

UNMC College of Public Health ECHO

June 2, 2021

AHRQ ECHO National Nursing Home
COVID-19 Action Network



Welcome and Announcements

Deborah Levy

**AHRQ ECHO National Nursing Home
COVID-19 Action Network**



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
- Today we are finishing the core domain "Emotional and Organizational Support for Staff" and we will be asking you to vote for the next domain you would like us to work on together

Week 7 Agenda

Time	Subject	Speaker/Facilitator
1200 - 1205	Welcome and Announcements	Deborah Levy
1205 - 1215	COVID-19 Update	Deborah Levy
1215 - 1255	Emotional and Organization Support	Matt Beacom Peg Bradke
1255 - 1300	Poll Question: Voting for Next Core Domain	Krista Brown
1300 - 1330	Continued Discussion and Q&A	Public Health Core Team

Core Domains

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Content – Core Domains

- “What do Nursing Homes need to implement systems that help prevent, manage, and improve COVID-19 outcomes?”
- Post-vaccination practices – visitation policies, PPE practices ✓
- **Ongoing COVID-19 identification and treatment – plan for recognizing patients with COVID, post-COVID syndromes, testing, treatment, and cohorting**
- Emotional and organizational support for staff ✓
- Vaccinations – vaccine confidence, testing, logistics, ongoing compliance and complications
- Addressing and supporting the needs of resident and families or care partners – isolation, family communications
- **Stopping the spread (infection control) – building sustainable infection control practices**
- **Leadership communication for COVID-19 – huddles, rounding, etc.**
- **Leadership behaviors to support teams during COVID-19 – teamwork, roles, and psychological safety**

Current State of the Pandemic

Nebraska and Nationally

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COVID-19 Update – State of Nebraska as of 6/01/2021





- Updates on COVID-19 data, hospitalizations, and rates were provided

COVID-19 Vaccine and Monoclonal Antibody Update

- COVID-19 vaccines are only 20-30% effective in severely immunosuppressed individuals such as transplant patients
- NIH started a Phase 1/2 clinical trial in which adult volunteers who have been fully vaccinated against COVID-19 will receive booster doses of different COVID-19 vaccines to determine the safety and immunogenicity of mixed boosted regimens
- Federal EEO laws do not prevent employers from requiring that all employees physically entering a workplace be vaccinated as long as employers comply with the reasonable accommodation provisions of the Americans with Disabilities Act and other laws
- Reminder that HIPAA doesn't apply to asking someone if they have been vaccinated
- Moderna applied for full FDA approval for its COVID-19 vaccine on June 1, 2021
- FDA has issued an EUA for sotrovimab, an investigational monoclonal antibody therapy for the treatment of mild-to-moderate COVID-19
- Sotrovimab is not approved for patients who are hospitalized or require oxygen therapy due to COVID-19

WHO Labels for Variants of Concern

Variants of concern







Scientific name	Country where first identified	WHO label
B.1.1.7	United Kingdom	 Alpha
B.1.351	South Africa	 Beta
P.1	Brazil	 Gamma
B.1.617.2	India	 Delta

Source: World Health Organization

Graphic: Daniel Wolfe, CNN

WHO Labels for Variants of Interest

Variants of interest

Scientific name	Country where first identified	WHO label
B.1.427/429	United States	 Epsilon
P.2	Brazil	 Zeta
B.1.525	Multiple countries	 Eta
P.3	Philippines	 Theta
B.1.526	United States	 Iota
B.1.617.1	India	 Kappa

Source: World Health Organization

Graphic: Daniel Wolfe, CNN

Emotional and Organization Support

Week 7 - The Ongoing Journey of Posttraumatic Growth

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Grounding is a key principle of trauma-informed care.

Grounding is a coping strategy to connect us with the present moment.

