Nursing Home ECHO

COVID-19 Action Network

Virginia Nursing Homes * VCU Department of Gerontology
VCU Division of Geriatric Medicine * Virginia Center on Aging

For educational and quality improvement purposes, we will be recording this video-session. By participating in this ECHO session you are consenting to be recorded. If you have questions or concerns, please email, nursinghome-echo@vcu.edu.

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Session 13

Best Practices Briefing:
Importance of CNAs

Quality Assurance-Performance Improvement:
Selecting Changes for Improvement

CE/CME Disclosures and Statements

Disclosure of Financial Relationships:

The following planners, moderators or speakers have the following financial relationship(s) with commercial interests to disclose:
Christian Bergman, MD – none; Dan Bluestein, MD – none; Joanne Coleman, FNP-none; Laura Finch, GNP - none; Tara Rouse, MA, CPHQ, CPXP, BCPA – none; Sharon Sheets-none;

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VCU Health Continuing Education designates this live activity for a maximum of 1.50 **_AMA PRA Category 1 CreditsTM._** Physicians should claim only the credit commensurate with the extent of their participation in the activity.

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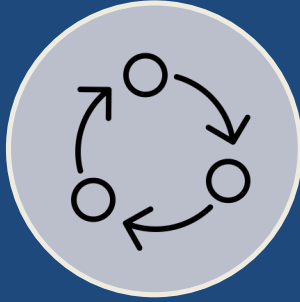
Session Agenda

- Acknowledgements & Announcements
- Best Practices Briefing
- Case Presentation
  - Hub Team response and recommendations
  - Spoke Sites response and recommendations
  - Facilitator summarizes recommendations
- Quality Assurance and Performance Improvement Booster
- Community Forum - Sharing Successes, Challenges and Solutions
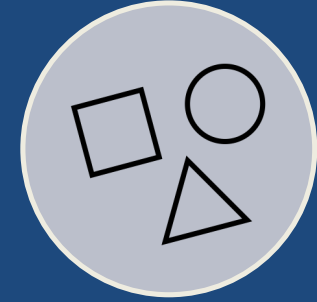
ECHO is All Teach, All Learn

| Interactive | Co-Management of Challenges | Peer-to-Peer Learning | Collaborative Problem Solving |

Session 13 Learning Objectives

Importance of CNAs

1. Discuss the changing role of CNAs in the time of COVID
2. Identify essential contributions of CNAs to the health care team in nursing homes

Quality Improvement

Discuss best practices for:

1. Engaging diverse improvement teams
2. Using improvement tools to select changes to try

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The CNA Role:

Hands-on health care of resident

Monitor vital signs

Observation of physical health status of resident

Awareness of emotional health of resident including depression and mental status

Communication of resident health decline to licensed nurse.

Documentation of resident health.

Assist with virtual visits

Compassionate Care

End of life care.

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The physical and emotional fatigue of the CNA:

Long shifts.

Care for many acute residents.

Responsibility for keen observation skills.

PPE fatigue.

Pandemic fatigue.

