

## Week 16: Effective Leadership and Communication during COVID-19

### Session Information

#### Session Topic: Effective Leadership and Communication During COVID-19

##### National Expert Presenter(s):

- David Farrell

### COVID-19 Content: Effective Leadership and Communication During COVID-19

**Presentation Title:** Effective Leadership and Communication During COVID-19

**Session Description:** This session will share the challenges facing nursing home leaders during COVID-19 as well as describe behaviors and tools that promote effective communication and leadership, including rounding and huddles. It will also provide strategies for engaging and providing support for staff, residents, and families.

##### Learning Objectives:

- Understand how QAPI can create more effective leadership strategies
- Describe the elements of purposeful rounding
- Explore strategies to improve staff engagement.

### Required Resources

- Video: Effective Leadership and Communication During COVID-19

### Supplementary Resources:

- Video – Jen Pettis: Motivating Staff and Improving Quality
- Video - Paige Hector: What Matters to Staff
- CMS QAPI Leadership Rounding Guide
- Book: Meeting the Leadership Challenge in Long-Term Care by David Farrell, Cathie Brady, and Barbara Frank

### Special Considerations:

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### Quality Improvement: Role of leaders in Improvement

##### Learning Objectives:

- Describe key leadership behaviors that support improvement

## **Discussion**

### **Guided Questions**

- What was the most recent PIP that your organization has undertaken?
- How are walk-arounds conducted at your facility?
- How do you find out about concerns of staff or ideas for improvement in your facility?
- Do you have a way to ensure that staff ideas and concerns tie to your QAPI plan?
- What are the ideas that interest you from this presentation? What processes would you need to adopt or adapt?

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

Patty Kingston, the DON, is relatively new and has only been in her position for about a year. Prior to that, she was a nursing supervisor for five years in a nursing home. She is deeply committed to resident care and quality of life, and she is devoted to improving workplace culture and joy in work for the nursing home team. Patty has a number of strong mentors and colleagues at other nursing homes and professional associations.

- What do you believe are the top two most important qualities for a nurse leader in long-term care (e.g., openness, transparency, humility, work ethic, clinical skills and knowledge, compassion, respect for others, ability to set clear expectations and hold people accountable, etc.)?
- If you were to give Patty one piece of advice about leadership, what would it be?
- What are at least two ways to communicate with residents, families and/or care partners, municipal leaders and the public, that could help promote awareness and knowledge related to COVID-19 and the pandemic?