UNMC College of Public Health ECHO

May 5, 2021

Welcome and Announcements

Deborah Levy

Announcements

- Please type your ***name, email, and facility name*** in the chat box for us and ECHO Institute to capture your attendance – **this is for training center accountability**

- Please type your questions in the chat box, and they will be addressed during the situation discussion and/or the Q&A

- The materials from the sessions are available for you to download from our website

- The recording of the sessions, which are required by AHRQ and ECHO Institute, are available only for special circumstances and a request must be made to Krista Brown

- Throughout the week, if you have questions, concerns, or issues to raise, please send Krista an email at Krista.Brown@unmc.edu

- IHI does not have a Quality Improvement Certification and the opportunity for additional federal funding is unclear given the change in the White House administration

- **As voted last week, we are starting on the core domain "Emotional and Organizational Support for Staff"**

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Week 3 Agenda

Time	Subject	Speaker/Facilitator
1200 - 1205	Welcome and Announcements	Deborah Levy
1205 - 1215	COVID-19 Update	Deborah Levy
1215 - 1220	Poll Question #1	Krista Brown
1220 - 1255	Staff Wellbeing Depends on Trauma Informed Principles, Discussion, & Videos	Matt Beacom Peg Bradke
1255 - 1300	Poll Question #2	Krista Brown
1300 - 1330	Continued Discussion and Q&A	Public Health Core Team

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Core Domains

Content – Core Domains

"What do Nursing Homes need to implement systems that help prevent, manage, and improve COVID-19 outcomes?"

1. **Post-vaccination practices – visitation policies, PPE practices**
2. **Ongoing COVID-19 identification and treatment – plan for recognizing patients with COVID, post-COVID syndromes, testing, treatment, and cohorting**
3. **Emotional and organizational support for staff**
4. Vaccinations – vaccine confidence, testing, logistics, ongoing compliance and complications
5. Addressing and supporting the needs of resident and families or care partners – isolation, family communications
6. Stopping the spread (infection control) – building sustainable infection control practices
7. Leadership communication for COVID-19 – huddles, rounding, etc.
8. Leadership behaviors to support teams during COVID-19 – teamwork, roles, and psychological safety

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Current State of the Pandemic

Nebraska and Nationally

COVID-19 Updates – State of Nebraska as of 5/4/2021

- Fully vaccinated 45.1%, partially vaccinated 11.6%, for a total of 56.7% having received at least one dose

Fully Vaccinated by Age

Partially Vaccinated by Age
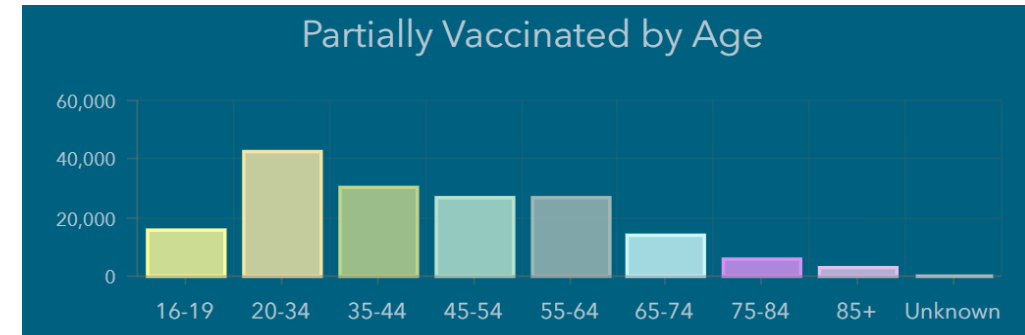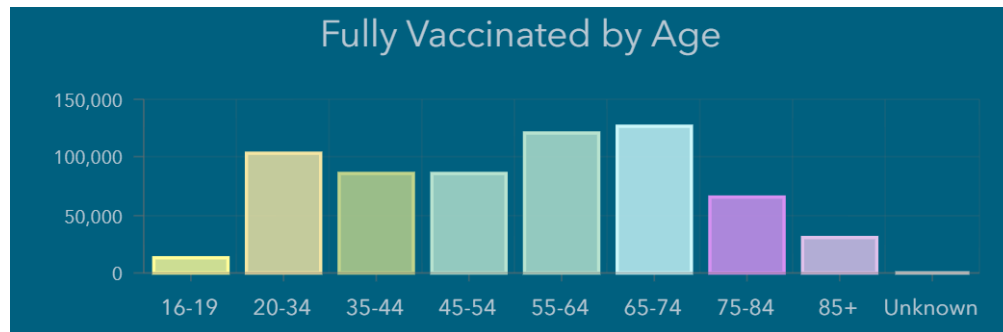
https://experience.arcgis.com/experience/ece0db09da4d4ca68252c3967aa1e9dd/page/page_1

