UNMC College of Public Health ECHO

May 12, 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

- **The QI certification through IHI was considered at the beginning of phase 1 but AHRQ decided not to move forward with this component due to the congressional funding stream**

- **Today we are continuing with the core domain "Emotional and Organizational Support for Staff"**

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	Emotional and Organization Support	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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COVID-19 Update – State of Nebraska as of 5/11/2021

- Updated data were provided

State	B.1.1.7	B.1.351	B.1.427 / B.1.429	P.1	Other lineages	A Seq
Arizona	52.3%	1.4%	15.9%	5.1%	25.3%	
California	45.0%	0.8%	21.8%	6.6%	25.9%	
Colorado	58.8%	0.5%	17.4%	2.7%	20.6%	
Connecticut	50.4%	0.6%	1.2%	2.4%	45.5%	
Florida	66.9%	0.3%	2.7%	7.2%	23.0%	
Georgia	75.9%	1.9%	2.6%	2.2%	17.4%	
Illinois	54.4%	0.8%	6.7%	20.4%	17.7%	
Indiana	63.5%	0.8%	4.1%	6.9%	24.8%	
Kentucky	65.2%	0.3%	2.0%	2.8%	29.7%	
Maryland	67.2%	1.4%	1.0%	1.0%	29.4%	
Massachusetts	50.7%	0.1%	1.9%	10.6%	36.8%	
Michigan	76.7%	0.6%	2.0%	1.9%	18.9%	
Minnesota	74.9%	0.8%	8.4%	1.0%	14.9%	
Missouri	69.2%	0.8%	3.4%	3.9%	22.7%	
New Hampshire	42.5%	0.3%	7.0%	5.9%	44.4%	
New Jersey	47.4%	0.3%	0.9%	2.5%	48.9%	
New York	47.8%	0.8%	2.2%	2.5%	46.7%	
North Carolina	58.6%	2.3%	2.2%	1.3%	35.6%	
Ohio	71.3%	1.4%	3.0%	2.3%	22.0%	
Oregon	35.5%	5.0%	27.3%	3.4%	28.7%	
Pennsylvania	60.0%	1.0%	2.0%	1.9%	35.2%	
Puerto Rico	67.5%		0.6%	2.5%	29.4%	
Rhode Island	43.2%		3.1%	4.6%	49.2%	
Tennessee	80.7%	0.6%	1.6%	1.9%	15.2%	
Texas	71.4%	0.2%	4.1%	4.3%	20.0%	
Virginia	69.8%	1.8%	2.0%	1.9%	24.6%	
West Virginia	55.0%		3.4%	0.3%	41.4%	
Wisconsin	57.8%	1.2%	7.9%	4.1%	29.0%	

Variant proportions are based on representative CDC sequence data (NS3 + CDC-funded contract s...

COVID-19 Vaccine Update

- Pfizer-BioNTech requested on May 7 that FDA fully approve its vaccine

- ACIP meeting on May 12 to discuss COVID-19 vaccines
  - Review Pfizer-BioNTech vaccine for 12-15 years old
    - Safety, immunogenicity, and efficacy
    - Evidence to recommendation framework
    - Clinical considerations and implementation
    - Vote
  - Update on thrombosis with thrombocytopenia syndrome (TTS) following Janssen vaccine
  - VaST update
  - Vaccine effectiveness studies
  - Update on emerging SARS-CoV-2 variants

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.

Your Turn
Questions?

- What is top of mind for you?

- Do you have any questions that we should be sure to cover this week?

- Has anything been particularly challenging or frustrating that you would like help advancing?

Chat Waterfall

Chat Waterfall:

How would you describe the biological stress response?

