

## Week 14: Managing Social Isolation during COVID 19: Perspectives on Staff and Residents

<b>Session Information</b>
<p><b>Session Topic: Managing Social Isolation during COVID 19: Perspectives on Staff and Residents</b></p> <p><b>National Expert Presenter(s):</b></p> <ul style="list-style-type: none"> <li>Paige Hector</li> </ul>
<b>COVID-19 Content: Managing Social Isolation during COVID 19: Perspectives on Staff and Residents</b>
<p><b>Presentation Title:</b> Social Isolation During a Pandemic, and After</p> <p><b>Session Description:</b> This session will provide a definition of emotional and psychological trauma and will show the effects of social isolation on them. It will also provide guidance on how to use process improvement with emphasis on staff involvement (social isolation task force, resident engagement task force/team) to help mitigate it.</p> <p><b>Learning Objectives:</b></p> <ul style="list-style-type: none"> <li>Discuss the impact of social isolation and moral distress on residents and staff</li> <li>Define Social isolation and loneliness</li> </ul>
<p><b>Required Resources</b></p> <ul style="list-style-type: none"> <li>Video: Managing Social Isolation</li> </ul> <p><b>Supplementary Resources:</b></p> <ul style="list-style-type: none"> <li><a href="#">AHCA and NCAL: Tips for Keeping Residents Engaged</a></li> <li><a href="#">AHCA and NACL: Keeping People Connected: Innovative Methods Using an Infection Prevention and Control Mindset</a></li> <li><a href="#">Advancing States: Addressing Social Isolation for Older Adults During the COVID-19 Crisis</a></li> </ul>
<b>Quality Improvement: Listening to Residents and Families</b>
<p><b>Learning Objectives:</b></p> <ul style="list-style-type: none"> <li>Identify ways to incorporate the voice of residents and caregivers into improvement activities (“What Matters to You”)</li> </ul>
<p><b>Required Resources:</b></p> <ul style="list-style-type: none"> <li>“What Matters to You” conversation guide</li> </ul>
<b>Discussion</b>
<p><b>Guided Questions</b></p> <ul style="list-style-type: none"> <li>What concerns have been raised by residents and their caregivers re: social isolation? How have you addressed those concerns?</li> </ul>

- What ideas have come forward from staff to address Isolation? What ideas can you share with others?
- How do you predict managing isolation in the coming months? Are there any new ideas you are planning to test?
- What are the ideas that interest you from this presentation? What processes would you need to adopt or adapt?

### **Sample Case & Case Questions**

Mrs. Jiminez is an 87-year old woman with moderate to advanced Alzheimer's disease who lives on a special care (memory care) unit. The team has learned her habits and preferences and has identified ways to approach her during care to reduce any struggle and optimize outcomes. With COVID-19, team members all wear masks or masks plus face shields. Sometimes they wear full PPE, which frightens Mrs. Jiminez. Also, she is hard of hearing and unable to read lips, so her ability to communicate is now much more limited. The activities on the unit have been significantly reduced, and Mrs. Jiminez' mobility has declined.

- What ideas do you have for promoting Mrs. Jiminez' mobility and preserving communication and mentation during COVID-19?
- What solutions might address the challenges with communication when staff are all wearing masks?
- Do you have suggestions about optimizing activities programs during COVID-19?