

# Follow-up on Last week's "leave in Action"

- What process did you investigate?
- What did you learn?



## NATIONAL NURSING HOME COVID-19 ACTION NETWORK

### HOW TO STOP THE SPREAD OF COVID-19 IN NURSING FACILITIES

#### HOW TO MAKE CHANGE STICK

- Focus initially on KEY PROCESS rather than on benchmarked outcomes.
- Evaluate if staff KNOW the process.
- KEEP it SIMPLE!
- Commit to be a LEARNING ORGANIZATION.

#### REASSESS THE GOAL

- The goal is 95% performance.
- WHY? 95% or better means it is likely to be SUSTAINABLE over time.



#### KEEP IT SIMPLE

- It is more important that the process be STANDARD than it be perfect.
- When you design for perfection - you often get overly complex protocols, planning for every contingency.
- A policy and procedure make look great

## FOCUS ON PROCESS

If you think a PROCESS works pretty well, test the FIVE ATTRIBUTES



- WHO does it
- WHEN should it be done
- WHERE is it done
- HOW is it done
- WHAT is needed to do it

- Ask **5 staff** to describe the 5 attributes.
- If 5 direct care staff can describe the work with the 5 attributes, you have a good chance to achieve 95% performance and SUSTAIN the performance over time.
- If they can't, determine which attribute they can't describe and develop a simple process for improvement.



If you have a process that does NOT work so well

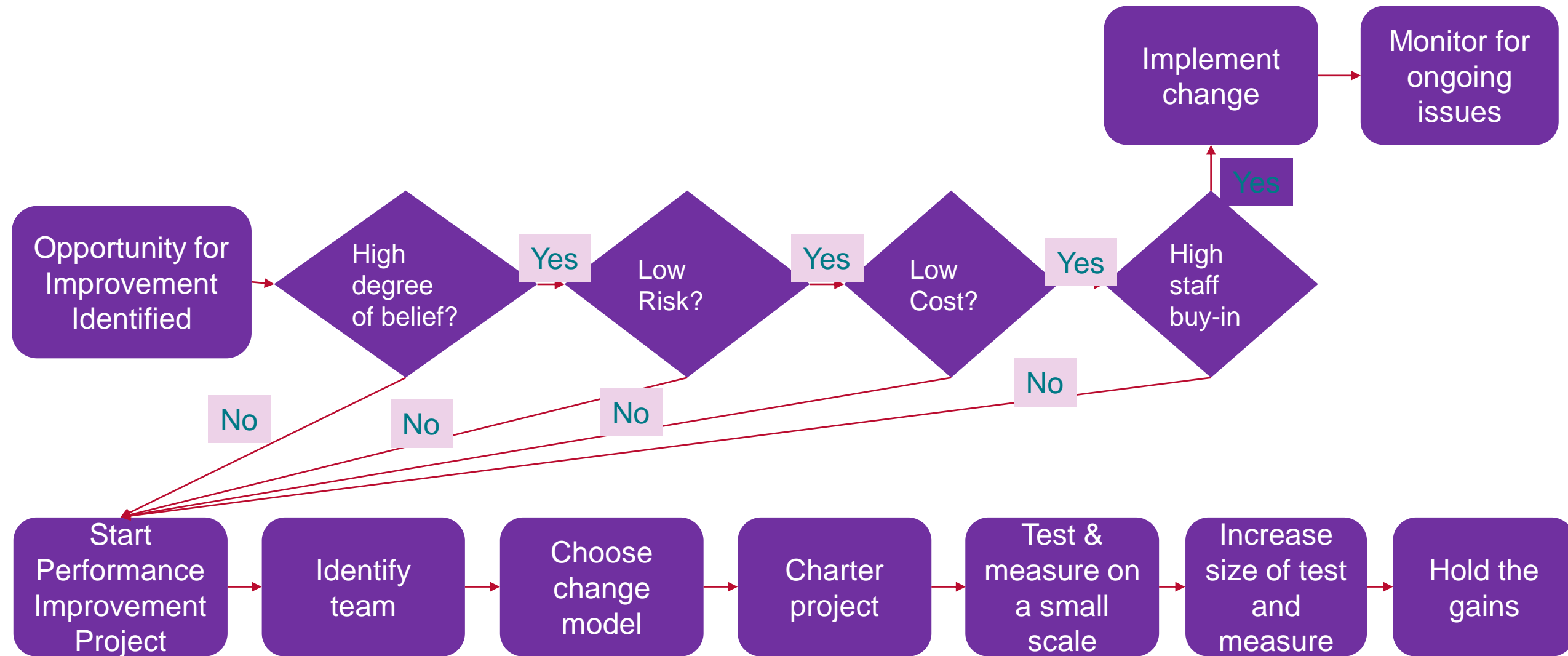
- Determine if it is a COMMON or INFREQUENT failure.
- Observation of ONE PERSON does not mean it is a common failure.
- Fix ONE Attribute (*who, when, where, how, what*) at a time.

### COMMON

- Don't rely too heavily on education as THE FIX
- Get CURIOUS to determine WHY this is occurring.
- Inform staff on the WHY:
  - WHY is this process important.
  - WHY do we do it this way.
- Get CURIOUS - WHY are they **NOT** following the process.
- Develop a plan to fix ONE process, test and refine.
- Keep it SIMPLE!

### INFREQUENT

- Infrequent does NOT mean you have a bad process.
- Don't try to make it perfect - you will use up too many precious resources.
- Talk to that one person to reeducate or determine WHY it is occurring.
- Accept defeat & MOVE ON to focus on another process.



# Improvement in 5 Steps

1. Get curious about the nature of the problem
  - Observe it
  - Talk to staff (huddles!)
  - Map/diagram/brainstorm
  - Measure it
2. Set a goal for what you want to achieve
3. Decide what you want to try
4. Start by testing/trying it on a small scale...1 day, 1 resident
5. Measure your impact in ways that make sense

# A focus on trauma and isolation?

1. What are staff and residents feeling? How are our current efforts making a difference? What could be better?
2. What is a reasonable goal for our facility
  - All residents have at least 1 meaningful virtual or window visit with family per week by December 15<sup>th</sup>?
  - All staff report they feel 'heard and supported' at work by November 30<sup>th</sup>?
3. What can we try?
  - Improving virtual visits
  - Staff huddles
  - Ideas from 'psychological PPE'
  - PTSD Screening?

#### 4. Pick something to test

- Develop and test a discussion prompt guide for staff to use with residents during virtual visits

#### 5. Measure your impact

- # of residents engaged in a virtual/window visit at least once/week
- Staff absentee rates
- ‘Marble measure’



# Leave in Action

Think about your conversations, discoveries and observations over the past few weeks and months and identify one area that you might want to focus on through a PIP versus a 'just do it' approach.

Connect with 2 other staff members to ask their opinion on what you might be able to impact in this area?