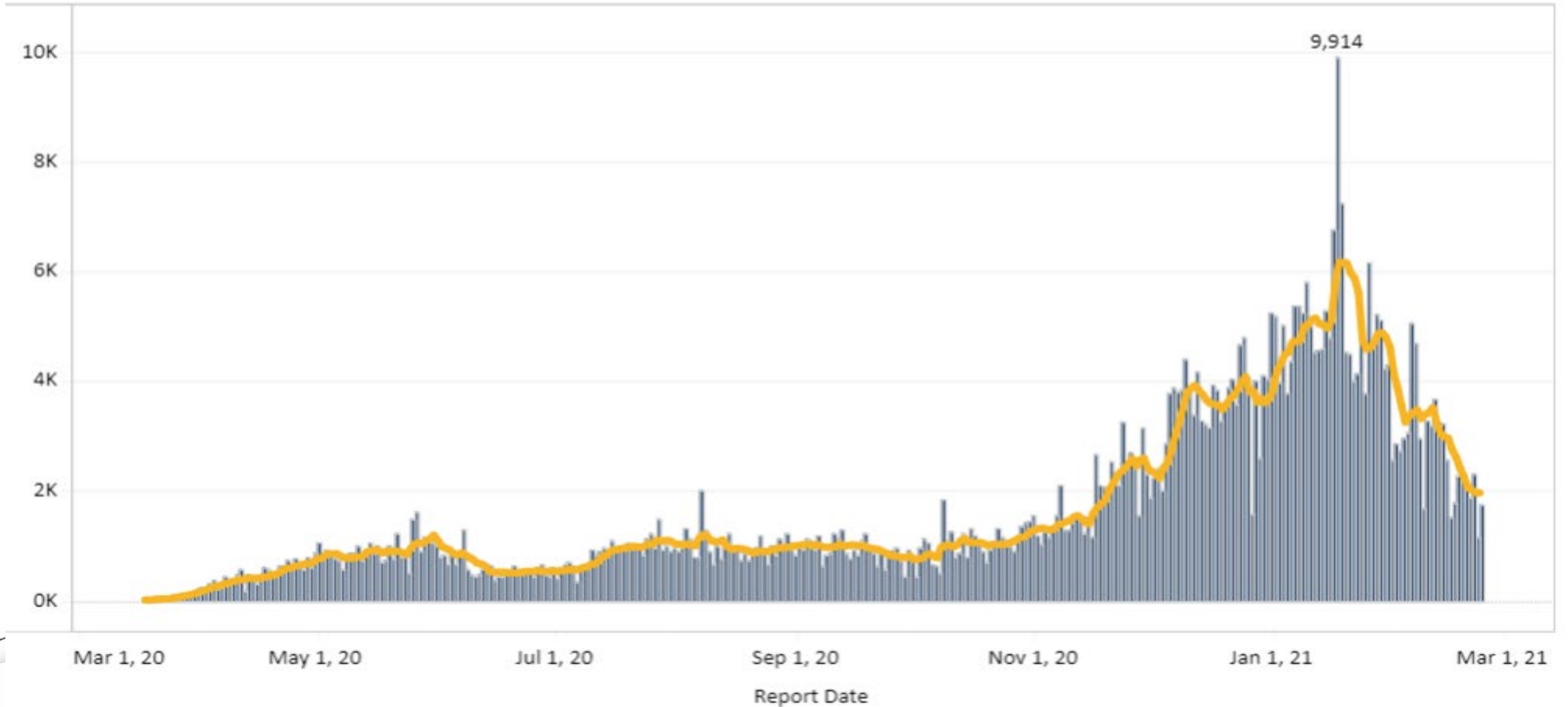Standing and walking for many hours and heavy lifting of residents.

Caring for residents then going home to care for the family.

Guilt when calling out sick.

Grief with loss of a resident.

VDH COVID 19 Dashboard 2/23/21

The Importance of the Role of CNAs During COVID-19

Rebecca Treichel, CNA

St. Paul Elder Services, Kaukauna, WI

AHRQ ECHO National Nursing Home COVID-19 Action Network

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Breakout IceBreaker

Breakout Topic:

- How has the role of the CNA changed in the age of COVID?
- How does your facility support and empower the CNA staff?

On Return:

- Discuss the above topics as they pertain to your facility.

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Key Concepts

1. Evolving role of CNA during COVID19

2. Psychosocial wellness of all staff, including CNA

3. Engaging CNA staff in facility focus areas and performance improvement projects

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CNA as IDT Member

- Eyes and ears for symptoms surveillance
- Communication is key
- Be an "expert noticer"

CNA as Infection Preventionist

- Heightened requirements for PPE
- Ask questions
- Mutual support
- Supplies
  - PPE
  - Masks
  - Gowns
- Education
  - Ask HR or SDC/IP for resources

CNA as Tech Support

- Virtual appointments with providers
- Virtual family visits
- New way of seeing loved ones

CNA as Resident Advocate

- Become their family
- Trust
- Comfort through pain of physical illness

CNA as Compassionate Caregiver

- May be only one with them at time of death.
- Support family members of dying or passed on resident.

Others

- Innovator
- Facility Champion
  - Performance Improvement
  - Implementation

- What else? **Let us know in the chat**

Let's Poll It Up!