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

Session 5 – How Active (Attuned) Listening and Learning Support Growth and Wellbeing

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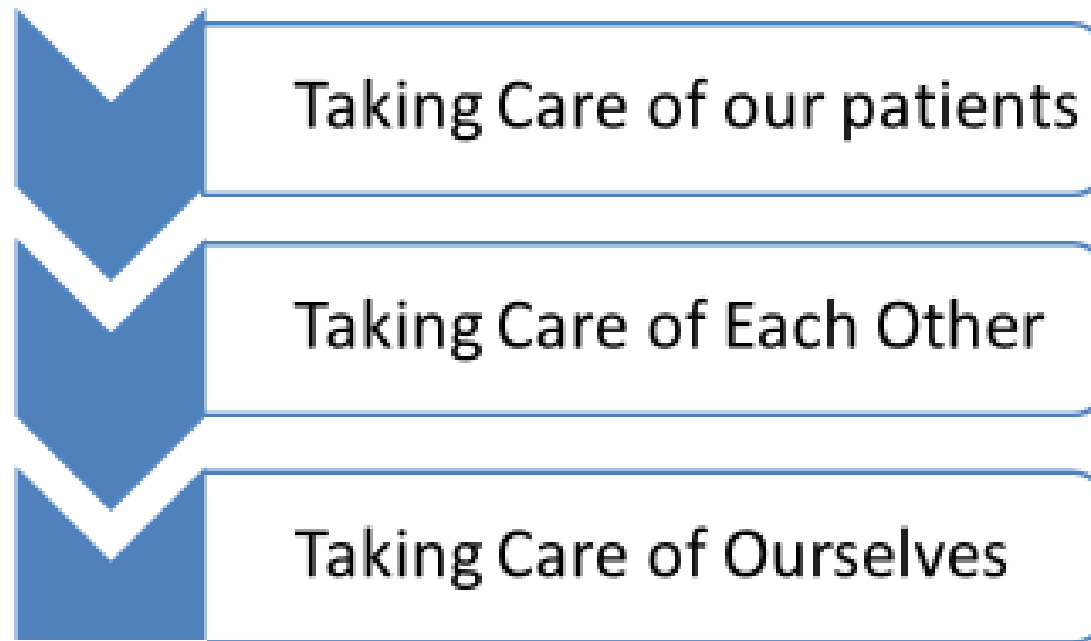


What Can We Do This Week? Pick 1

- Can we ask 5 staff:
 - Do staff feel supported to grieve?
 - Would they like to participate in a mourning practice?

- What do we learn from the feedback provided from staff? How do we integrate it into a mourning practice that honors feelings, provides emotional support, and builds trust?

Redefining Quality



Master Resilience Training in U.S. Army

- Part 1: Building Resilience
 - Self Awareness – don't ignore warning signs
 - Identify thought, emotions, behaviors
 - Self Regulation – regulate impulses, emotions, thinking
 - Balance, you have choices, challenge your assumptions
 - Formal practice
 - Optimism – noticing goodness, what is controllable
 - Mental Agility – willing to try new strategies
 - Know strengths
 - Connection – Strong Relationships
 - Willingness to ask and offer help

US Army – American Psychologist 2001 Vol. 66, No. 1, 25-3

Individual Action steps to managing stress: Work on 1 & practice over the next 30 days

1. Take stock of your feelings & needs that may be contributing to stress
2. Identify & prioritize your values--compare them to how you spend your time
3. Start a gratitude journal
4. Enlist your peers to provide support
5. Seek professional help or a support group – Make it OK
6. Connect with your body
7. Learn something new
8. Appreciate how to deal with mistakes and be patience
9. Write down inspiring patient stories – Use Storytelling
10. Develop your spiritual practice
11. Don't forget to have fun

