

# Conversations to Prepare for Improvement

AHRQ ECHO National Nursing  
Home COVID-19 Action Network



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## Why Conversation?

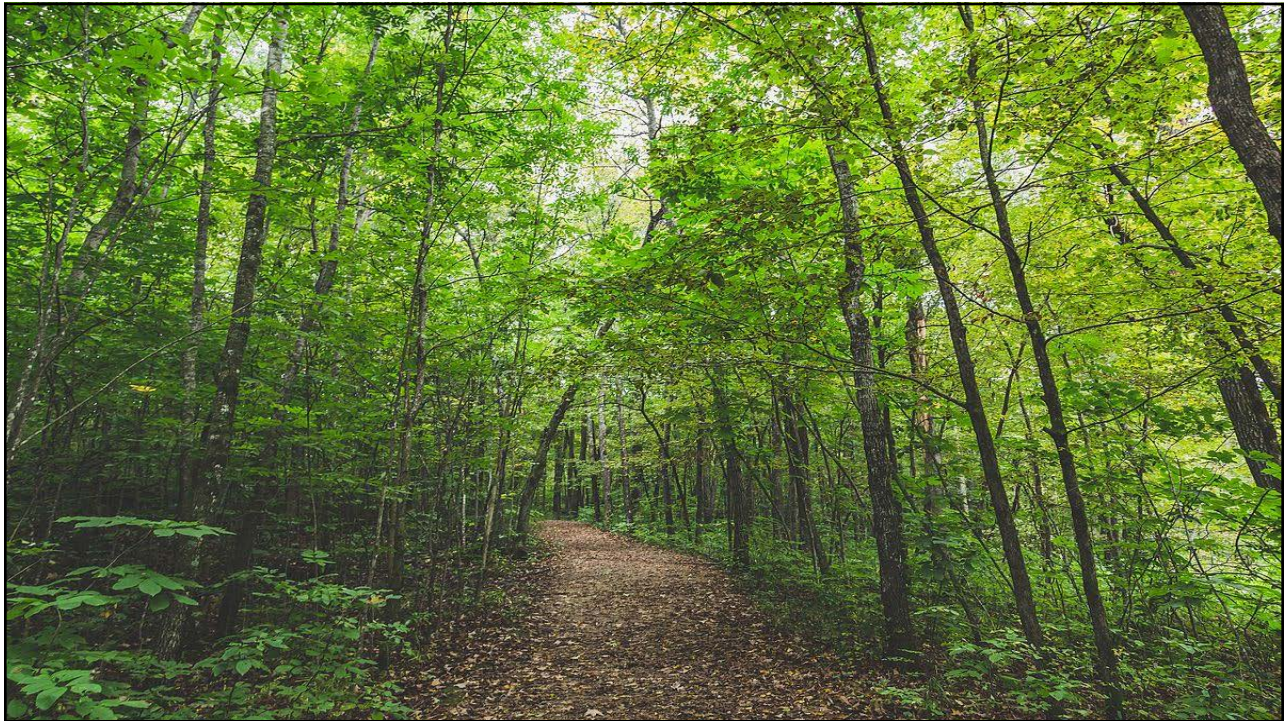
- Information to assist in problem solving
- Support Staff wellbeing
- Tap into creativity of staff
- Promote joy in work and healthy relationships
- Build a more robust system

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## Pillars

Hear Me      Protect Me      Care for Me

Prepare Me      Support me

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

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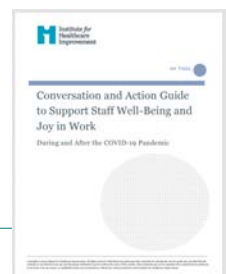
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## Hear Me

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

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?

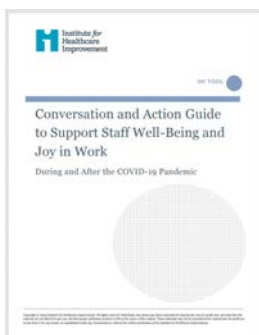


## Practice active listening and problem solving

“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”



## Leave in Action

Speak to 5 staff members and ask them some version of the questions below:

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?

Share next week what came up that was surprising or what new ideas emerged from problem solving

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