

Quality Assessment and Performance Improvement

Managing Social Isolation

AHRQ ECHO National Nursing
Home COVID-19 Action Network



Leave in Action - Reflection

Last week, we asked you to discover opportunities in your facilities to focus on opportunities for improvement rather than focusing on problems.

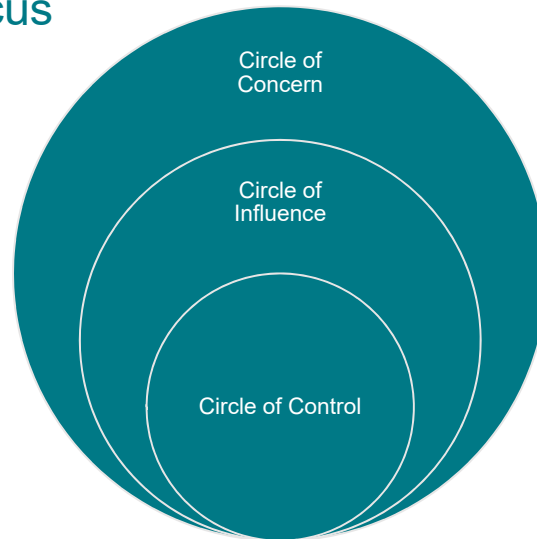
- What is one opportunity you identified using AI?
- Were you able to use the 4D Cycle? If so, what were your thoughts?

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Circles of Focus



Adapted from the *Circle of Control* podcast. <http://www.wilymanager.com/circle-of-control-podcast/>

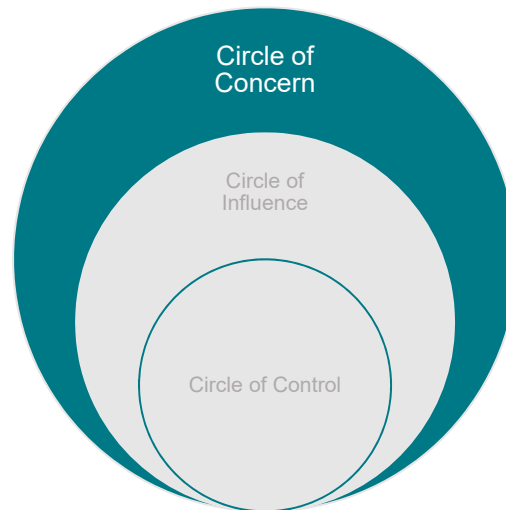
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Circle of Concern

- Includes a wide range of concerns that matter
- Outside of this circle are things of little or no concern
- Matters where you have little or no authority



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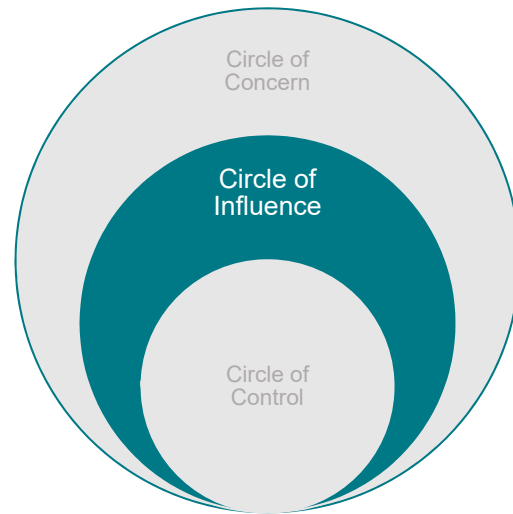
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Circle of Influence

- Includes things that are of concern and you CAN do something about
- May be a shared process or things you provide input for
- Work to migrate some things here to control
- Assess boundaries and what you are willing to / can take on



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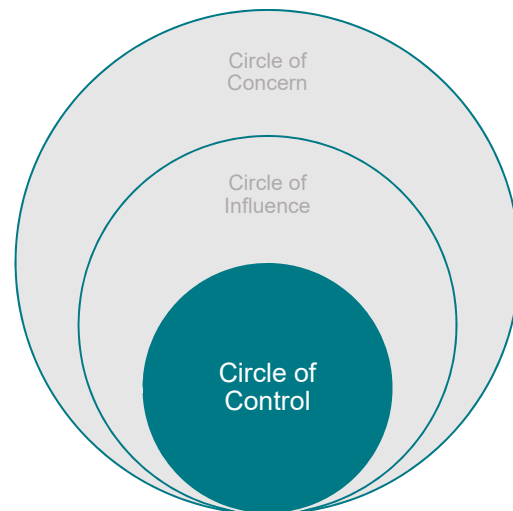
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Circle of Control

- Includes problems, challenges, and opportunities that we have direct control over
- Where the majority of our efforts belong
- Be careful not to over or under estimate your control



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Leave in Action: Discover opportunities exist in your work to optimize your focus for improved outcomes.

- For every activity, and every bit of energy you expend, you need to critically question whether it is in your Circle of Control, or one of the other circles.
- Thinking about your Circle of Control, are there items that need to be migrated to your Circle of Influence to optimize your

Next week, share:

- What is one opportunity you identified using the Circles of Focus?
- Were you able to identify items to be removed from your Circle of Control? If so, what were your thoughts or how do you feel about this?