COVID-19 Vaccine Update – 1

- Both mRNA COVID-19 vaccines (Pfizer-BioNTech and Moderna) protect against COVID-19-related hospitalization among adults 65 years and older
  - Fully vaccinated were 94% less likely to be hospitalized with COVID-19 than people of the same age who were not vaccinated
  - Partially vaccinated were 64% less likely to be hospitalized with COVID-19 than people who were not vaccinated

- First real-world findings in the United States confirming clinical trial data showing mRNA vaccines prevent severe COVID-19 illness

- This assessment is one of many planned COVID-19 vaccine effectiveness assessments to evaluate the real-world benefits of COVID-19 vaccines

https://www.cdc.gov/mmwr/volumes/70/wr/mm7018e1.htm?s_cid=mm7018e1_e&ACSTrackingID=usCDC_921-DM55819&ACSTrackingLabel=MMWR%20Early%20Release%20-%20Vol.%2070%2C%20April%2028%2C%202021&deliveryName=usCDC_921-DM55819

COVID-19 Vaccine Update – 2

- Anxiety-Related Adverse Event Clusters After Janssen COVID-19 Vaccination — Five U.S. Mass Vaccination Sites, April 2021

  - Syncope (fainting) and other anxiety-related events can occur after vaccination and have been reported to the Vaccine Adverse Events Reporting System (VAERS) for other vaccines
  - At five sites, there were 64 anxiety-related events, including 17 events of syncope after receipt of Janssen COVID-19 vaccine

https://www.cdc.gov/mmwr/volumes/70/wr/mm7018e3.htm?s_cid=mm7018e3_e&ACSTrackingID=USCDC_921-DM56028&ACSTrackingLabel=MMWR%20Early%20Release%20-%20Vol.%2070%2C%20April%2030%2C%202021&deliveryName=USCDC_921-DM56028

- Safety Monitoring of the Janssen (Johnson & Johnson) COVID-19 Vaccine — United States, March–April 2021

  - Review of safety monitoring data found that 97% of reported reactions after vaccine receipt were nonserious, consistent with preauthorization clinical trials data
  - Seventeen thrombotic events with thrombocytopenia have been reported, including three non-CVST events

https://www.cdc.gov/mmwr/volumes/70/wr/mm7018e2.htm?s_cid=mm7018e2_e&ACSTrackingID=USCDC_921-DM56028&ACSTrackingLabel=MMWR%20Early%20Release%20-%20Vol.%2070%2C%20April%2030%2C%202021&deliveryName=USCDC_921-DM56028

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COVID-19 Clinical Update

- LY-CoV1404 Potently Neutralizes SARS-CoV-2 Variants
    - LY-CoV1404 is a highly potent, neutralizing, SARS-CoV-2 spike glycoprotein receptor binding domain (RBD)-specific antibody identified from a convalescent COVID-19 patient approximately 60 days after symptom onset
    - In pseudovirus studies, LY-CoV1404 retains potent neutralizing activity against numerous variants including B.1.1.7, B.1.351, B.1.427/B.1.429, P.1, and B.1.526 and binds to these variants in the presence of their underlying RBD mutations (which include K417N, L452R, E484K, and N501Y)

https://www.biorxiv.org/content/10.1101/2021.04.30.442182v2

Note: references for the May 5 early release CDC MMWRs that were presented can be found at the end of the slide deck on the vaccine reference slide 2

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Weekly Poll #1

What processes or procedures have you or your team implemented in the last week at your facility that you'd like to share with the group?

Remember: We all learn from successes and challenges.