Selecting Changes for Improvement

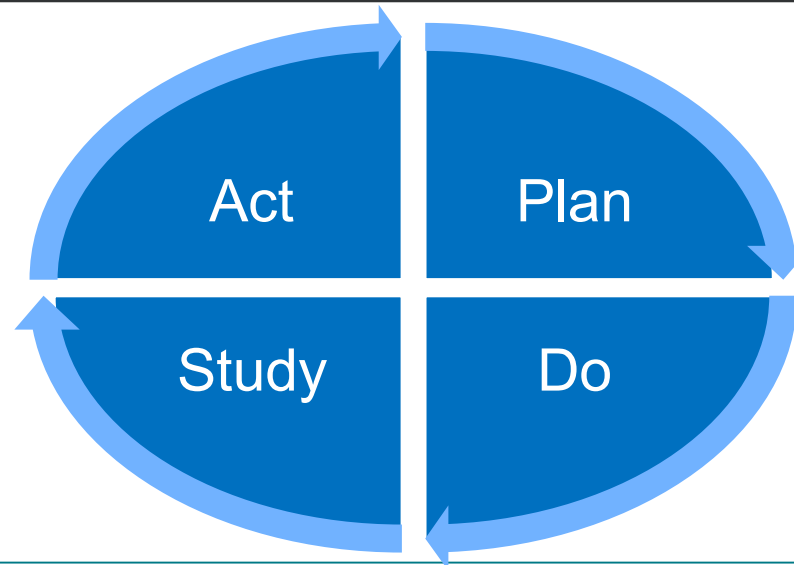"You cannot fatten a cow by weighing it."
(Palestinian Proverb)

The Model for Improvement

What are we trying to accomplish?
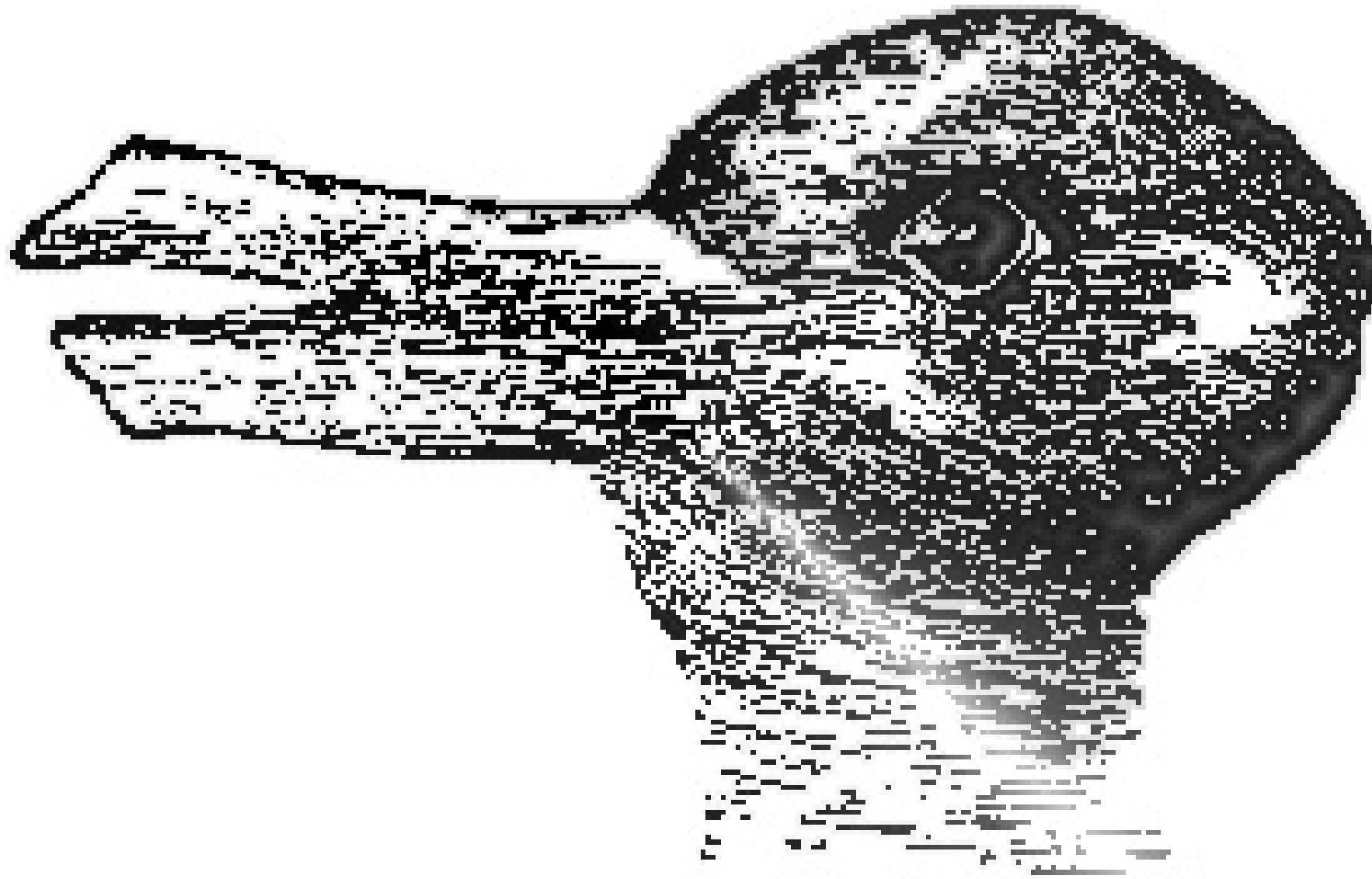
How will we know a change is an improvement?

What changes can we make that will result in improvement?

Act

Plan

Study

Do

Small Group Conversations

When it comes to improvement projects…

- **How** do you decide what changes to implement in your facility?

- **What** data and tools do you use to inform your decisions?

- **Who** is involved in the conversations and decisions?

Engaging Your Improvement Team

Why: Create buy-in and a culture of improvement

Who: Include people most closely associated with the opportunity

What: Share (data & observations) and seek to understand opportunities around the issue ('Ask 5'; "Tell me about a time…")

How: Use psychological safety concepts to engage and empower the team

When & Where: Consider formal and informal opportunities

Psychological Safety

- "Belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes"

- Both are necessary to create a learning environment.

Psychological Safety ← It's not one or the other → Accountability

AHRQ ECHO National Nursing Home COVID-19 Action Network

UNM HEALTH SCIENCES | Project ECHO | AHRQ Agency for Healthcare Research and Quality | Institute for Healthcare Improvement

Behaviors to Support Teaming

- State views and ask genuine questions (advocacy & inquiry)

- Share all relevant information (data & observations)

- Use specific examples and agree on important words

- Explain reasoning (the 'Why')

- Focus on interest, not position

- Test assumptions (PDSA Cycles) and inferences

- Jointly design next steps

- Discuss undiscussable issues

Schwarz, R. M. (2013). *Smart leaders, smarter teams: How you and your team get unstuck to get results*. John Wiley & Sons.

Use Your Tools

Brainstorming

A collective, creative thinking technique

- Be clear about your question, mission and timeline

- Consider how much authority you have to act (do you have money/resources at your disposal?)

- Ground Rules
  - Set a time limit
  - Welcome ALL ideas - generate lots of ideas
  - Encourage WILD ideas ("*What if* we had $1 million – what would we do?")
  - Build on the ideas of others
  - Goal is quantity vs quality of ideas
  - No critique or editorializing
  - Scribe idea exactly as stated
  - *Have fun!*

Mange Participation

- Begin with Round Robin
  - Fast paced

- When ideas begin to slow down – Freewheel (open up to all ideas – dig deeper!)

Clarify Ideas

- Review ideas to ensure group understanding of intention, clarify as needed
  - Join like ideas together – look for themes – consolidate with group permission

