

Step 12: Take Systemic Action & Finish Social Isolation PIP

Continuation Phase, Session 12

Next week we hope
more nursing homes
will be joining us

Our last cohort has just completed Phase I

Over the
Past Week

What did you learn
from walk rounds
from this past week?

Has your QAPI/PIP
team evaluated
different RCA tools?

Today

IHI Curriculum

- The Connection Between Emotional Intelligence and Stress Response Part II

Step 12: Take Systemic Action

Nearly Wrapping Up Social Isolation PIP

A LONG-TERM
CARE LEADER'S
GUIDE TO
HIGH PERFORMANCE

Doing Better Together

CATHIE BRADY
DAVID FARRELL
BARBARA FRANK

The Connection Between Emotional Intelligence and Stress Response Part II

Cognitive symptoms of overwhelm or distress

- Fear of being correct, being unable to cope
- Fear of physical injury or death
- Frightening thoughts, images or memories
- Poor concentration, confusion, distractibility
- Narrow attention, hypervigilance for threat
- Poor memory
- Difficulty in reasoning

© 2015 The University of Michigan
All rights reserved. For more information, visit <http://www.umich.edu>

UNIVERSITY OF MICHIGAN | MICHIGAN STATE UNIVERSITY | PENNSYLVANIA STATE UNIVERSITY | THE UNIVERSITY OF TEXAS AT AUSTIN

Step 12: Take Systemic Action

**DID LACK OF KNOWLEDGE CONTRIBUTE TO
THE EVENT?**

**IF A PERSON IS EDUCATE/TRAINED, WILL THE
MISTAKE NEVER HAPPEN AGAIN?**

Action	Primary Analysis Categorization
Stronger Actions	<ul style="list-style-type: none"> • Architectural/physical plant changes • New devices with usability testing before purchasing • Engineering control, interlock, forcing functions • Simplification of processes and removal of unnecessary steps • Standardization of equipment or process or care maps • Tangible involvement and action by leadership in support of patient safety
Intermediate Actions	<ul style="list-style-type: none"> • Redundancy/back-up systems • Increase in staffing/decrease in workload • Software enhancements/modifications • Elimination/reduction of distractions • Checklists/cognitive aids • Elimination of look- and sound-alikes • Enhanced documentation/communication
Weaker Actions	<ul style="list-style-type: none"> • Double checks • Warnings and labels • New procedures/memorandums/policies • Training • Additional study/analysis

Sustainability =
Data +
Accountability

Data

- Current
- Reliable
- Related to resident care
- Useful for planning & evaluating care
- Accessible
- Provided in a useful form

Accountability

- Specificity at the unit, shift & department level
- Specificity to the daily or weekly level
- Objective outcome or process indicators
- Clear links between indicators & practice initiatives
- Clear designation of responsibilities
- Systematic data and evidence collection on a regular basis

From “Implementing Change in Long Term Care: A Practical Guide to Transformation”

A “Just Culture”



Promotes confidence to report safety concerns without fear of blame



Confidentiality will be maintained



Information submitted will be acted on

Social Isolation PIP Updates

- Wishek Living Center, Wishek, ND
- Rosewood on Broadway, Fargo, ND
- Missouri Slope Lutheran Care Center, Bismarck, ND

Wishek Living Center – PIP update

Modified UCLA Loneliness Scale Scores			
NAME		Score 4/11/2021	Score 5/17/2021
Viola		3	0
Oscar		3	0
Arndt		13	0
Violet		0	14
Verna		11	0
Fran		9	13
Robert		0	7
Joyce		7	4
Edith		3	0
LaVonne		0	0
Nettie		4	9
Art		14	6

If you would like additional technical assistance, please let us know.

You can work with our mentors one-on-one.

Homework

QIO PIP Tool

- Continue with PDSA

Submit Homework via Dropbox

- Now on our website (direct link to dropbox with instructions)
- <https://www.dakotageriatrics.org/project-echo-can/phase-2-continuing-education>
- Please note we might share your work with the group (if you don't want to share, please let us know)

Phase 2 – Continuing Education

Our team at Dakota Geriatrics in collaboration with [Center for Rural Health](#) is participating in the [Project ECHO COVID-19 Action Network](#) as an official training center for nursing homes. If you have questions, please email us at: dakotageriatrics@und.edu.

Dropbox Information

- [Dropbox How To](#)
- [Access Dropbox](#)

Curriculum Resources and Recorded Sessions

Phase 2, Week 5:

Phase 2, Week 4: