

## Reflection: 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

Share:

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

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Training Hub Logo

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# CNAs -Quality Improvement Requires Change

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## Quote

“We cannot solve our problems with the same thinking we used when we created them”

- Albert Einstein

## CNAs are an important part of the multi-disciplinary team

- Eyes and ears for symptom surveillance
- Communication is key
- Be on high alert
  - ✓ Slightest changes can mean outbreak brewing



**What tools/strategies are you using to help your CNAs with symptom surveillance?**

## Key Members of the Healthcare Team

### BEST PRACTICE:

- CNAs are included as key members of the care team.
- CNAs are included in morning meeting, rounds and huddles.
- CNAs use tools, like INTERACT, and others to help them observe, recognize and document resident condition.



### Waterfall Chat:

- What tools (written instructions/training, forms, checklists, other) do CNAs have to document their observations about residents so that their input leads to meaningful actions by the care team?

## Growing the Capacity of CNAs

### BEST PRACTICE:

- DONs have a system for assessing and monitoring CNA knowledge and skills with respect to communicating with residents and care partners, and other capacity-building activities.
- Facilities invest in CNAs to improve retention by provide opportunities for continuing education (CEs) and growth.

### Waterfall Chat:

- Do you do routine chart audits and discussions with CNAs about this part of their role?
- How do you assist your CNAs with CE's and growth opportunities?



If asked by the DON, would CNAs say that they feel respected, and that their role in talking with residents and care partners is recognized and valued by everyone on the care team?

## Leadership & Outcomes

- Leadership can influence patient outcomes through improved staff engagement, teamwork, communication and organizational culture
- Staff can lead from wherever you are on the team; everyone on the team is respected and valued for what they bring to the care and support of residents, care partners and one another

### Waterfall Chat:



- How do you encourage leadership at all levels of your team?
- What official leadership positions are available for CNAs?
- What other leadership roles can CNAs take on your team? i.e. education, onboarding.

## Promote retention

- Training Opportunities
  - Facility In-service trainings
  - Quality improvement inclusion
  - Career advancement
  - Mentors
  - Tools & resources to build skill sets

Who can share one way you work to promote retention of CNAs in your facility?

## Recognize the power of relationships!

How have you created positive CNA relationships?



Eaton, Bishop, Gittell

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## Build a Resource Toolkit

IHI Improving Joy in the Workplace: <http://www.ihl.org/resources/Pages/Tools/Joy-in-Work-What-Matters-to-You-Conversation-Guide.aspx>

Understanding sources of caregiver anxiety: <http://www.ihl.org/resources/Pages/AudioandVideo/understanding-and-addressing-sources-of-caregiver-anxiety.aspx>

QAPI Rounding Guide: <https://www.snfqapi.com/resources/leadership-responsibility-accountability>

VitaTalk: <https://www.vitaltalk.org/guides/covid-19-communication-skills/>

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](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](https://www.train.org/cdctrain/course/1087384/?deliveryName=USCDC_450-DM12136)

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## Call to Action:

- An ounce of prevention is worth a pound of cure..... Have a conversation with 1 or more CNAs and check in.
  - What matters to them?
  - What makes their day great?
  - What opportunities for improvement have they observed? How can they be a part of the improvement efforts?
  - Do they feel appreciated? How are the relationships?
  - How is their work/life balance?