

UNMC College of Public Health ECHO

December 2, 2020

**AHRQ ECHO National Nursing
Home COVID-19 Action Network**



Welcome and Announcements

Deborah Levy

**AHRQ ECHO National Nursing
Home COVID-19 Action Network**



Announcements

- Please type your ***name, email, and facility name*** in the chat box for us and ECHO Institute to capture your attendance
- Please type your questions in the chat box, and they will be addressed during the situation discussion and/or the Q&A
- The materials from the sessions are available for you to download from our website
- The recording of the sessions, which are required by AHRQ and ECHO Institute, are available only for special circumstances and a request must be made to Krista Brown
- Throughout the week, if you have questions, concerns, or issues to raise, please send Krista an email at Krista.Brown@unmc.edu
- Training Centers will receive a no notice audit – staff from the ECHO Institute will join one of our sessions between now and the end of the 16 weeks

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CME and CNE Credits

- These sessions have been approved for both Physician and Nursing credits
- 1.5 credits will be awarded per session
- Approval is based on attending the 30 minutes of discussion and Q&A at the end of the formal 60 minutes
- You will be **required to complete 2 evaluations** to receive your continuing education credits
 - After the first 8 weeks
 - At the end of the 16 weeks
- You must type your **name, email, and facility name** in the chat box to be recognized as attending the session
- If you have questions or issues about these credits, please send Barbara Dodge an email at bdodge@unmc.edu

Week 4 Agenda

Time	Subject	Speaker/ Facilitator
1200 - 1205	Welcome and Announcements	Deborah Levy
1205 - 1225	Promoting Solutions for Making the Built Environment Safer During COVID-19	Video
1225-1230	Comments on Environmental Controls for COVID-19	Kristi Sanger
1230-1245	Case Study/Situation Presentation and Discussion	Kristi Sanger
1245 - 1255	Process Improvement Concepts Applied	Kristi Sanger
1255 - 1300	Weekly Poll	Krista Brown
1300 - 1330	Continued Discussion and Q&A	Core Team

16-Week Curriculum Overview

**AHRQ ECHO National Nursing
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16-Week Curriculum Overview – 1

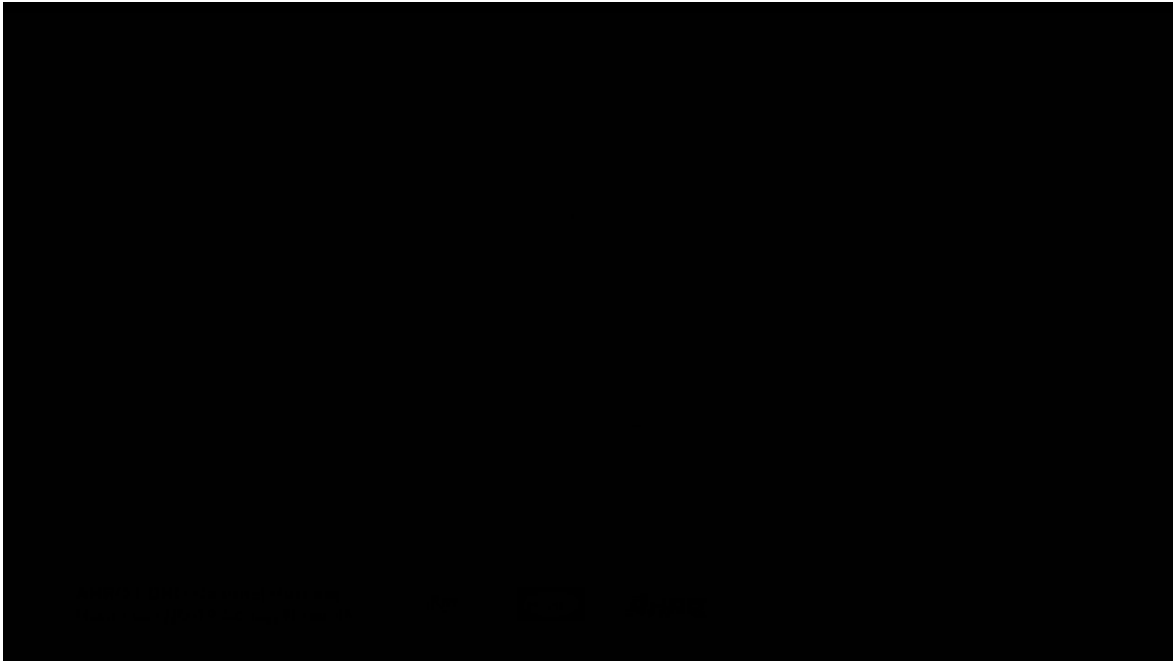
- Preventing and Limiting the Spread of COVID-19 in Nursing Homes ✓
- Guidance and Practical Approaches for Use of Personal Protective Equipment (PPE) during COVID-19 ✓
- Approaches to Cohorting during COVID-19 ✓
- **Promoting Solutions for Making the Built Environment Safer during COVID-19**
- Guidance for Cleaning & Disinfecting during COVID-19
- COVID-19 Testing for Nursing Homes
- COVID-19 Community Transmission and Nursing Home Screening Strategies
- Staff Returning to Work Safely during COVID-19

