

Week 15: Supporting the Emotional Well-being of Staff Caring for Residents during COVID-19

Session Information
<p>Session Topic: Supporting the Emotional Well-being of Staff Caring for Residents during COVID-19</p> <p>National Expert Presenter(s):</p> <ul style="list-style-type: none"> Sarah Sjöström, MSN, RN, ACNP-BC
<p>COVID-19 Content: Supporting the Emotional Well-being of Staff Caring for Residents during COVID-19</p> <p>Presentation Title: Emotional Well-being and Staff Resilience: Navigating the Covid-19 Pandemic</p> <p>Session Description: This presentation will describe why staff resilience and wellbeing is important in nursing homes amid the COVID-19 pandemic. It will also provide interventions that can be implemented across different organizational levels and tools for maintaining emotional support and resilience.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> Describe the sources and impact of stress on nursing home staff Examine 3 frameworks for Supporting Emotional Well-being and Resilience Explore specific interventions for various organizational levels, including individual, team and leadership.
<p>Required Resources</p> <ul style="list-style-type: none"> Video: Supporting the Emotional Well-being of Staff Caring for Residents during COVID-19 <p>Supplementary Resources:</p> <ul style="list-style-type: none"> Video - Paige Hector: What Matters to Staff
<p>Special Considerations:</p> <ul style="list-style-type: none">
Quality Improvement: Psychological PPE
<p>Learning Objectives:</p> <ul style="list-style-type: none"> Describe the concept of Psychological PPE
<p>Required Resources:</p> <ul style="list-style-type: none"> Psychological PPE resources (overview and graphic)
Discussion

Guided Questions

- Do leaders/managers talk about trauma-informed care and post-traumatic stress syndromes?
- Who monitors staff for potential signs/symptoms of psycho-emotional stress, depression, anxiety?
- Are staff members encouraged to share their thoughts and feelings with one another, and are they respected and valued for doing that on a regular basis?
- When asked, would staff members say that they have opportunities to share their thoughts and feelings openly, in a safe space, and that they feel supported by leadership and by their teammates?
- Does the nursing home use a 'buddy system' or similar pairing of staff members for mutual support?
- Are specific comments about stress and burnout noted during exit interviews and shared with leadership?
- Are actions taken to address feedback from staff?

Sample Case & Case Questions

Garden Manor Nursing Home in a suburban town has 80 long term care residents and 10 post-acute care residents. During the peak of the pandemic in their geographic area (county), community COVID-19 transmission rates rose to over 10%. Over a few months, there were 24 positive COVID cases and 17 deaths at the center. Many of those residents had lived there for more than a year and staff were 'like family' to them. Since family/care partner visits had been severely limited, staff often provided palliative, end-of-life care and support with residents. As a result, many staff expressed sadness, anxiety, and high rates of stress due to the loss of their residents.

- Do you believe that staff could experience high rates of stress as a result of losing multiple residents in a short period of time?
- What can leaders, supervisors, and owners do to support staff under those circumstances?
- What can team members do to support one another?