

CNA's –Importance of their Role

Supporting and Impacting Quality of Care

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



Point Click Care- COVID Vaccine Documentation

Immunization: SARS-COV-2 (COVID-19) ▼ *

Dose: Dose 1

Given: Refused ▼

Reason Refused: ▼ *

CVX Code: clear

Consent Confirmed By: cschwegler

Consent Confirmed Date: 2/25/2021

Education Provided To Resident/Family:

Date and Time of Administration: 00 ▼ 00 ▼

Route of Administration: ▼

Amount Administered: ▼

Location Given: ▼

Manufacturer's Name:

Substance Expiration Date:

Lot Number:

Administered By:

2nd Dose Not Required:

Notes:

Save Save & New Cancel

Increase the voice of CNAs

Giving Compassion, Care and Love

- Confused (moved to an isolation unit, PPE use)
- Scared (mortality in elderly)
- Dementia
- Without family visitors- they become these resident's "families"
- Trauma-informed care
- EOL Care

Keeping a positive mindset

- Support system
- Faith
- Gratitude
- Self-Care

<https://dcn.ouhsc.edu/OkDCN-ECHO>

Empowering CNAs-Drive Quality & Culture Change

- Enclave Principle
 - <https://www.nahcacna.org/enclave/>
- **RCA on CNA burnout**
- Report- Team huddles on shift change
 - Seeing measurable outcomes regularly not just once a year
- Peer-Based Recognition
- Name weekly/monthly Champion
 - good hand hygiene
 - Direct Care excellence

CNA Continual Empowerment

- Include in team huddles, shift changes,
- Written Procedures or Training Documents
 - Forms, Checklists, Tools
 - COVID signs/symptoms, history, testing requirements, vaccination
- Sustaining Quality Outcomes

Growing a Strong Direct Care Workforce

Recruit the Right Staff

Improve the Hiring Process

Strengthen Entry-Level Training

Provide Employment Supports

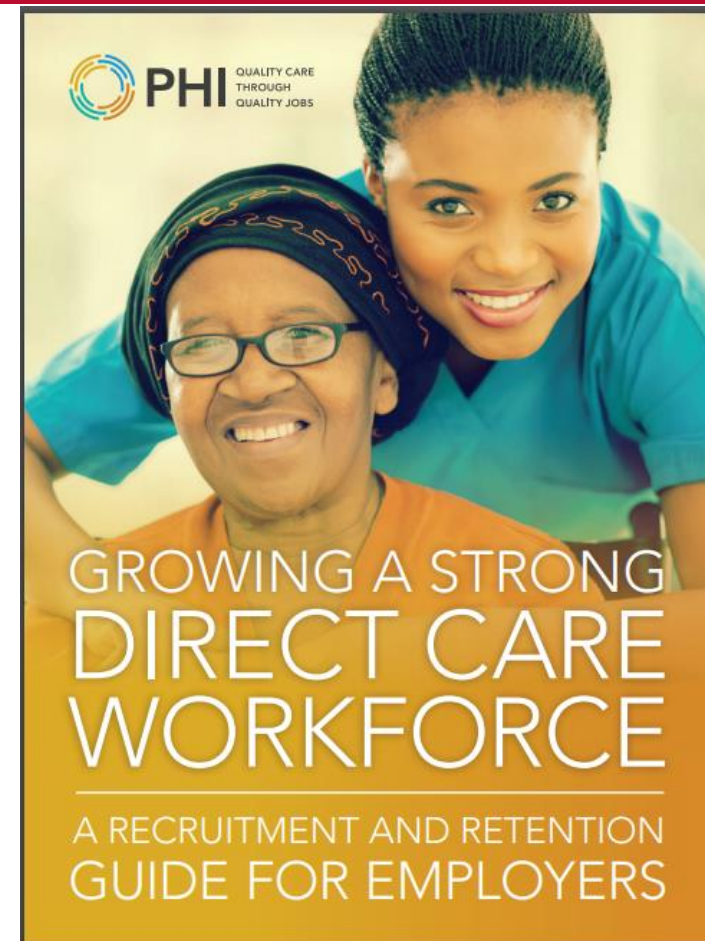
Ensure Effective Supervision

Develop Advancement Opportunities

Invite Participation

Recognize and Reward Staff

Measure Progress



Deliver improved quality of care

<https://phinational.org/resource/growing-strong-direct-care-workforce-recruitment-retention-guide-employers/>

Financial

- Appreciation Pay
- Bonus or Stimulus Check
- Pay Insurance Premiums
- Housing-Rental to isolate from family
- \$.50/per hour incentive for masking/social distancing in community- on the honor system
- Uniforms/Laundry Services
- Tuition Reimbursement Program

Relationships and Appreciation

- Attendance Bonus
- Thank you Notes
- Appreciation Board- Employee of the Month
- Meals/Snacks
- Public Recognition
- Public Donations of Rewards

Peer Support and Advancement

- Frequent and transparent communication
- Thank you Notes between peers
- Appreciation Board- Employee of the Month
- Approach of Multi-disciplinary planning
- Listen and Learn
- All-hands on deck
- Cross-Train

Resources

- Temporary Nurse Aide Training Program
 - www.tempnurseaide.com
 - [Temporary-nurse-aide-16-hr-course](#)
- Enclave Principle
 - <https://www.nahcacna.org/enclave/>
- PHI- Growing a Strong Direct Care Workforce
 - [Strong Direct Care Workforce](#)
- Direct Care Worker Retention
 - [Leading Age- Direct Care Retention](#)

Reflection and Action



Share Successes and Challenges



Identify one or more ideas to try



Action: Create/Review/Update Visitation Policy

<https://dcn.ouhsc.edu/OkDCN-ECHO>

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