UNMC
College of Public Health
ECHO

December 23, 2020

AHRQ ECHO National Nursing Home COVID-19 Action Network

Welcome and Announcements

Deborah Levy

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
- **Reminder that we do not have a session next week 12/30**

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 7 Agenda

Time	Subject	Speaker/ Facilitator
1200 - 1205	Welcome and Announcements	Deborah Levy
1205 - 1230	COVID-19 Community Transmission and Nursing Home Screening Strategies	Matt Beacom
1230 -1240	Case Study/Scenario Presentation and Discussion	Matt Beacom and Kristi Sanger
1240 - 1255	Process Improvement Concepts Applied	Reid Haase
1255 - 1300	Weekly Poll	Krista Brown
1300 - 1330	Continued Discussion and Q&A	Public Health Core Team

16-Week Curriculum Overview

16-Week Curriculum Overview

- 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

Curriculum Continued

- 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

COVID-19 Community Transmission and Nursing Home Screening Strategies

- Learning Objectives

- Develop one method of disseminating up-to-date information on COVID-19 community activity to staff members
- Identify challenges related to COVID-19 fatigue in staff members
- Discuss relationship between COVID-19 community activity and screening practices within the nursing home

COVID-19 Community Transmission & Nursing Home Screening Strategies

Jennifer Kim, DNP, GNP-BC, GS-C, FNAP, FAANP
Abby Parish, DNP, GNP-BC, AGPCNP-BC, FNAP

(Recorded November 19, 2020)

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HEALTH SCIENCES ECHO

AHRQ Agency for Healthcare Research and Quality

Institute for Healthcare Improvement

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All Teach All Learn
Case Study/Situation Presentation and Discussion

High Level Flow Charts for Reliable Design

Keeping it really simple by breaking the design into obvious steps

Adapted from: Roger Resar

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HEALTH SCIENCES Project ECHO