6 Principles of Trauma-Informed Care

- "A trauma-informed approach reflects adherence to six key principles rather than a prescribed set of practices or procedures. These principles may be generalizable across multiple types of settings, although terminology and application may be setting- or sector-specific:

  1. Safety
  2. Trustworthiness and Transparency
  3. Peer support
  4. Collaboration and mutuality
  5. Empowerment, voice and choice
  6. Cultural, Historical, and Gender issues"

Building a Culture of Emotional Safety and Trust to Support Staff Wellbeing

Session 1 – Let's get curious before we get Judgmental

How to use "What Matters to You?" to improve processes and wellbeing for our team.

Why Staff Wellbeing Matters: By the Numbers

- The average cost to replace an employee in nursing home facilities ranges from $3,500-$5,000.

- Turnover rates ranging from 40-75% and organizations can easily spend $375,000 or more in employee turnover over the course of the year.

- Turnover and burnout compromises resident care and outcomes.

- Dissatisfied staff create toxic culture among colleagues and between leaders, which can lead to poor reputation in the community.

"If you take care of your team, they will deliver the care you expect for your residents?"

"In all the years I've worked here, I've come away with so much more than I have given to anybody. I have become a better person, a kinder person, a better listener, because of the residents."

https://www.onshift.com/blog/senior-care-staff-turnover-by-the-numbers-why-it-matters-to-you
Mukamel DB, Spector WD, Limcangco R, Wang Y, Feng Z, Mor V. The costs of turnover in nursing homes. *Med Care*. 2009;47(10):1039-1045. doi:10.1097/MLR.0b013e3181a3cc62

https://www.forbes.com/sites/nextavenue/2019/06/11/what-some-nursing-homes-do-to-retain-quality-staff/?sh=76eaa0a4589b

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How is Emotional Safety and Trust being Built into Your Processes to Support Staff Wellbeing?

Characteristics of Emotional Safety:

- Feeling **empowered to speak up**, **safe** to discuss challenges, **zero tolerance for blaming**, bullying or retaliation.

Characteristics of Trust:

- **Respect**, compassion and a **genuine desire to be present.**

- **Predictability** with processes and daily activities.

- How situations are handled when circumstances provoke **feelings of being vulnerable or unsafe**. Showing **Empathy.**

Processes:

- Morning meeting – Shout outs

- Staff and Resident rounds

- Huddles

- Hallway Encounters

- Shadowing

Empathy Differs from Sympathy…

4 KEYS TO EMPATHY

♥ Take the other's perspective
♥ Stay out of judgment
♥ Recognize emotion in other people
♥ Communicate your empathy

Brene Brown - Empathy

Ways We Erode Empathy:

Painting a "Silver-Lining"
- We often default to painting on a silver lining when we are dealing with difficult subjects

"At Least…" Responses
- We try to make others feel better by offering an "At Least" response

Inadvertently Communicating the Wrong Message
- Language can create distance.

Ineffective Apologies
- I'm sorry but…

Non-Verbals that Erode Empathy

Our behaviors can speak volumes

- Hand on the door while asking, "Do you have any questions?"
- Looking down at the desk, shuffling papers while talking
- Lack of eye contact, crossed arms, slouching, eye rolling

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What Right Sounds Like…

- *Acknowledge* anxiety

- *Acknowledge* fear

- *Acknowledge* pain and suffering

Outcome

- *Increases* trust

- *Increases* adherence

- *Improves* comfort and allows team members to ask more questions/speak up

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What Could We Do This Week?

- Ask 5 staff in different roles:
  - What does emotional safety look, feel, and sound like in our nursing home? On a scale of 1-10 how comfortable are you coming to our leadership team with a question/concern?

  - What does trust look, feel, and sound like in our nursing home? How can we support a trusting environment for you?

- Ask and get feedback from residents/families

- How can we learn and use this feedback for improvement?

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Other Rounding Questions

- What makes you feel valued at work?

- What talents or interests do you have that we have not tapped into?

- What skills would you like to build?

- If you could change something about your job, what would it be?

- Do you feel you are part of the bigger team and vision for our work?

- How to you want to be recognize?

- Is there anything I should know about you, that you want to share?

- What assignments give you the most Stress?

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Weekly Poll #2

What processes or procedures will you or your team implement in the next week at your facility that you'd like to share with the group?

Remember: We all learn from successes and challenges.

Wrap up

- Final comments or questions?

- Any topics you would like the faculty to discuss next week?