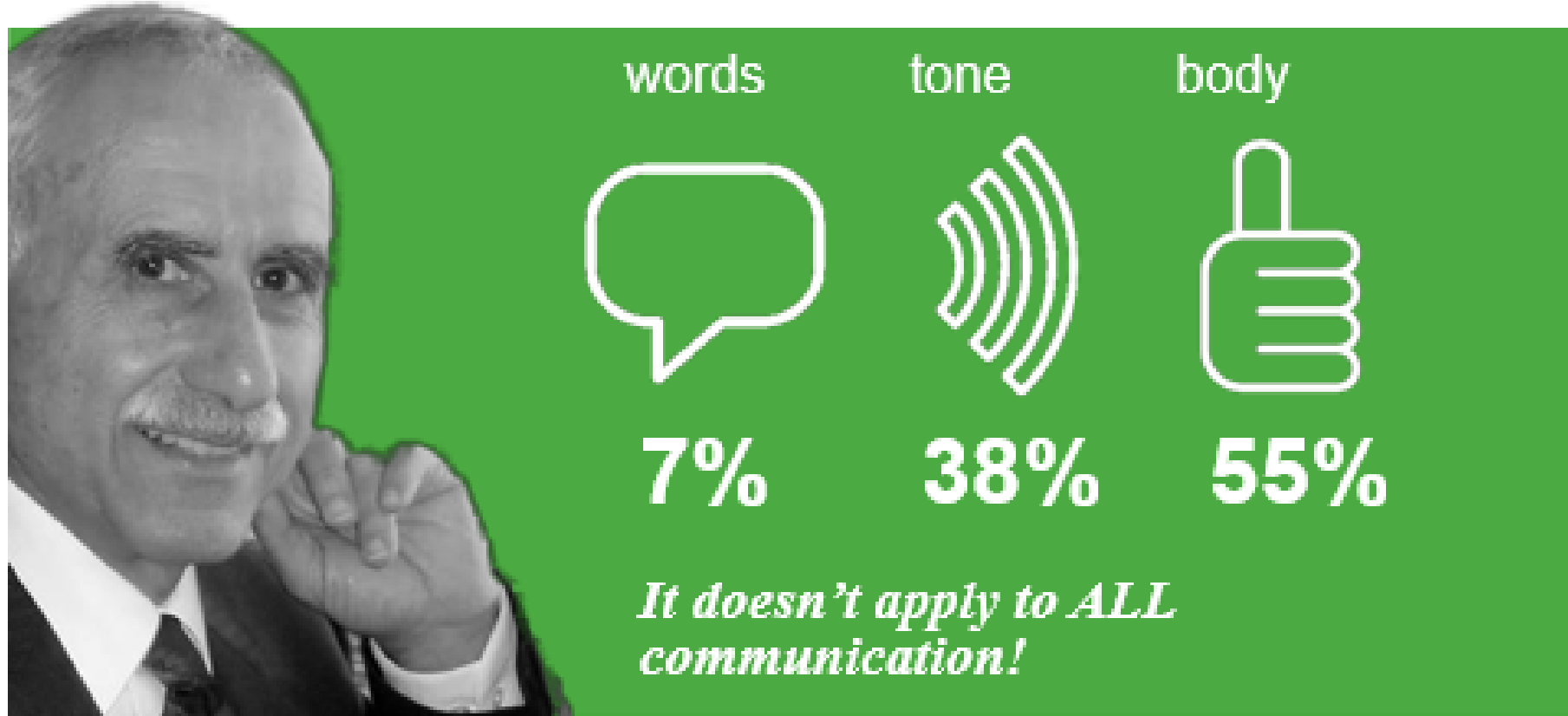# Building a Culture of Emotional Safety and Trust to Support Staff Wellbeing

Session 2 – Use Conversations to Listen, Build Trust, and to Create an Emotionally Safe Environment *Together With Staff*

Body Language Matters

NON-VERBAL COMMUNICATION SKILLS ARE AS IMPORTANT AS THE WORDS WE USE

words   tone   body

7%   38%   55%

It doesn't apply to ALL communication!

PRESS GANEY

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Acknowledge Suffering

WE SHOULD ACKNOWLEDGE SUFFERING AND SHOW THEM THAT WE UNDERSTAND

Lead in	Acknowledgment of other person	Description of the feelings	Description of the situation (optional)
• I hear that… • I see that… • It sounds like… • I **can** understand that	• You • You and your family	Anxious, frustrated, disappointed, nervous, confused, surprised, happy	Because …[content of the message]
• You seem/look/sound… • I can't imagine how…			

PRESS GANEY

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Last Week our Ask?