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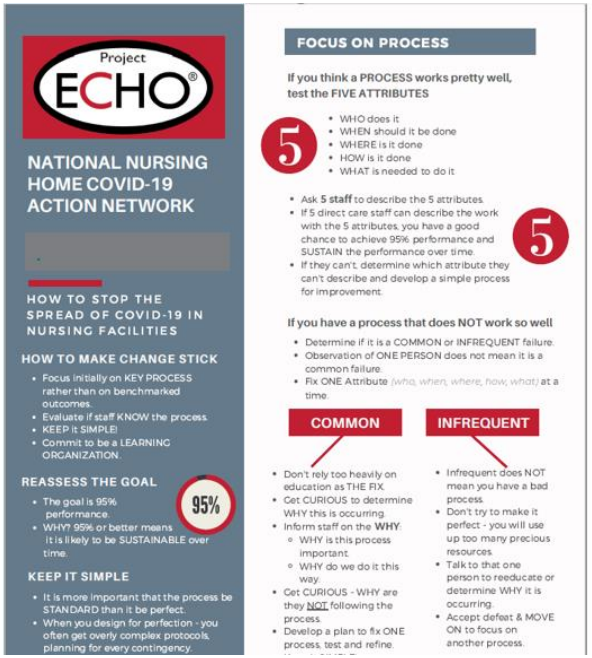
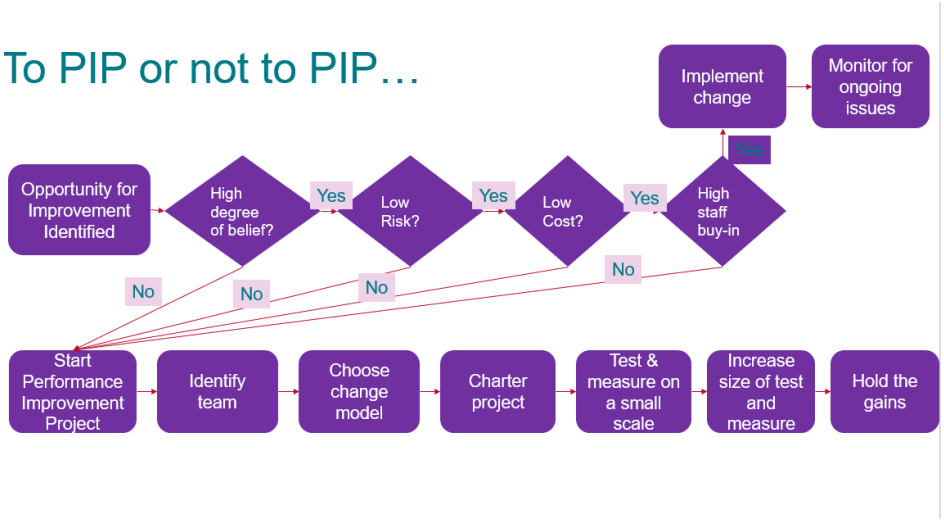
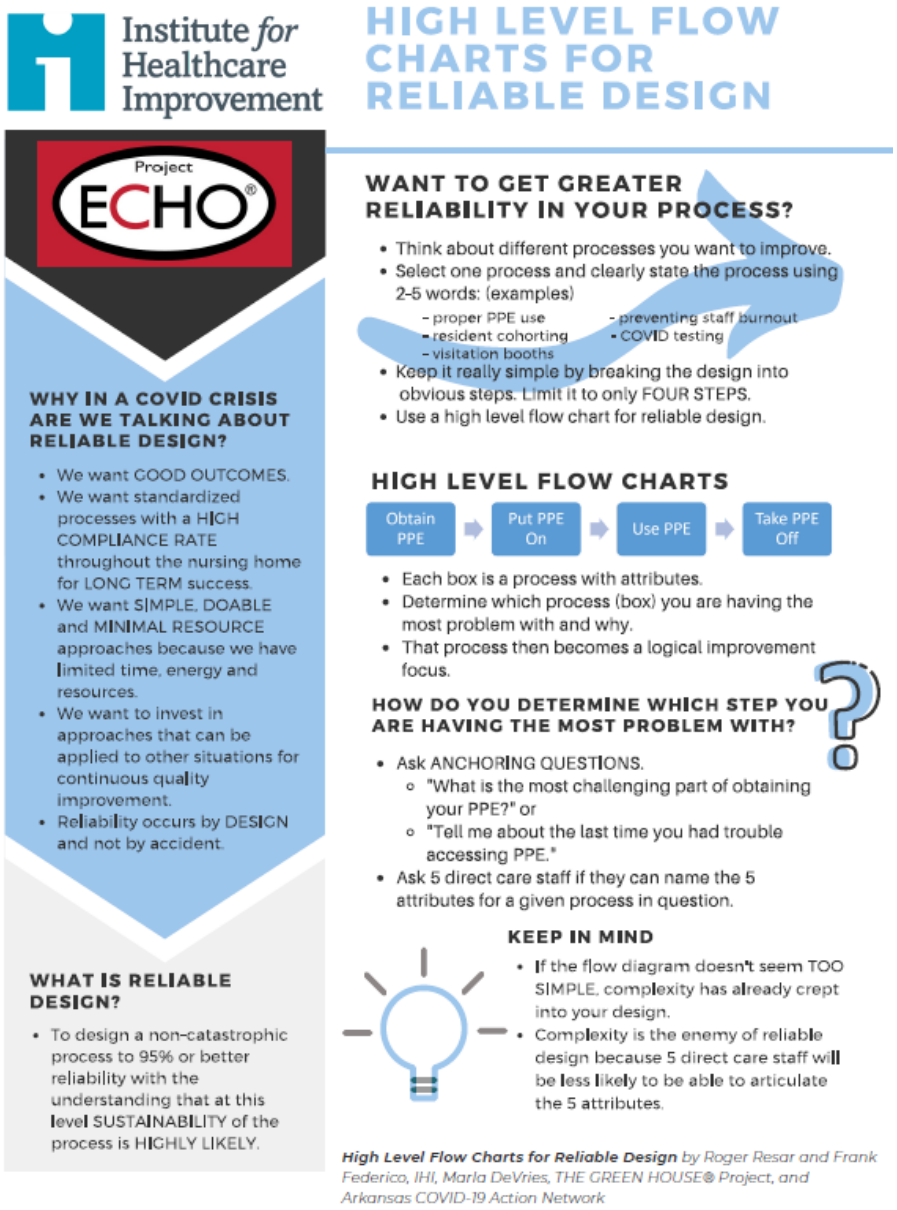
Review of past 2 weeks