16-Week Curriculum Overview – 2

- Interprofessional Team Management of Mild Cases of COVID-19
- Advance Care Planning in the Time of COVID-19
- Promoting Safe Care Transitions during COVID-19: Admissions, Discharges, and Transfers
- Promoting Safe Visitation and Nursing Home Re-opening during COVID-19
- The Role of Certified Nursing Assistants (CNAs) in Managing and Supporting Residents and Families during COVID-19
- Managing Social Isolation during COVID 19: Perspectives on Staff and Residents
- Supporting the Emotional Well-being of Staff Caring for Residents during COVID-19
- Effective Leadership and Communication during COVID-19

Promoting Solutions for Making the Built Environment Safer During COVID-19

- Learning Objectives:
- Identify two evidenced based practices that are part of the infection prevention and control program.
- Apply the lessons learned from walking rounds to the infection prevention program.
- Identify one evidenced based performance improvement tool.
- Implement effective communication strategies with colleagues when encountering unsafe work practices.



All Teach All Learn

Case Study/Situation Presentation and Discussion

UNMC Public Health Core Team

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Weekly Poll

Krista Brown

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Psychological Safety

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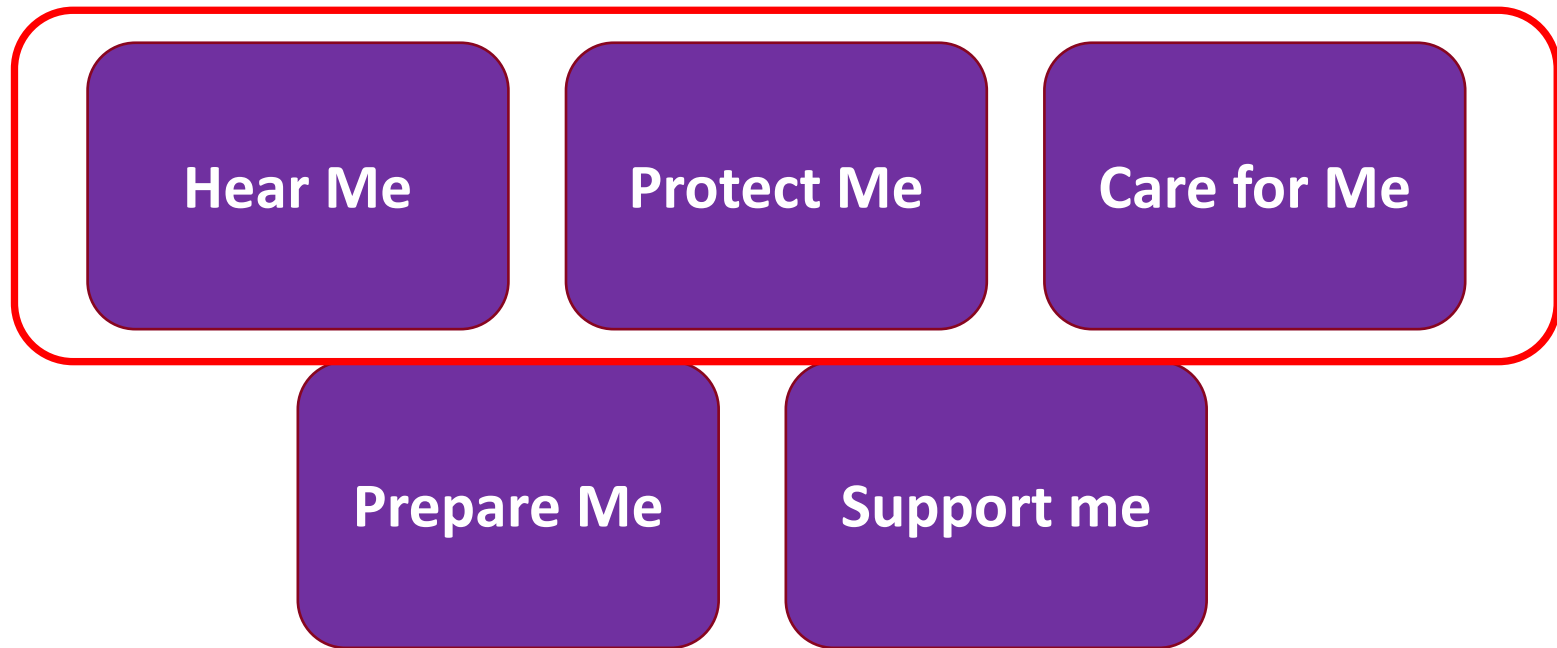


Psychological Safety

- Belief that we will be:
 - Not humiliated or punished for speaking up
 - Secure and capable of providing input for change
 - Free to focus on common goals and problem prevention... not self-protection

Schein E. Organizational Culture and Leadership. San Francisco, CA: Jossey-Bass; 1985.
Edmondson A. Teaming: how organizations learn, innovate, and compete in the knowledge economy. San Francisco: Jossey-Bass; 2012.
