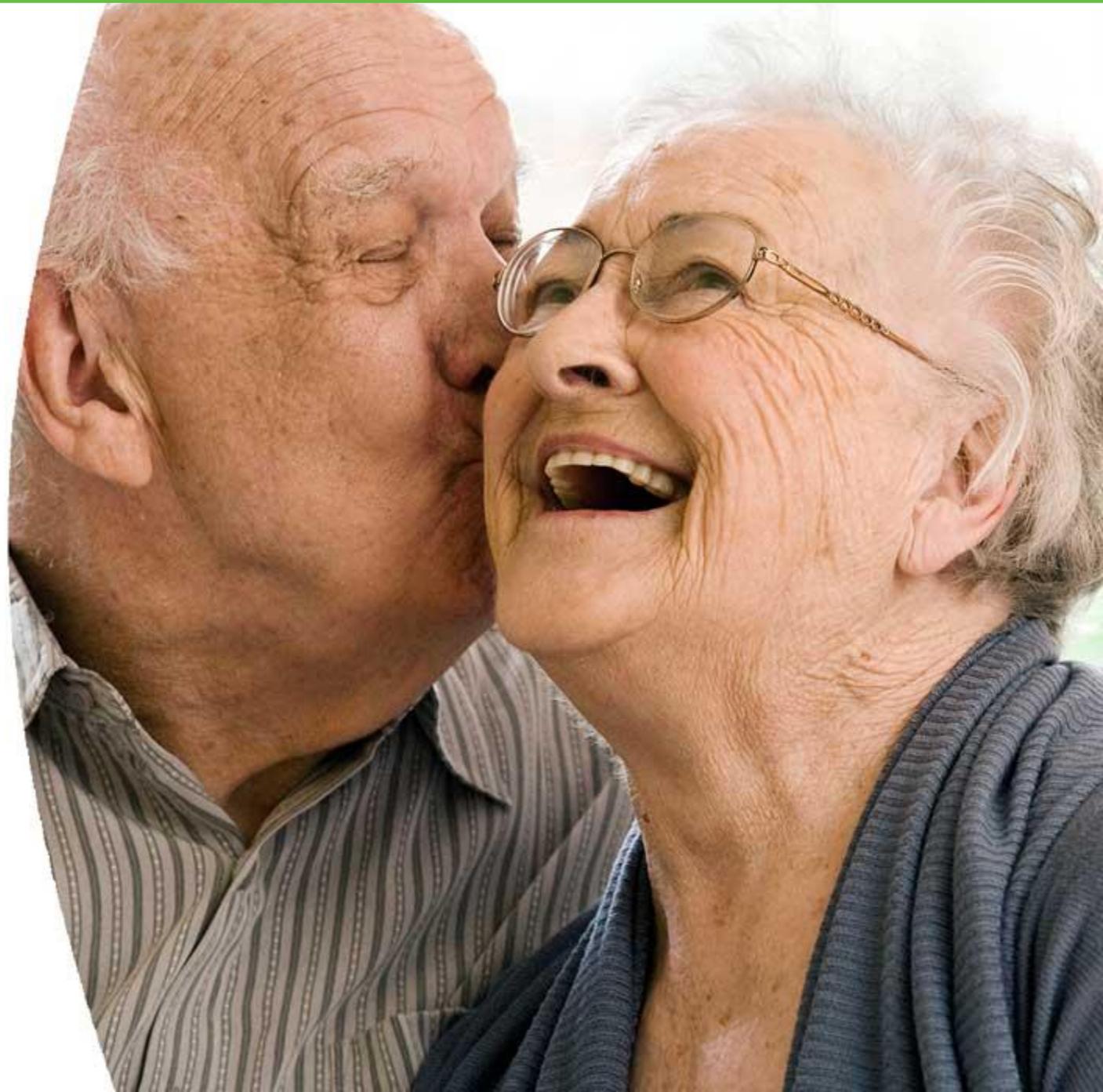
Start small and go from there.



# Study and Act

What is the impact to the individual resident? What are some overall trends that can be observed over time?

Share your successes with your staff and individuals who gave input in the planning stage.



**Thank you!**

# 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

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Make sure to complete the post series ECHO evaluation



## **Stay on!**

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



## **Start doing one resiliency intervention.**

\*Seek input from the members of your community via family advisory council, staff and visitors!

(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.



Go back and watch the microburst for today's session



Plan to visit the Great Plains - Mountain GWEP Consortium website to find and review all resources!

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



# Resources

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- Blue Zones: Informed and inspired by the world's longest-lived cultures, our mission is to empower everyone, everywhere to live longer, better. <https://www.bluezones.com/#>
- Kindness RX Campaign  
<https://qioprogram.org/tools-resources/kindness-rx-campaign>
- Quality Improvement Tools & Resources  
<https://www.mpqhf.org/QIO/quality-improvement-tools-resources/preventive-health-tools-resources/>