- Highly reliable process
  - Common or Infrequent failure
- PIP decision diagram





One-Pager: High Level Flow Charts for Reliable Design

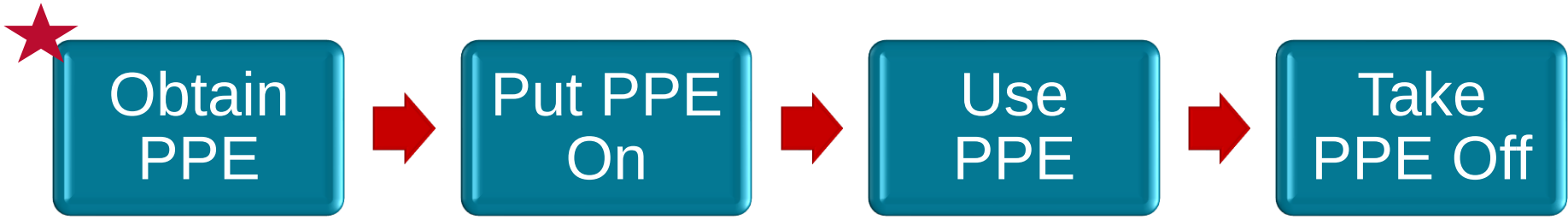


Getting to Greater Reliability in Your Process

- What are the processes you want to improve?
- Clearly state in 2-5 words what you intend to work on.
  - Vaccination for staff and residents
  - Proper PPE use
  - Proper resident Cohorting
  - Testing for COVID
  - Screening Visitors

4 Box Flow Diagram
(for Proper PPE use)

EXAMPLE



Each box is a process with 5 ATTRIBUTES

(Example: Obtain PPE)

Who is responsible for enough equipment.

Where is the equipment stored.

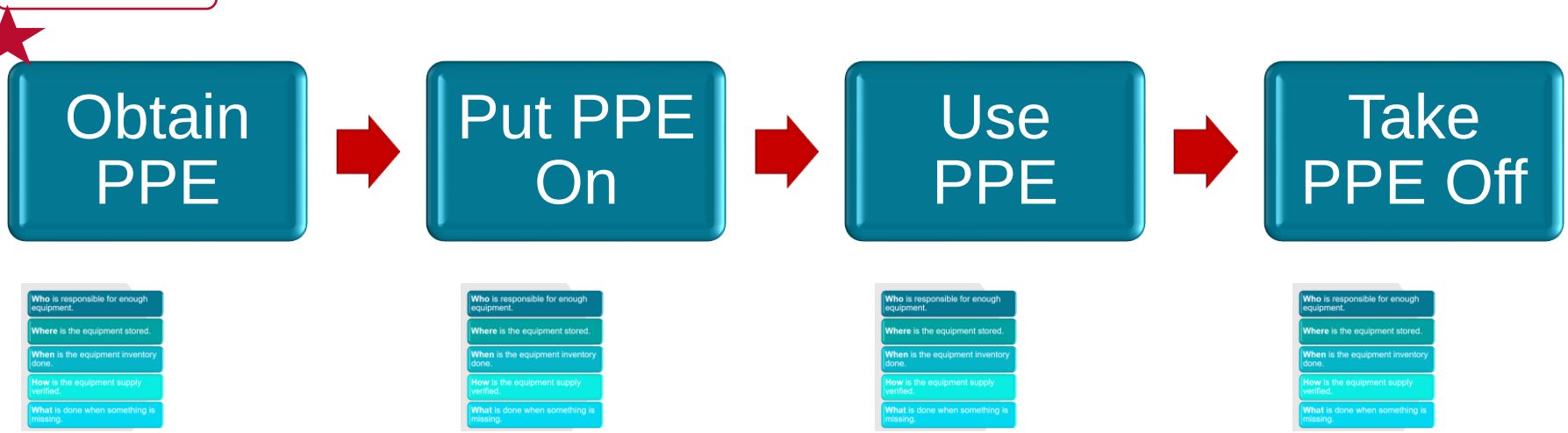
When is the equipment inventory done.

How is the equipment supply verified.

What is done when something is missing.