Perlo J, Balik B, Swensen S, Kabacoff A, Landsman J, Feeley D. IHI Framework for Improving Joy in Work.
IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2017. (Available at ihi.org)

Pillars of conversation relating to physical & psychological safety:



<http://www.ihl.org/resources/Pages/Tools/Conversation-Guide-to-Support-Staff-Wellbeing-Joy-in-Work-COVID-19.aspx>

Just Culture...is built on Psychological Safety

- Mistakes happen to the best of us.
- For those whose actions have such heavy weight attached to them, there has to a way to reduce and mitigate errors.
- In healthcare, that approach is often referred to as a just culture.

- Failure points can be identified and processes can be engineered to help avoid those mistakes in the future.
- Just culture treats **errors as failures in the system rather than personal failures**. The idea is that some, if not most, errors can be eliminated by designing a better system.

Source: <https://www.verywellhealth.com/just-culture-in-healthcare-4171526>

Leaders (formal & informal) set the tone

- Share the purpose: “We are starting safety rounds because our work is complex; it involves many different people, and we don’t all know everything. We want to keep everyone safe.”
- Model fallibility: “We all make mistakes”
- Invite participation: “What do you think we could do to make this better?”
- Close the loop: Thank people for their input and tell them what you have done as a result

Example of a Psychologically Safe Environment

“Hear Me”

Listen and act on lived experience to understand and address concerns to the extent organizations and leaders are able

Psychological Safety happens in short huddles, in small groups or 1:1 where you can ask:

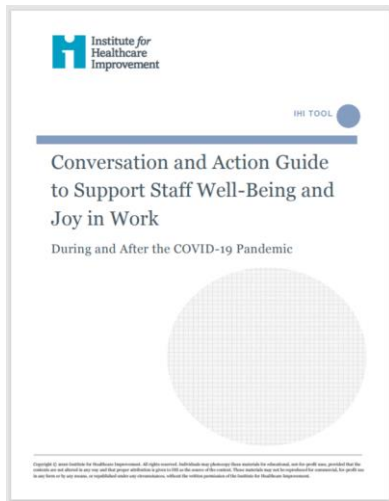
- What concerns do you have for residents, yourself, or the team?
- Are there steps we can take right now as a team?
- What good thing happened today?