Use Your Tools

Brainstorm – How-Now-Wow

Evaluating brainstormed ideas

Write ideas on Post-Its, then assign to Affinity Group on chart →
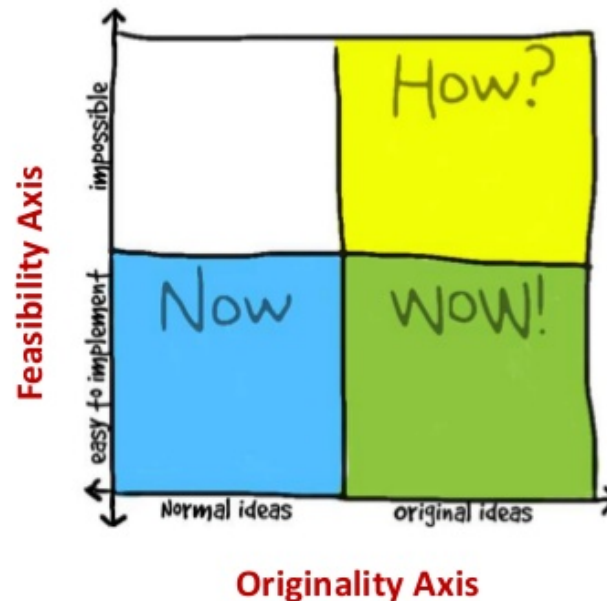
How (yellow):
original, difficult to implement – ideas that are innovative, but not feasible. Good for setting future goals.
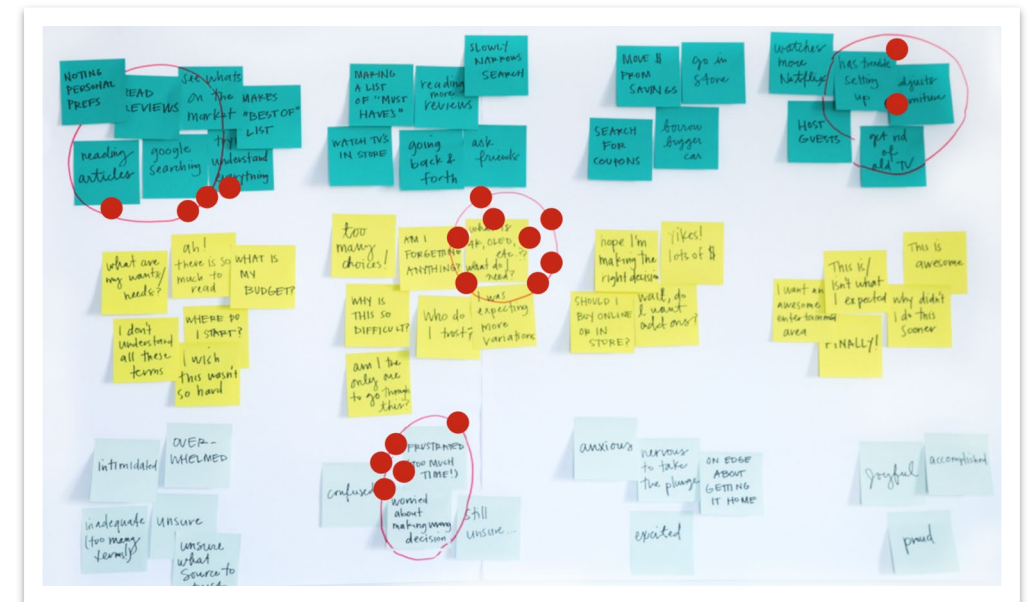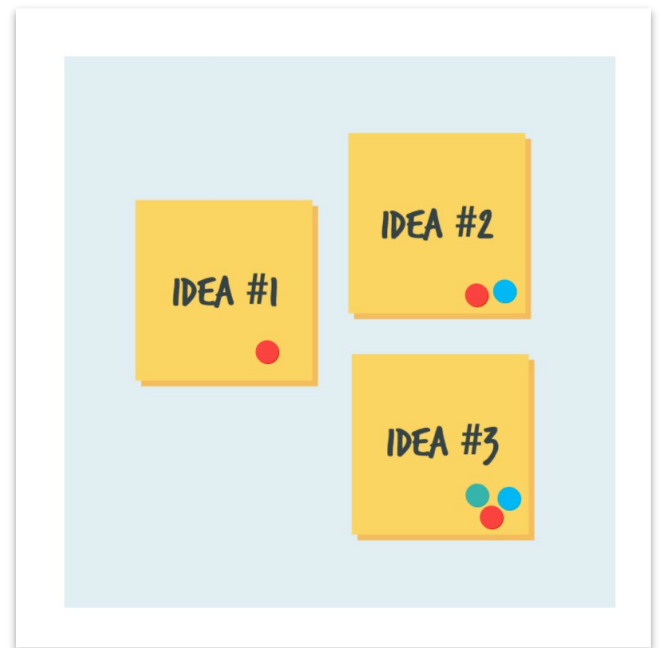