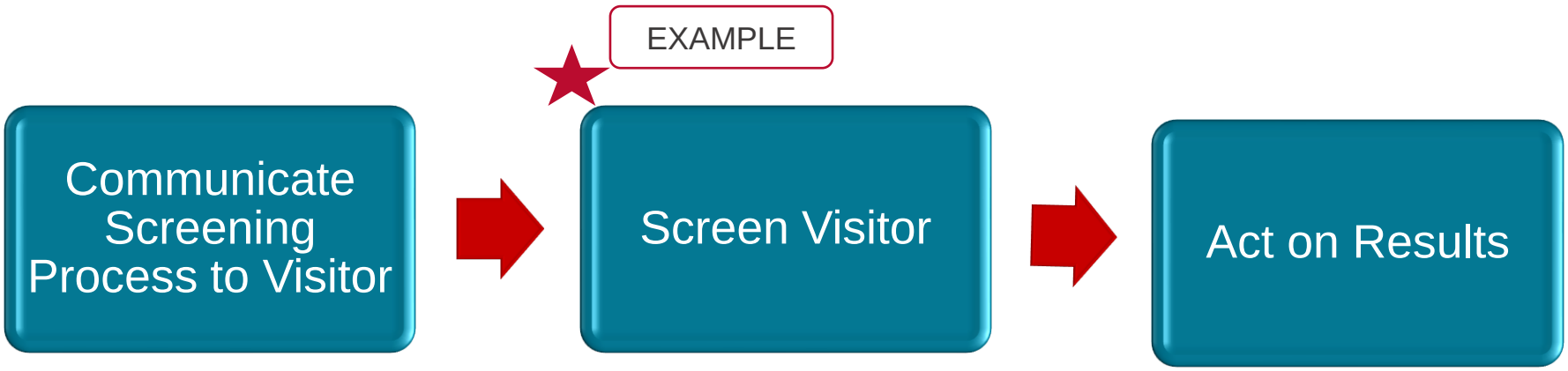
4 Box Flow Diagram
(for Proper PPE use)

EXAMPLE



…Next Example

3 Box Flow Diagram
(for Screening Visitors)



Each box is a process with 5 ATTRIBUTES

(Example: Screen Visitors)

Who screens?

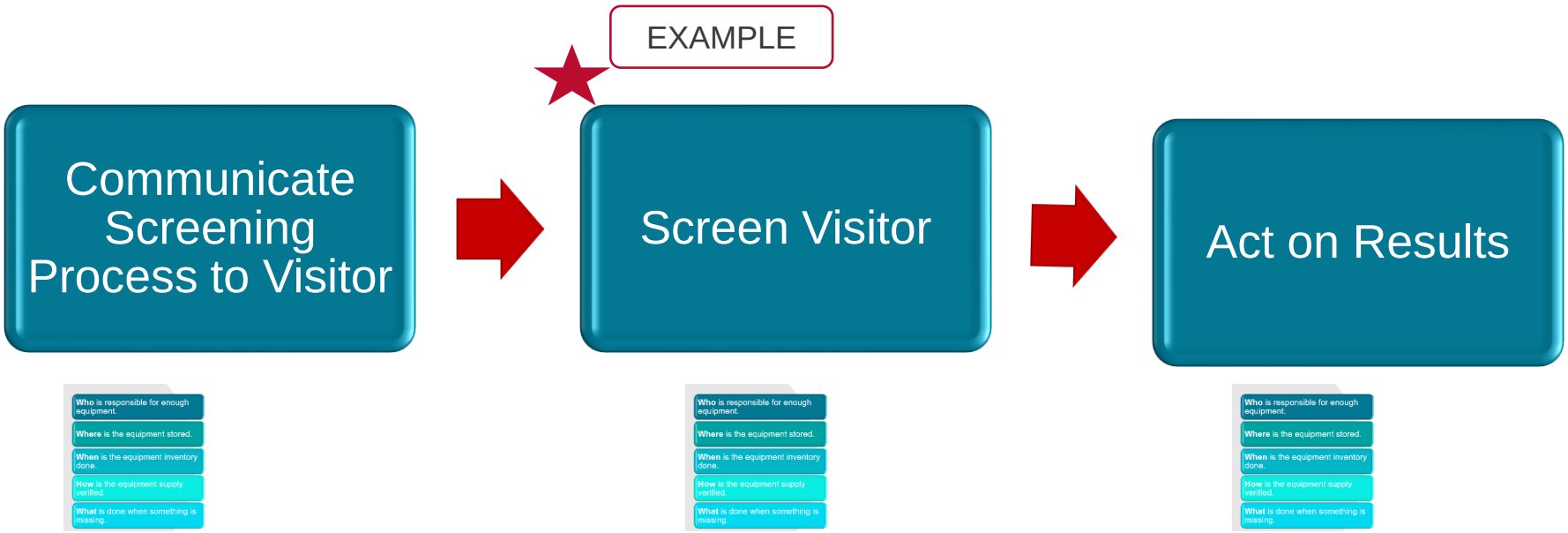
Where is the screening done?

