



**Project ECHO® TeleECHO Agenda**

<b>Tuesday, March 16, 2021 1:30 P.M. – 3:00 P.M.</b>		<b>OkDCN Project ECHO Nursing Homes CAN COHORT 4, SESSION 15</b>
<b>Facilitator:</b>	Kathy Gooding, Facilitator, OHAI, OU HSC	
<b>Didactic Speaker(s)</b>	Thomas A. Teasdale, Dr.PH, FGSA, FAGHE Presidential Professor & Chair, Department of Health Promotion Sciences The University of Oklahoma Health Sciences Center	
<b>Case Speaker(s)</b>	Amy Costner-Lark DNP, APRN, FNP-BC Director, Family Nurse Practitioner Program Director, Doctor of Nursing Practice Program Assistant Professor - Francis & Earl Ziegler College of Nursing Adjunct Clinical Professor, OU College of Medicine University of Oklahoma Health Sciences Center	
<b>QI Speaker(s)</b>	John Leon, RN, Quality Improvement Specialist; Oklahoma Foundation for Medical Quality	
<b>Clinical Objectives:</b>	<b>SUPPORT STAFF WELL BEING</b>	
<b>Time</b>	<b>Didactic(s) / Case Based Discussion(s)</b>	<b>Speaker(s)</b>
1:30 p.m.-1:35 p.m.	Welcome and Introductions	Kathy Gooding
1:35 p.m.– 2:00 p.m.	Video: Managing Social Isolation	Dr. Thomas Teasdale
2:00 p.m.– 2:05 p.m.	Questions	Dr. Thomas Teasdale
2:05 p.m.–2:15 p.m.	Case Presentation	Dr. Amy Costner-Lark
2:15 p.m.– 2:25 p.m.	Quality Improvement	John Leon, RN
2:25 p.m.– 2:30 p.m.	Wrap-up and Poll	Kathy Gooding
2:30 p.m.–3:00 p.m.	Q&A Session	Dr. Teasdale, Dr. Costner-Lark, John Leon, Kathy Gooding

## Key Takeaways, Session 15, Support Staff Well Being:

Many nursing home team members and leaders are reporting significant psychological and/or emotional stress related to the pandemic.

- In some cases, staff have cared for residents for months or years, and feel like they are ‘family.’ It is very difficult for staff when those residents become ill or pass away.
- Due to staffing shortages, there is often less time available to spend supporting one another during work time.
- There are approaches that leaders can take to assess and intervene to promote staff well-being and retention. These include communicating early and often, reinforcing key messages, listening attentively, and seeking input from staff.
- Frequent communication regarding trauma-informed care and support may be useful.