Now (blue):
unoriginal, easy to implement – This is for used ideas that are familiar and known to work well
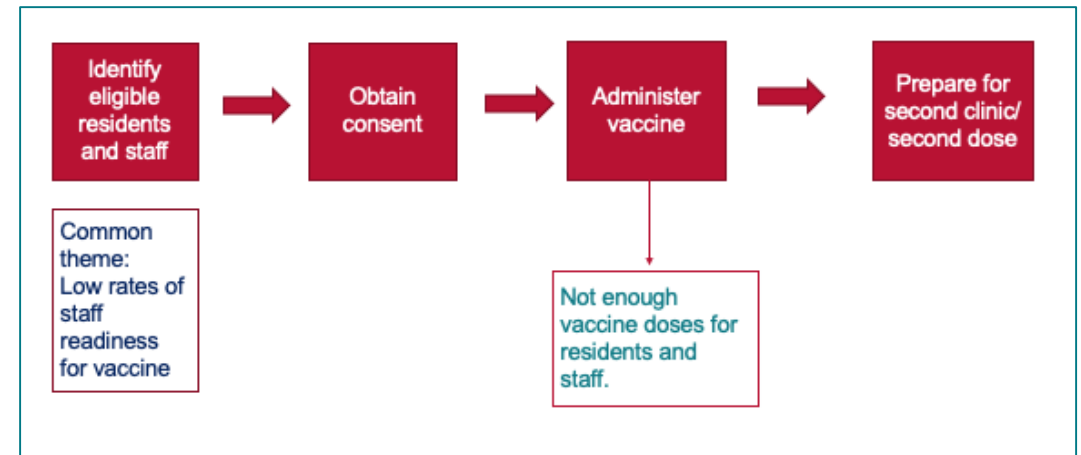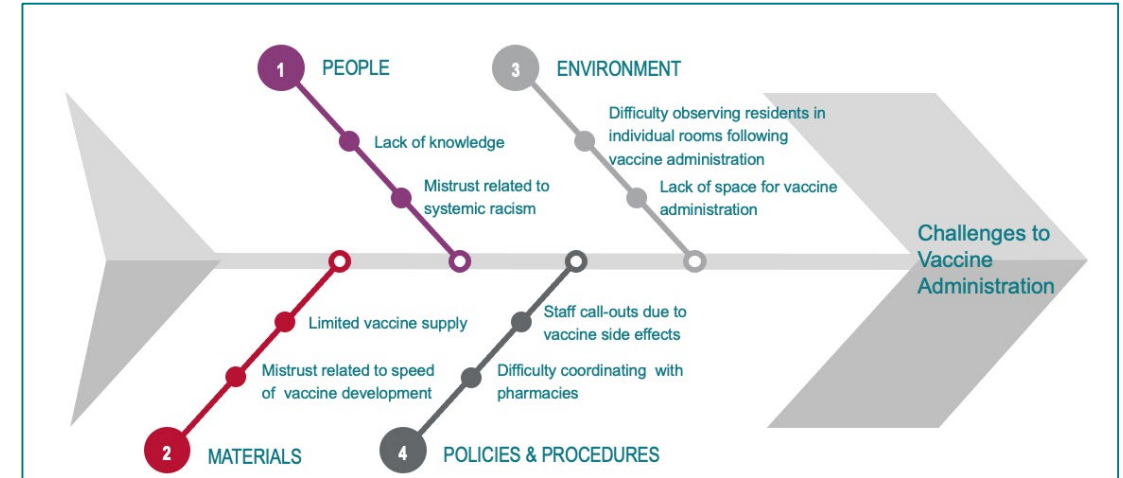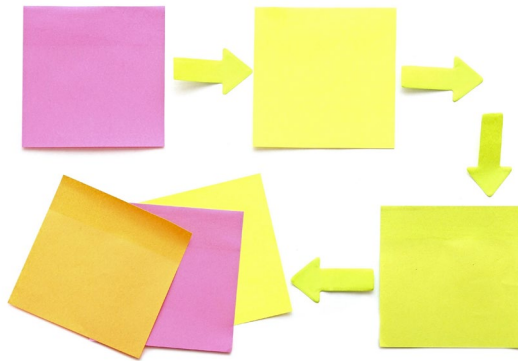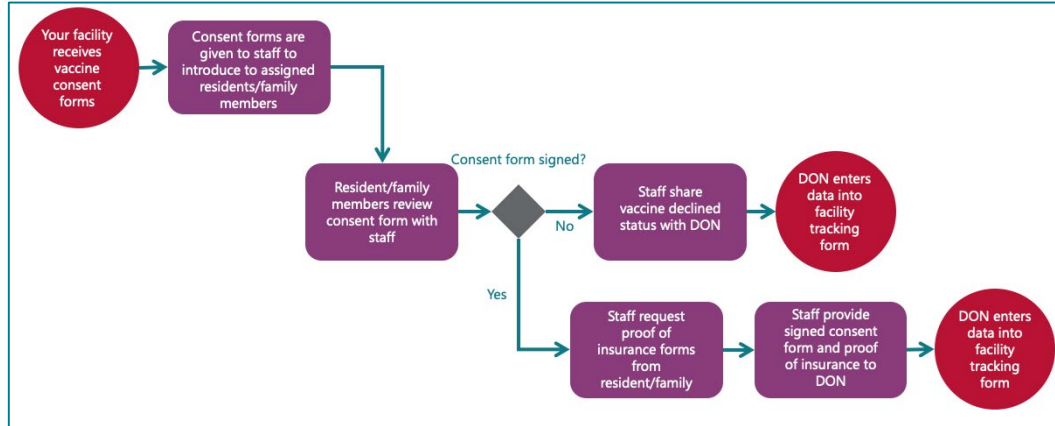
Wow (green):
original, easy to implement –for creative ideas that can be executed. Aim for as many ideas as you can.