- We would like to learn from you! Please share your ideas for tests of change, success stories, challenges, and innovations by emailing us.

- 1:1 and small group coaching is available from your coach and Training Center Team.

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References and Resources – 1

- TIP 57 Trauma-Informed Care in Behavioral Health Services by the Substance Abuse and Mental Health Services Administration (SAMHSA), https://store.samhsa.gov/sites/default/files/d7/priv/sma14-4816.pdf

- Trauma-Informed Organizational Change Manual From the University of Buffalo, http://socialwork.buffalo.edu/social-research/institutes-centers/institute-on-trauma-and-trauma-informed-care/Trauma-Informed-Organizational-Change-Manual0.html

- KFF/The Washington Post Frontline Health Care Workers Survey, KFF/The Washington Post Frontline Health Care Workers Survey | KFF

- Emotional and Psychological Trauma, KFF/The Washington Post Frontline Health Care Workers Survey, KFF/The Washington Post Frontline Health Care Workers Survey | KFF

- 6 Principles of Trauma-Informed Care, https://www.samhsa.gov/nctic/trauma-interventions

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- Trauma-Informed Organizational Change Manual From the University of Buffalo, http://socialwork.buffalo.edu/social-research/institutes-centers/institute-on-trauma-and-trauma-informed-care/Trauma-Informed-Organizational-Change-Manual0.html

- Trauma-Informed Organizational Change Manual, http://socialwork.buffalo.edu/social-research/institutes-centers/institute-on-trauma-and-trauma-informed-care/Trauma-Informed-Organizational-Change-Manual0.html

- What Some Nursing Homes do to Retain Quality Staff, https://www.forbes.com/sites/nextavenue/2019/06/11/what-some-nursing-homes-do-to-retain-quality-staff/?sh=76eaa0a4589b

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References and Resources for COVID-19 Vaccines – 1

- Effectiveness of Pfizer-BioNTech and Moderna Vaccines Against COVID-19 Among Hospitalized Adults Aged ≥65 Years — United States, January–March 2021

https://www.cdc.gov/mmwr/volumes/70/wr/mm7018e1.htm?s_cid=mm7018e1_e&ACSTrackingID=usCDC_921-DM55819&ACSTrackingLabel=MMWR%20Early%20Release%20-%20Vol.%2070%2C%20April%2028%2C%202021&deliveryName=usCDC_921-DM55819

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https://www.cdc.gov/mmwr/volumes/70/wr/mm7018e2.htm?s_cid=mm7018e2_e&ACSTrackingID=USCDC_921-DM56028&ACSTrackingLabel=MMWR%20Early%20Release%20-%20Vol.%2070%2C%20April%2030%2C%202021&deliveryName=USCDC_921-DM56028

References and Resources for COVID-19 Vaccines – 2

- Rapid Emergence and Epidemiologic Characteristics of the SARS-CoV-2 B.1.526 Variant — New York City, New York, January 1–April 5, 2021

https://www.cdc.gov/mmwr/volumes/70/wr/mm7019e1.htm?s_cid=mm7019e1_e&ACSTrackingID=USCDC_921-DM56423&ACSTrackingLabel=MMWR%20Early%20Release%20-%20Vol.%2070%2C%20May%205%2C%202021&deliveryName=USCDC_921-DM56423

- Identification of and Surveillance for the SARS-CoV-2 Variants B.1.427 and B.1.429 — Colorado, January–March 2021

https://www.cdc.gov/mmwr/volumes/70/wr/mm7019e2.htm?s_cid=mm7019e2_e&ACSTrackingID=USCDC_921-DM56423&ACSTrackingLabel=MMWR%20Early%20Release%20-%20Vol.%2070%2C%20May%205%2C%202021&deliveryName=USCDC_921-DM56423

- Modeling of Future COVID-19 Cases, Hospitalizations, and Deaths, by Vaccination Rates and Nonpharmaceutical Intervention Scenarios — United States, April–September 2021

https://www.cdc.gov/mmwr/volumes/70/wr/mm7019e3.htm?s_cid=mm7019e3_e&ACSTrackingID=USCDC_921-DM56423&ACSTrackingLabel=MMWR%20Early%20Release%20-%20Vol.%2070%2C%20May%205%2C%202021&deliveryName=USCDC_921-DM56423

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Thank you!