When is the screening done?

How is the screening done?

What is needing to conduct screening?

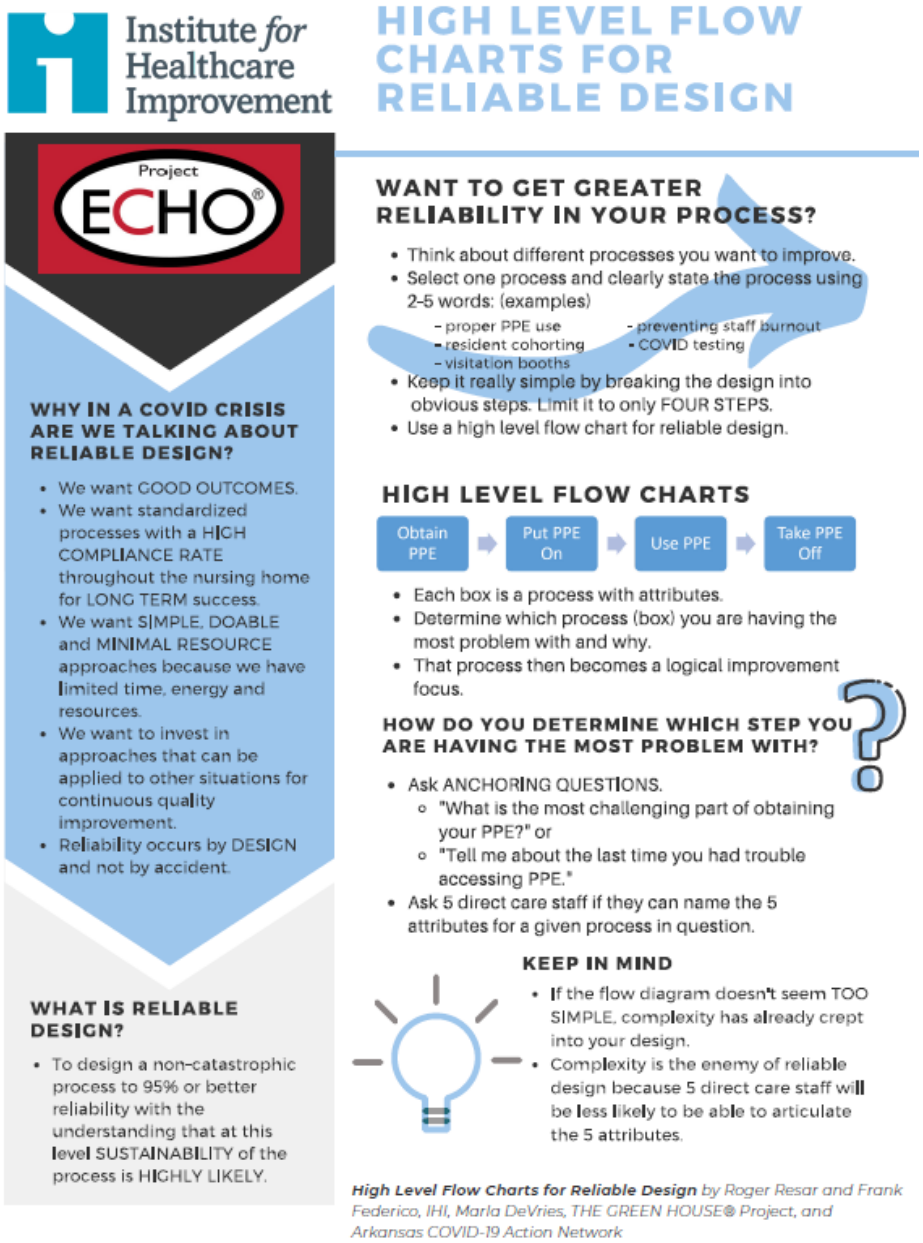
3 Box Flow Diagram
(for Screening Visitors)



Keep in mind!

