

Reflection: Leave in Action: Discover reliability in your process around hospitalizations/ED visit tracking and mitigating challenges

- Review your data/tracking system or start tracking; determine if it has multiple elements for measuring to support analyzing for identifying contributing factors to hospitalizations/ED visits. Discover contributing factors, prioritize and decide if an improvement team will be deployed.

Share:

- What tracking system you use
- What you learned while analyzing the data
- Do you have enough information to identify contributing factors?
- What is your plan? – start an improvement team, map out a process, etc.

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Quality Improvement Requires Staff Buy-In

Sherry Longacre, MS, RN

Telligen Sr. Quality Improvement Facilitator - IHI QI Coach

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Training Hub Logo

Quote

“Business is all about relationships...how well you build them determines how well they build your business...”

-[Brad Sugars](#)

Relationships Closest to the Resident Matter Most



Eaton, Bishop, Gittel

Staff Buy-In Requires Leadership Support

- Shares a clear purpose – the mission/vision/values - the “why”
- Provides resources, encouragement and availability
- Addresses challenges, breaks down barriers
- Focuses on developing team knowledge
- Builds interconnecting relationships
- Promotes communication
- Allows feedback
- Promotes change

Leadership
+ QI
= Success

Why this Matters

- It allows us to know what is on the horizon, and what direction we are going
- Utilizes resources and interests of the team
- Leads to commitment
- It shapes our decisions
- Engages
- Empowers
- Supports QI projects

“people don’t care that you
know until they know that you
care.” -Anonymous

Nursing Home QAPI – What’s in it for you? https://www.youtube.com/watch?v=XjkNNEjO_Ec#t=13

Poor Communication Can Lead to Trouble



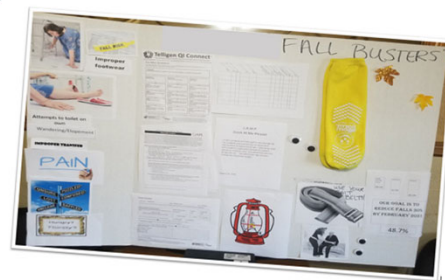
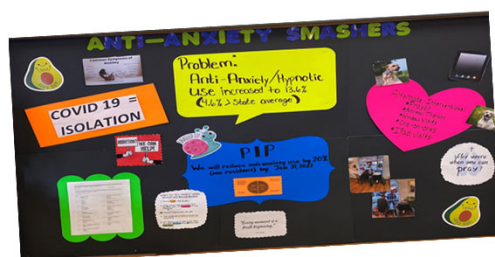
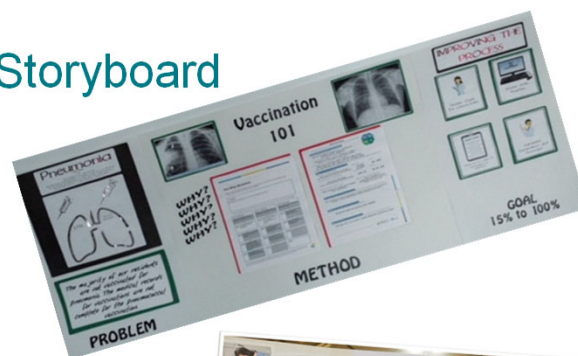
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Communicate Through A Storyboard

- Build As You Go!
- Include:
 - Team member names
 - Fun/relatable QI project name
 - Data
 - Pictures
 - Intervention ideas
 - RCA
 - PDSA



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Storyboard Tips

- Keep it simple
- Include critical information
- Make the purpose of the project readily apparent
- Concisely describe the changes that are being tested
- Display data over time using run charts or bar graphs
- Outline conclusions based upon data
- Present plans for implementation or further investigation



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The Original Hug Tunnel



ABC World News:

<https://www.youtube.com/watch?v=YPUjRcnAkIs&t=2s>

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The Hug Tunnel



"Hug Events"



Enhancing the Hugs with Partners

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- » One facility set up a Karaoke machine for staff and visitors to sing to residents during the event
- » They also partnered with [Sound Affects](#), a non-profit who received funding to hold small music events at facilities around northern Colorado, both in-person and virtually



YOU Can Do This!

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- » Check the [Hug Tunnel on the Nursing Home Resources page](#) on Telligen website for information on how to start this in your community and how to find volunteers:
 - » [How To Guide](#) to build your own Hug Tunnel/Tent and hold Hug Tunnel Events
 - » Videos
 - » Language for asking for volunteers
- » The [Hug Tunnel on Facebook](#)



Resources

- Why QAPI: Making a Difference - Instill the sense of purpose <https://www.youtube.com/watch?v=UOoVUkSyEpE>
- TeamSTEPPS® Telligen bites size learning modules <https://www.telligenqinqio.com/?s=teamstepps>
- Nursing Home TeamSTEPPS® Training Sessions- an evidence-based framework aimed at optimizing resident care by improving communication and teamwork skills in healthcare settings <http://qioprogram.org/teamstepps%C2%AE-Itc-communication-strategies-promote-quality-and-safety>
- QAPI Leadership Rounding Guide <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/QAPILeadershipRoundingTool.pdf>
- All Cause Harm Prevention Change Package – Appendix B - strengthen your foundation by building your infrastructure that promotes teamwork and communication <https://www.telligenqinqio.com/resource/our-work/nursing-home-care/nursing-home-care-resources/2018-all-cause-harm-prevention-in-nursing-homes-change-package/>
- National Nursing Home Quality Care Collaborative Change Package – strategy 4: Nourish teamwork and communication http://qioprogram.org/system/files_force/resources/documents/C2_Change_Package_20170511_508.pdf
- CDC Train Cooperative Communication https://www.train.org/cdctrain/course/1087384?deliveryName=USCDC_450-DM12136
- B&F Consulting, Inc. <https://bandfconsultinginc.com/>

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Leave in Action: Build on Staff Buy-In

- Build up your foundation by reviewing your mission statement, discovering your vision for improvement and share your “why”, start a communication QI project, promote interconnecting relationships, discover your challenges with staff buy in and brainstorm mitigation strategies

Next week, share:

- What did you discover? Any surprises?
- Your “why”
- How you plan to mitigate challenges

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