# Quality Assessment and Performance Improvement

The Role of certified nursing assistants (CNAs) in managing and Supporting Residents and Families during COVID19

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

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## Leave in Action - Reflection

Last week, we asked you to discover opportunities in your facilities resident visitation plan:

- Did you have an opportunity to review your facilities resident visitation plan?
- Were you able to place into a spaghetti diagram to determine that path for visitors with an overlay to resident/staff?
- Were you able to identify possible congestion points or areas where physical distancing would be required?
- Were there other concerns that were identified?

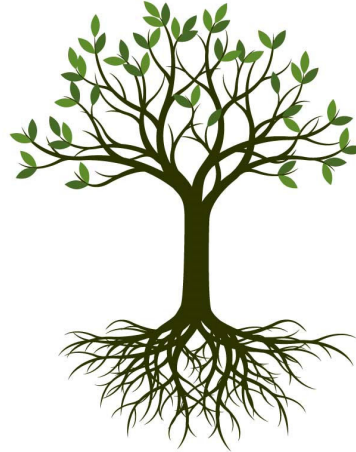**AHRQ ECHO National Nursing Home COVID-19 Action Network**

# How Do We Frame Improvement?

### Problem: Lack of Communication

- Root causes
  - Fear
  - Disrespect
  - Silos
  - Information control

- Results
  - High turnover
  - Low morale
  - Waste

### Opportunity: Strong Communication

- Root causes
  - Trust
  - Openness
  - Psychological safety
  - Respect

- Results
  - Job satisfaction
  - Happier residents
  - Better customer service
  - Teamwork

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# How is Appreciative Inquiry Different?

### ⚠ Problem-Focused

- Identified need/problem

- Identify root causes

- Quantitative information only

- Develop solutions to the problem
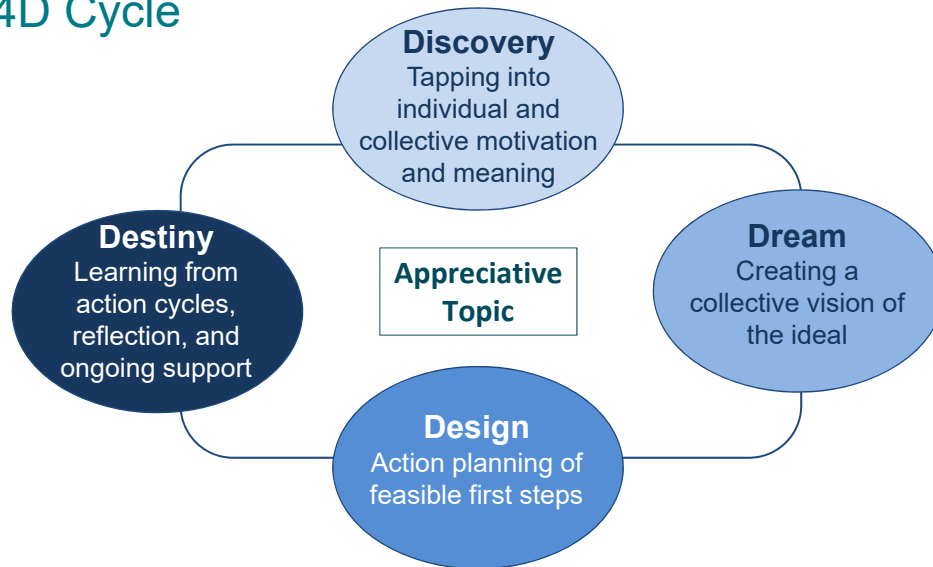
- Organization is a problem to be fixed

### 💡 Appreciative Inquiry

- Appreciate "best of what is"

- Imaging the possible

- Use of storytelling/narrative and data

- Determine what could be

- Organization is an asset to be engaged

Kelm, Janice. What is Appreciative Inquiry? https://www.youtube.com/watch?v=ZwGNZ63hj5k
https://pcmh.ahrq.gov/sites/default/files/attachments/pcpf-module-9-appreciative-inquiry.pdf

## The 4D Cycle

**Discovery**
Tapping into individual and collective motivation and meaning

**Destiny**
Learning from action cycles, reflection, and ongoing support

**Appreciative Topic**

**Dream**
Creating a collective vision of the ideal

**Design**
Action planning of feasible first steps

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## Leave in Action: Discover opportunities in your facilities to focus on opportunities for improvement rather than focusing on problems?

➤ Practice appreciative inquiry (AI) with staff focusing on strengths, successes, and positives of an area of opportunity.

➤ Once you have an appreciative topic, use the 4D Cycle to work through improvement opportunities.

Next week, share:
➤ What is one opportunity you identified using AI?
➤ Were you able to use the 4D Cycle?  If so, what were your thoughts?