

# WELCOME

## All Names in Chat

Please type the name(s) of everyone at your facility in the attendance in the chat.

- This helps us know and track your facilities attendance for payment

## Mute

Please remember to mute your audio when you're not speaking.

## Cameras

As part of participation in this ECHO session, we ask that you have your cameras turned on in order to build a more engaging community of practice.



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## GOALS

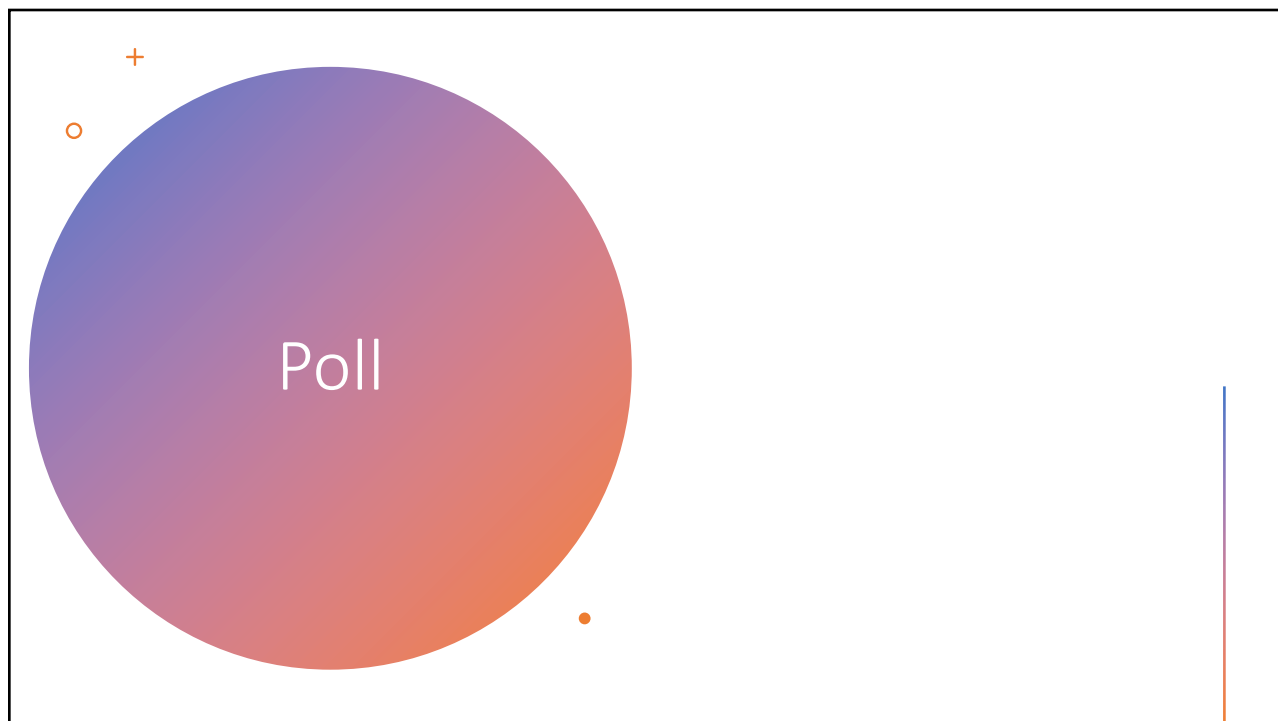
- Define social isolation and loneliness
- Report the impact of social isolation on residents and staff
- Discuss how the pandemic creates psychological trauma similar to disasters
- Apply screening tools for identifying social isolation & PTSD
- Recommend QAPI solutions for fighting social isolation among residents and staff.

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## Agenda

- Introductory PowerPoint
- IHI video presentation by Paige Hector, LMSW
- PowerPoint on Resident Engagement
- Q & A
- Case Presentation for Q/I
- Discussion
- Summary

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## Video

**The Virus is a Pre-Traumatic Condition:  
Two Core Variables**

**1. Instability** – cannot raise questions, shelter in place

**2. Unpredictability** – not knowing what is going to happen next, cannot say tomorrow will be a different day or the day after

When the world is unpredictable and you cannot move, then the vulnerability to become traumatized is very great.

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## Engaging Residents

- Ideas from

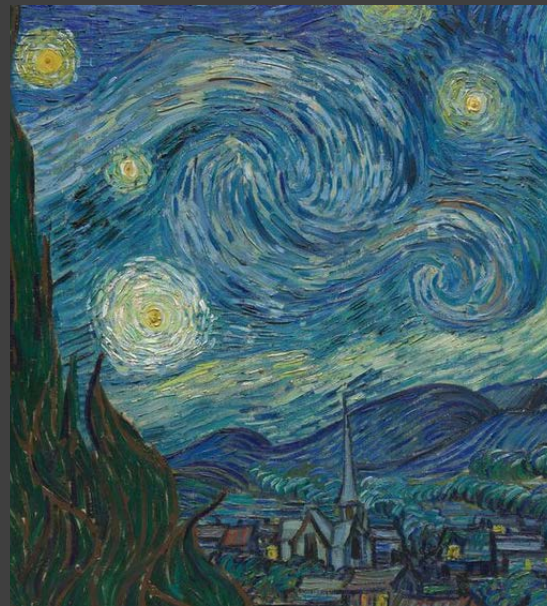


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## Keeping Residents Engaged

### Virtual trip to the museum

- Museum of Modern Art (quick view)
- Chicago Institute of Art (register)



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# Keeping Residents Engaged

Virtual religious services



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## Keeping Residents Engaged

- Night at the Opera



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## Keeping Residents Engaged

- Homemade radio hour:  
read a short story or  
transmit a blog over the  
intercom
- Community philosophy



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## Keeping Residents Engaged

- Ask the community to submit
  - story books, cards, photos, letters
- Intercom BINGO
- Residents write or report what they are thankful for (and share with others)
- Families send photos and mementoes to create scrap book

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## Keeping Residents Engaged

- Create a theme for the day, such as a country or state and serve thematic food or treats.
- Solo dancing aligned to music associated with the theme



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## In CHAT BOX

- List ideas for resident engagement at your facility

Remote model  
car races



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## SUMMARY

- Use PDSA cycles of change to test different tools of assessment for your facility
  - UCLA Loneliness Scale
  - PTSD scale (PC-PTSD-5)
- Identify ways to incorporate resident voices into improvement of social engagement
  - Survey, focus group, reports from family members
- Use PDSA cycles of change to create patient centered social engagement activities