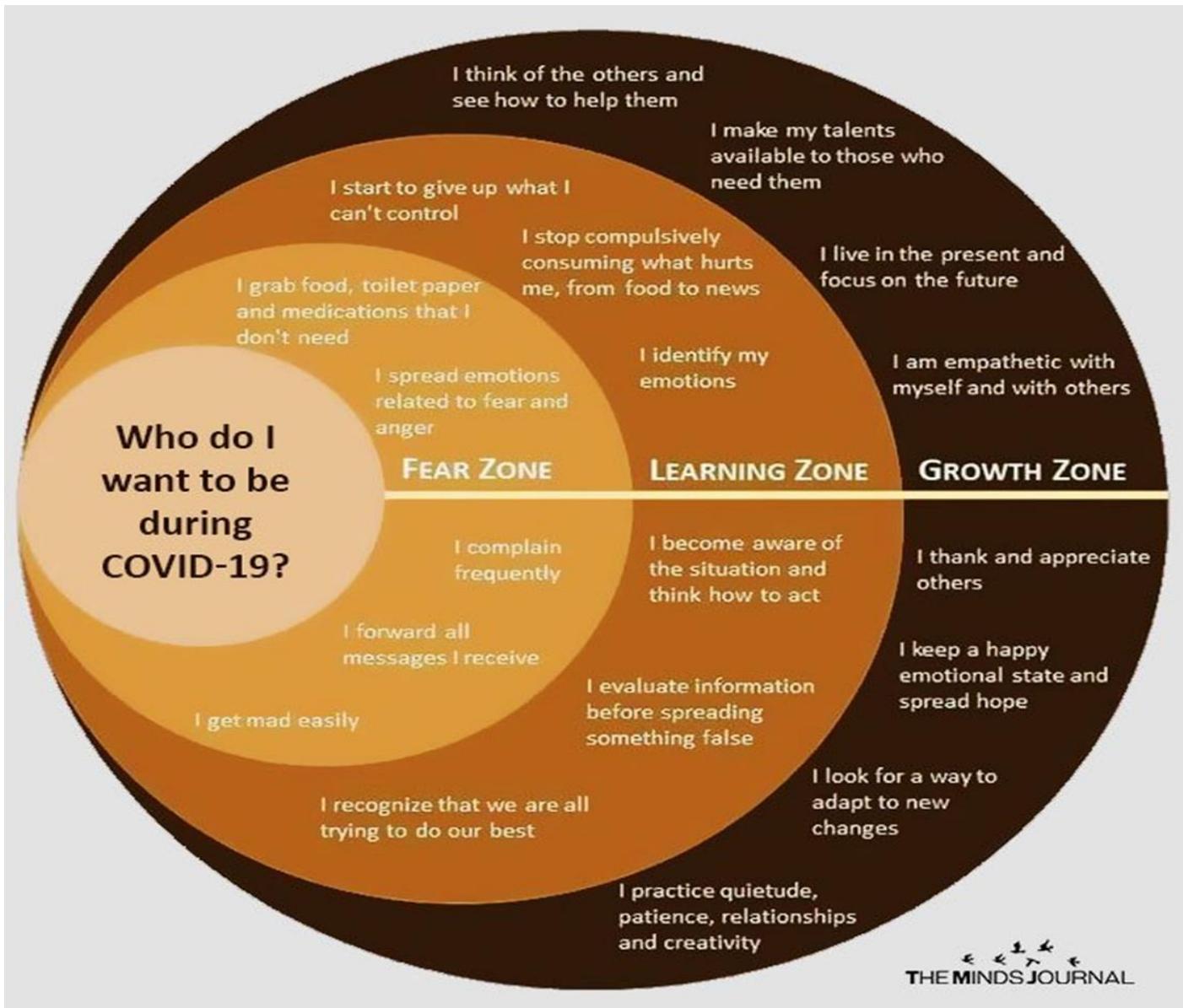
<https://www.stepsforward.org/modules/improving-physician-resilience>

What is Posttraumatic Growth?

- A “positive psychological change experienced as a result of a struggle with highly challenging life circumstances” and through establishing perspectives for a “new normal” when the old normal is no longer an option.”
- Qualities include:
 - Deliberate reflection – how have we been impacted?
 - **Learning** – what have we learned?
 - **Growth** – reimagining a new normal, a different status quo
- Emphasis on restoring function but more importantly achieving a higher level of functioning



Olsen et al. (2020). Pandemic-Driven Posttraumatic Growth for Organizations and Individuals. JAMA 324(18).