Practice active listening and problem solving

“Here’s what I hear you saying – do I have that right?”

“what do we still need to learn”

“how can we do this together”



Improvement Questions:

A psychologically safe environment enables QI

- What is working? (Appreciative inquiry)
- What is not working? Why? Why? Why? (Root cause analysis)
- What would success look like? (Aim setting)
- How would you know (what would you see) if successful? (Feedback/Measure)
- What could you try that would get you closer to success? (Change ideas)
- What could you try out before the next call? (Plan-Do-Study-Act)

Continued Discussion and Q&A

UNMC Public Health Core Team

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Resource Links – 1

- *Video: Promoting Solutions for Making the Built Environment Safer During COVID-19:* <https://youtu.be/j55J1t8LAgc>
- CDC. Guidelines for environmental infection control in healthcare facilities. <https://www.cdc.gov/infectioncontrol/pdf/guidelines/environmental-guidelines-P.pdf>.
- OSHA. General duty clause. <https://www.osha.gov/laws-regs/oshact/section5-duties>. Accessed October 25, 2020.
- OSHA. The hazard communication standard. <https://www.osha.gov/dsg/hazcom/> Accessed October 25, 2020.
- Agency for Healthcare Review and Quality. Appendix K. CAUTI Case Review Form. <https://www.ahrq.gov/hai/quality/tools/cauti-ltc/modules/resources/tools/cauti-surveillance/review-form.html>. Accessed October 25, 2020.
- Institute for Healthcare Improvement. *How-to Guide: Prevent Central Line-Associated Bloodstream Infections*. Cambridge, MA: Institute for Healthcare Improvement; 2012. <http://www.ihc.org/resources/Pages/Tools/HowtoGuidePreventCentralLineAssociateBloodstreamInfection.aspx>. Accessed October 25, 2020.

Resource Links – 2

- Canadian Patient Safety Institute. Hospital harm improvement resource. Aspiration pneumonia. <https://www.patientsafetyinstitute.ca/en/toolsResources/Hospital-Harm-Measure/Documents/Resource-Library/HHIR%20Aspiration%20Pneumonia.pdf>. Accessed October 25, 2020.
- https://www.hometownhealthonline.com/site/wp-content/uploads/2020/03/COVID-19-Focused-Survey-for-Nursing-Homes_25-August-2020.pdf. Accessed October 25, 2020.
- <https://www.cdc.gov/coronavirus/2019-ncov/downloads/hcp/assessment-tool-nursing-homes.pdf>. Accessed October 25, 2020.
- <https://health.usf.edu/medicine/internalmedicine/infectious/medicalhealthadmin/~-/media/Files/Medicine/Internal%20Medicine/Infectious%20Disease%20and%20International%20Medicine/Medical%20Health%20Admin/environmental-rounds-worksheet.ashx?la=en>. Accessed October 20, 2020
- <https://www.cdc.gov/infectioncontrol/pdf/icar/lctf.pdf>. Accessed October 20, 2020.
- <http://www.ihl.org/resources/Pages/Tools/Conversation-Guide-to-Support-Staff-Wellbeing-Joy-in-Work-COVID-19.aspx>
- ACIP's ethical principles for allocating initial supplies of COVID-19 vaccines <https://www.cdc.gov/mmwr/volumes/69/wr/pdfs/mm6947e3-H.pdf> [cdc.gov]
- ACIP December 1, 2020 Meeting <https://www.cdc.gov/vaccines/acip/meetings/slides-2020-12.html>



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