



Conversations to Prepare for Improvement

Support Staff Well-Being

Dawn Jelinek

Senior Clinical Consultant

OFMQ





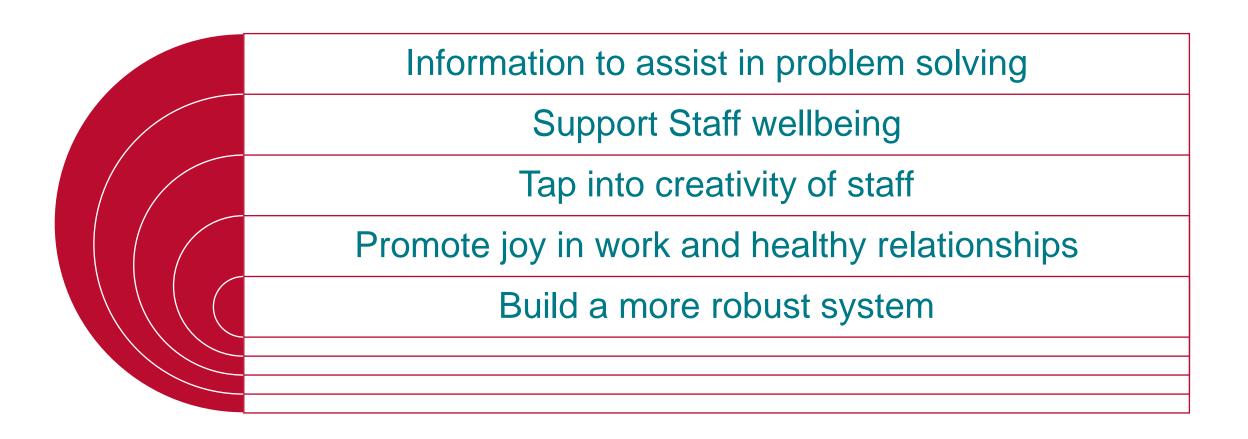








Why Conversation?







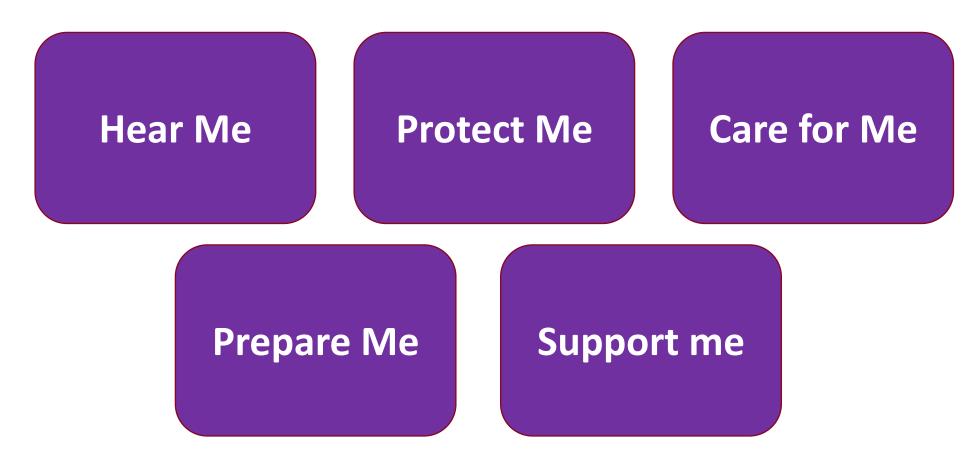






Pillars





IHI Guide to Support Staff Wellbeing & Joy in Work COVID-19













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:

Institute for Healthcare Improvement

Conversation and Action Guide to Support Staff Well-Being and Joy in Work

During and After the COVID-19 Pandemic

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?

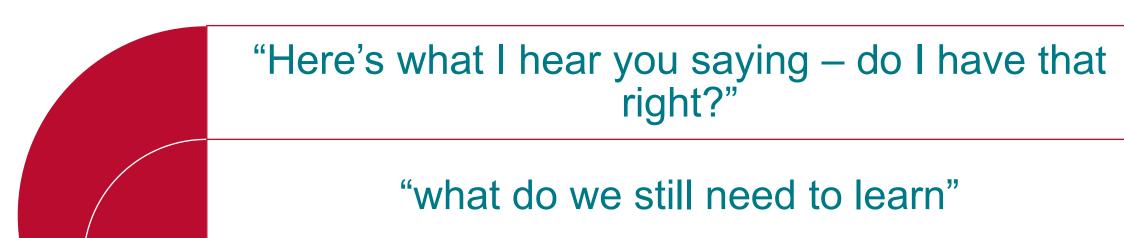




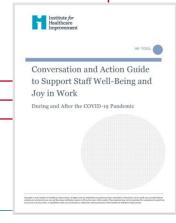




Practice active listening and problem solving



"how can we do this together"





















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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Encouraging your team

Provide Positive Feedback for improvement with love & kindness with resident centeredness

Celebrate Big AND Small accomplishments

Graciously listen give them the permission and space to be honest

Recognition Boards displaying your win's that week or thank you letters from family members or the community.

Have a snack box for your staff to refuel

Remember to Breathe.... Take a moment to breathe in... and breathe out.







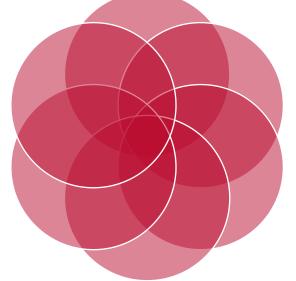


Key Take-Aways

Policy and Procedures + Signage

- New COVID Case, Sign/Symptoms, or Exposure
- Training & Education for treatment of COVID-19 Resident
- Special Circumstances- ER, Dialysis

Positive Motivation of Staff



Root-Cause Analysis of Sources of Infection

Daily Case Review in Team Huddles

Contingency Plans for Staff Shortages

Mentoring and Auditing Procedures















Contact OFMQ

Dawn Jelinek
OFMQ
Senior Clinical Consultant

djelinek@ofmq.com

405-651-4796