Olsen et al. (2020). Pandemic-Driven Posttraumatic Growth for Organizations and Individuals. JAMA 324(18).

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."

Questions to Ask to Support Post Traumatic Growth

eTable. Questions to Explore Domains of Posttraumatic Growth at the Individual and Organizational Levels



ASK "What Matters...Now?"

	Domains of posttraumatic growth				
	Development of deeper relationships	Openness to new possibilities	Greater sense of strength	Stronger sense of spirituality	Greater appreciation
Individual	Who has experience surviving such a trauma? Are there people whom I trust to share this experience and gain perspective in reframing the experience?	While I cannot change what has happened, what can I learn from this experience? How can this experience better prepare me for future stress and trauma? How can I transform tragedy into triumph?	Because I survived this experience, am I stronger than I thought? Are there role models who have grown stronger under conditions of extreme adversity and suffering?	Is this experience bigger than myself? What brings meaning to my life? What are my true values? Are my choices aligned with my values?	Will this be a wake-up call for me and push me to reorder priorities in my life?
Organization	What can we learn from other organizations that have survived similar traumas? Does our community feel they can trust and rely on us during crisis? Do we engage our community in open, honest 2-way communication?	Where have inertia and tradition prevented us from considering new ways of delivering care to better serve our patients? Can this disruption propel our innovation and improvement?	What strength did our organization display in surviving this trauma? How can we leverage this quality to bring about necessary change in other areas?	What are our true mission, vision, and values? Are we authentically serving our community and patients?	Are we taking care of the well-being of the people of our organization to the extent we should?

Olsen et al. (2020). Pandemic-Driven Posttraumatic Growth for Organizations and Individuals. JAMA 324(18).

Questions for Leaders to Support Post Traumatic Growth



ASK "What Matters...Now?"

Development of deeper relationships

- What can we learn from other organizations that have survived similar traumas? Does our community feel they can trust and rely on us during crisis? Do we engage our community in open, **honest 2-way communication**?

Hear Me

Prepare Me

Openness to new possibilities

- Where have inertia and tradition prevented us from considering new ways of delivering care to better serve our patients? **Can this disruption propel our innovation and improvement**?

Hear Me

Greater sense of strength

- What strength did our organization display in surviving this trauma? How can we leverage this quality to bring about necessary change in other areas?

Support me

Stronger sense of spirituality

- What are our true mission, vision, and values? Are we authentically serving our community and patients?

Protect Me

Greater appreciation

- Are we taking care of the well-being of the people of our organization to the extent we should?

Care for Me

Olsen et al. (2020). Pandemic-Driven Posttraumatic Growth for Organizations and Individuals. JAMA 32 4(18).

How do we Recover and Grow...Together

- Focus on **personal stories** from residents/families and point of care and operational staff that reinforce **shared** purpose
- Create a **learning culture: Ask. Listen. Do** in every day activities.
 - Culture change and behavior change takes time!
- Support a **culture of staff growth**, wellbeing, and development of point of care “champions”
 - How might you use buddy systems in processes?
- Tap into **creativity of staff** and enhance teamwork/communication through incorporating improvement activities, tools, and training into everyday processes
- Promote **joy and celebration at work** and healthy relationships between staff and residents/families through direct observation, building empathy, and re-imagining the “new normal” together

Team Member Questions to Bring About Conversation:

- Q: What is meaningful in your daily work? What is currently working?
 - Goal: Reinforce shared purpose; always link to purpose
- Q: What are the pebbles in your shoes? (What could be improved?)
 - Follow up Question: How would you improve it/them?
 - Goal: Acknowledge human fallibility, ideas for improvement, how to bring about change
 - Personal agency, share individual voices, get curious about the process
- Q: How do you feel recognized at work?
 - Goal: Understand feelings and needs
- Q: Who do you want to thank and why? How would you like to recognize them?
 - Goal: Meet the need for recognition and contribution



Exercise

- Identify what you see as your own strength
What strength have you developed in this work?
What one would you like to increase?
- Identify what you see as other's strengths
How do you rely on each others' strengths?
- Understand to the Power of one
One Encounter; one interaction; one call

Celebration Question

- What has been your greatest accomplishment in the last 6 months?

Slide Resources

- US Army – American Psychologist 2001 Vol. 66, No. 1, 25-3
- Physician Well-Being; Protect Against Burnout and Encourage Self-Care
<https://www.stepsforward.org/modules/improving-physician-resilience>
- Olsen et al. (2020). Pandemic-Driven Posttraumatic Growth for Organizations and Individuals. JAMA 324(18)

Additional Resources

- Understanding and Addressing Sources of Anxiety Among Health Care Professionals During the COVID-19 Pandemic
<https://jamanetwork.com/journals/jama/fullarticle/2764380>
- Pandemic-Driven Posttraumatic Growth for Organizations and Individuals,
<https://jamanetwork.com/journals/jama/fullarticle/2771807>
- Stress First Aid Toolkit for Long-Term Care Staff,
<https://www.ithaca.edu/gerontology-institute/finger-lakes-geriatric-education-center/stress-first-aid>

Resources and References

- U.S. blood donations are safe under current COVID-19 screening guidelines
<https://www.nih.gov/news-events/news-releases/us-blood-donations-are-safe-under-current-covid-19-screening-guidelines>
- WHO announces simple, easy-to-say labels for SARS-CoV-2 Variants of Interest and Concern
<https://www.who.int/en/activities/tracking-SARS-CoV-2-variants/>
- FDA Authorizes Additional Monoclonal Antibody for Treatment of COVID-19
<https://www.fda.gov/media/149532/download>
- NIOSH – Making Masks for the Workplace (includes link to ASTM standards)
https://www.cdc.gov/niosh/topics/emres/pandemic/?ACSTrackingID=USCDC_425-DM58155&ACSTrackingLabel=Weekly%20Summary%3A%20COVID-19%20Healthcare%20Quality%20and%20Worker%20Safety%20Information%20%E2%80%93%20June%202021&deliveryName=USCDC_425-DM58155

Poll Question – Potential Topics for Next Core Domain

- Ongoing COVID-19 identification and treatment
 - **Objectives:** Create a reliable process for the daily monitoring and assessment of residents, staff, and visitors for COVID-19. • Create a reliable process for communicating changes in resident risk of COVID-19 among care providers. • Create a reliable process for rapid response to COVID-19 exposure, risk, or diagnosis. • Improve and revise the reliability of your facility's COVID-19 outbreak response plan. • Improve processes to rapidly identify the treatment options most appropriate for residents with a new COVID-19 diagnosis.
- Stopping the Spread: Sustainable Infection Prevention
 - **Objectives:** Provide clear leadership and adequate resources to support infection control. • Promote and monitor for reliable processes around Hand hygiene. • Create reliable systems and processes around Infection surveillance. • Promote immunizations and engage employees in infection prevention and control best practices. • Implement reliable processes around antibiotic/antiviral stewardship.

Poll Question – Potential Topics for Next Core Domain

- Leadership communication for COVID-19
 - **Objectives:** Create a system of communication to ensure staff, residents, family members and stakeholders have the necessary information at the right time • Leverage huddles to share critical information with point of care staff and hear their observations, concerns, and ideas for improvement • Establish consistent and effective leadership rounds throughout the LTCF as a critical method to observe care being delivered, connect with staff and residents, and pitch in and show support • Implement communication mechanisms to be accurate and reliable during an emergency • Leverage technology to support effective and timely communication
- Leadership practices and behaviors to support teams
 - **Objectives:** The Regulated Adult and the Importance of Self-Care • The Power of Observation: Identifying Team Members in Distress • Making the Connection: Use of Relational Approaches to Ensure Successful Communication in Stressful Times • Navigating Time Management and Moments of Pause • Sustaining Teams: Creating a Vision of Hope

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.

Thank you!

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