Use Your Tools

Don't Forget Your Residents and Families

Leave in Action

- Consider an improvement project your facility is working on

- Identify staff you'd like to include as part of your team

- Make a plan for including the insight of these new team members (keep in mind the **Who, What, When, Where, Why** and **How**)

Let's Poll It Up Again!

Break slide

NEXT UP – WRAP UP & NEXT STEPS

Announcements

Next Week: Promoting Safe Visitation and Nursing Home Re-opening During COVID-19

CE Activity Code

Within 7 days of this meeting, **text the attendance code to (804) 625-4041.**

Questions? email ceinfo@vcuhealth.org

Attendance

Because attendance rewards and CE credit are dependent upon your ECHO attendance, contact us at nursinghome-echo@vcu.edu if you have a conflict.

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Break slide

RESOURCES

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Content and Resource Links

Importance of CNAs

Video: Session 13_Presentation_Importance of CNAs:

https://www.youtube.com/watch?v=UIicdDu0XpM&feature=youtu.be

What is a Certified Nursing Assistant (CNA)?

- The CNA is a certified health care provider who passes a state certification exam.

- Education includes 120 to 140 hours of clinical training which ca range from 6 weeks to 12 months.

- There are 1.5 millions nursing assistants in the US who primarily work in long-term care facilities, hospitals, retirement facilities, and home health.

- They provide essential health care to residents and work under the supervision of an LPN or RN.

- They are the front-line health care worker who spend the most time giving direct physical and emotion care to the resident.

Resources

IHI(Institute for Health improvement) Session 13 video and transcript: https://community.ihi.org/echo/viewdocument/session-13-presentation-importance?CommunityKey=d51505e6-3be9-46d2-ab99-0c119c8f8c2d&tab=librarydocuments&LibraryFolderKey=85a152c3-95aa-4ee0-baa1-8900b9de14a9&DefaultView=folder

Richmond, VA website celebration of women of color who provide in-home care:
 https://stretchingmyhandsout.com/

Resources

Home > Services > Telehealth > For Providers > Education > VCU Health Nursing Home ECHO > Curriculum

Education

Diabetes and Hypertension Project ECHO +

VCU Health Nursing Home ECHO −

    Our Team

    Curriculum

    Contact Us

    Resources

VCU Health Palliative Care ECHO +

Virginia Opioid Addiction ECHO +

Virginia Sickle Cell Disease ECHO +

LSM/Program Administrator EI AUTISM ECHO +

Curriculum

Take the opportunity to submit and discuss your de-identified case study for feedback from team of early inte early childhood specialists. To submit a case for presentation during an ECHO clinic, please email Jenni Math jhmathews@vcu.edu.

Upcoming Sessions

16-Week Curriculum Topics

Session 1: Program Introduction: Preventing and Limiting the Spread of COVID-19 in Nursing Homes

- Session 1 Summary
- Slide Presentation

Session 2: Infection Prevention Management: Guidance and Practical Approaches for Use of Personal Protect (PPE) during COVID-19

- Session 2 Summary
- Slide Presentation
- Thanksgiving and Holiday Visitation

Session 3: Infection Prevention and Management: Approaches to Cohorting during COVID-19

- Session 3 Summary
- Slide Presentation

Session 4: Infection Prevention and Management: Promoting Solutions for Making the Built Environment Safe 19

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