- If the flow diagram doesn't seem **SIMPLE**, complexity has already crept into your design PIP decision diagram
- **Complexity** is the **enemy** of reliable design because 5 front line users will be less likely to be able to articulate the 5 attributes.

One-Pager: High Level Flow Charts for Reliable Design



Institute for Healthcare Improvement

HIGH LEVEL FLOW CHARTS FOR RELIABLE DESIGN

Project ECHO

WHY IN A COVID CRISIS ARE WE TALKING ABOUT RELIABLE DESIGN?

- We want GOOD OUTCOMES.
- We want standardized processes with a HIGH COMPLIANCE RATE throughout the nursing home for LONG TERM success.
- We want SIMPLE, DOABLE and MINIMAL RESOURCE approaches because we have limited time, energy and resources.
- We want to invest in approaches that can be applied to other situations for continuous quality improvement.
- Reliability occurs by DESIGN and not by accident.

WHAT IS RELIABLE DESIGN?

- To design a non-catastrophic process to 95% or better reliability with the understanding that at this level SUSTAINABILITY of the process is HIGHLY LIKELY.

WANT TO GET GREATER RELIABILITY IN YOUR PROCESS?

- Think about different processes you want to improve.
- Select one process and clearly state the process using 2-5 words: (examples)
  - proper PPE use
  - resident cohorting
  - visitation booths
  - preventing staff burnout
  - COVID testing
- Keep it really simple by breaking the design into obvious steps. Limit it to only FOUR STEPS.
- Use a high level flow chart for reliable design.

HIGH LEVEL FLOW CHARTS

Obtain PPE → Put PPE On → Use PPE → Take PPE Off

- Each box is a process with attributes.
- Determine which process (box) you are having the most problem with and why.
- That process then becomes a logical improvement focus.

HOW DO YOU DETERMINE WHICH STEP YOU ARE HAVING THE MOST PROBLEM WITH?

- Ask ANCHORING QUESTIONS.
  - "What is the most challenging part of obtaining your PPE?" or
  - "Tell me about the last time you had trouble accessing PPE."
- Ask 5 direct care staff if they can name the 5 attributes for a given process in question.

KEEP IN MIND

- If the flow diagram doesn't seem TOO SIMPLE, complexity has already crept into your design.
- Complexity is the enemy of reliable design because 5 direct care staff will be less likely to be able to articulate the 5 attributes.

High Level Flow Charts for Reliable Design *by Roger Resar and Frank Federico, IHI, Marla DeVries, THE GREEN HOUSE® Project, and Arkansas COVID-19 Action Network*

Leave in Action – Improvement Questions

- What is working? (Appreciative inquiry)
- What is not working? Why? Why? Why? (Root cause analysis)
- What would success look like? (Aim setting…SMART goals)
- 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)

Weekly Poll

Krista Brown

Continued Discussion and Q&A

UNMC Public Health Core Team

Resource Links

- *Video:* Session 7 Presentation https://www.youtube.com/watch?v=qL2Kv2uW3Ok&feature=youtu.be

- **Additional Vaccine-related Information:**
- ACIP's COVID-19 Vaccine Recommendations
- https://www.cdc.gov/vaccines/hcp/acip-recs/vacc-specific/covid-19.html

- Moderna EUA – Fact Sheet for Healthcare Providers
- https://www.fda.gov/media/144637/download

- Moderna EUA – Fact Sheet for Recipients and Caregivers
- https://www.fda.gov/media/144638/download

- Pfizer-BioNTech COVID-19 Vaccine Information
- https://www.cdc.gov/vaccines/covid-19/info-by-product/pfizer/index.html

- Moderna COVID-19 Vaccine Information
- https://www.cdc.gov/vaccines/covid-19/info-by-product/moderna/index.html