- Ask 5 staff in different roles:
  - What does emotional safety look, feel, and sound like in your nursing home? How would you describe a safe environment?

  - What does trust look, feel, and sound like in your nursing home? How would you describe a trusting environment?

- What do we learn from the feedback provided from staff?

What are the Characteristics of an Emotionally Safe Culture? Or a Healthy Team

- **Trust**-- between staff, administrator, residents, and families

- **Collaborative**-- mutuality, respect, and teamwork is expected and modeled through communication and processes

- **Communicative**-- all voices and ideas are valued and heard--clinical and operational staff; encouraged to share feelings which are heard with attuned listening

- **Inclusive**-- Empathy and respect are extended between staff; **Supportive**-- provides flexibility and structures to seek out and honor staff requests and needs-- professionally and personally-- and their families

- **Safe**-- physically and emotionally

- **Improvement-oriented**-- staff, resident, and family voices impact change

Questions we can ask our team members?

For the team:

1. How do you welcome new team members?

2. When you have time to lend a hand, do you find yourself doing so?

3. Do you communicate effectively with everyone or just a select few?

4. Do you show empathy when others are struggling?

5. When there is a problem, do you speak up or harbor it?

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Leader's Questions

If you are in charge of creating and maintaining teams:

1. Do you give your team input on who is hired?

2. When onboarding a new team member, do they feel supported by you and your team?

3. Are you communicating transparently with your team?

4. Do you show empathy when your team is struggling?

5. Have your shared your goals with your team?

What are the Barriers to Creating an Emotionally Safe Environment?

- **Perception of lack of time** and constantly-changing procedures and priorities

- **Lack of trust and support** from administration, "the system", surveyors, etc.
  - Punitive audit culture prior to and during COVID-19

- **Stress**--at work and at home

- **Lack of teamwork and bi-directional communication**
  - Processes are not interdisciplinary, staff and systems are siloed
  - Culture of blame and fear to express voice/opinion
  - Lack of professional development pathway

Ask, Listen, Do: Build Confidence, Trust, and Support Through Conversations

- What existing processes can we **observe actions**, **share feelings**, and **notice behaviors** that indicate what matters most to staff--clinical and operational?

  - Resident Rounds/Care conferences

  - Huddle

  - Morning Meetings/Stand Ups

  - Leadership team meeting

  - Intentional Rounds

  - Job Shadowing

ASK "What Matters...Now?"

LISTEN to "What Matters...Now."

DO "What Matters...Now."

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What Can We Do This Week?

- Have a conversation with 5 staff members in different roles to ask what matters most to them?

  ➢ Or make a board and have the put their response on the board with a post it note

How might we address what matters to this individual?

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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 today or in future meetings?

- What processes are supporting a culture of Emotional Stability and Building Trust"
  Which are not?

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

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References and Resources – 1

- Primary Care PTSD Screen for DSM-5 (PC-PTSD-5), https://www.ptsd.va.gov/professional/assessment/documents/pc-ptsd5-screen.pdf

- Worksheet to supplement the PC-PTSD-5,
  - Perley, R. (Ed.). (2021). Managing the long-term care facility: Practical approaches to providing quality care (2nd ed.). Jossey-Bass/Wiley.

References and Resources – 2

- KFF/The Washington Post Frontline Health Care Workers Survey https://www.kff.org/coronavirus-covid-19/poll-finding/kff-washington-post-health-care-workers/

- 7 Tips to Raise Your Emotional Intelligence https://www.psychologytoday.com/us/blog/liking-the-child-you-love/202101/7-tips-raise-your-emotional-intelligence

- What You Need to Know About Emotional Intelligence https://www.healthline.com/health/emotional-intelligence

- COVID-19 Anxiety Workbook https://health.uark.edu/coronavirus/caps-covid-19-resources-anxiety-workbook.pdf