

# Quality Assessment and Performance Improvement

## Promoting Safe Visitation

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



## Leave in Action - Reflection

Last week, we suggested that you use the SBAR tool to improve foundational communication in your facility:

- Did you have an opportunity to use the tool?
- Did you share the tool with others?
- What came up that was surprising?
- Did any new ideas emerge from use of the tool?
- Will you continue to use the SBAR as a communication tool?

# What is the current status of your facilities resident visitation?

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When was the last time things were  
“normal” in your facility in regards to  
resident visitation?

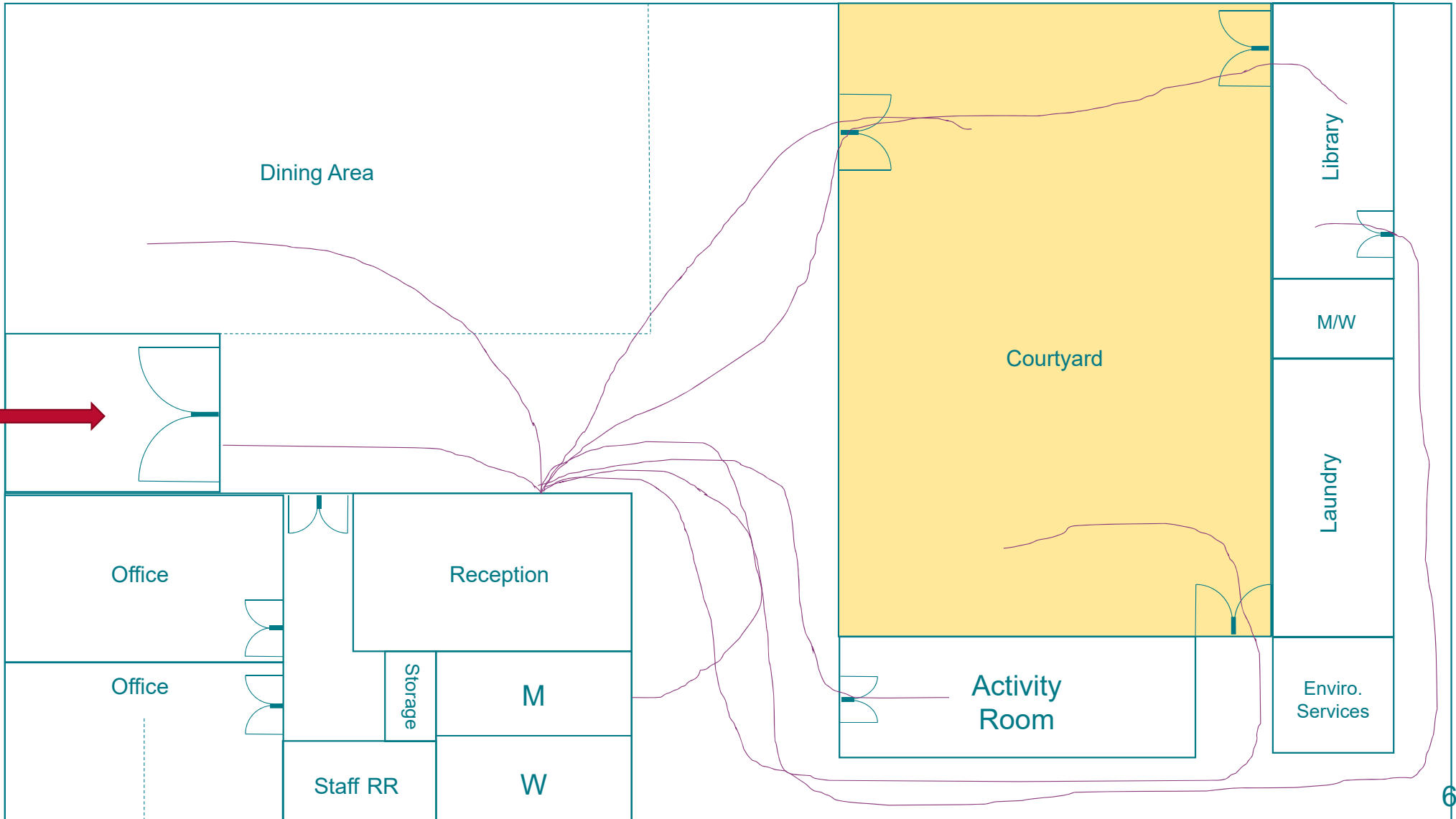
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# Spaghetti Diagram

- A spaghetti diagram is defined as a visual representation using a continuous flow line tracing the path of an item or activity through a process.
- As a process analysis tool, the continuous flow line enables process teams to identify redundancies in the work flow and opportunities to expedite process flow.

<https://asq.org/quality-resources/spaghetti-diagram>



## Leave in Action: Discover opportunities in your facilities resident visitation plan

- Review your facilities resident visitation plan or place into a spaghetti diagram; determine path for visitors and overlay with resident/staff pathway to see possible congestions points or areas where physical distancing would be required. Identify single entry/exit point if possible, identify where hygiene stations should be located, determine timing of staff, resident, visitor overlap in designated areas, maximize efficiency for sanitation.

Next week, share:

- What is one opportunity you identified in your resident visitation plan by using the spaghetti diagram tool