

# Managing Social Isolation

## Impacting Quality of Care

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



One day you will  
tell your story  
of how you've  
overcome what  
you're going  
through now,  
and it will become  
part of someone  
else's survival  
guide. ♡

# Managing Social Isolation

## Residents

- Resident Engagement task force
- Identify ways to incorporate their voice in improvement activities
- Dementia
- Without family visitors- missing the physical touch
- Post Trauma

## Staff

- Social Isolation task Force
- Faith
- Gratitude
- Self-Care

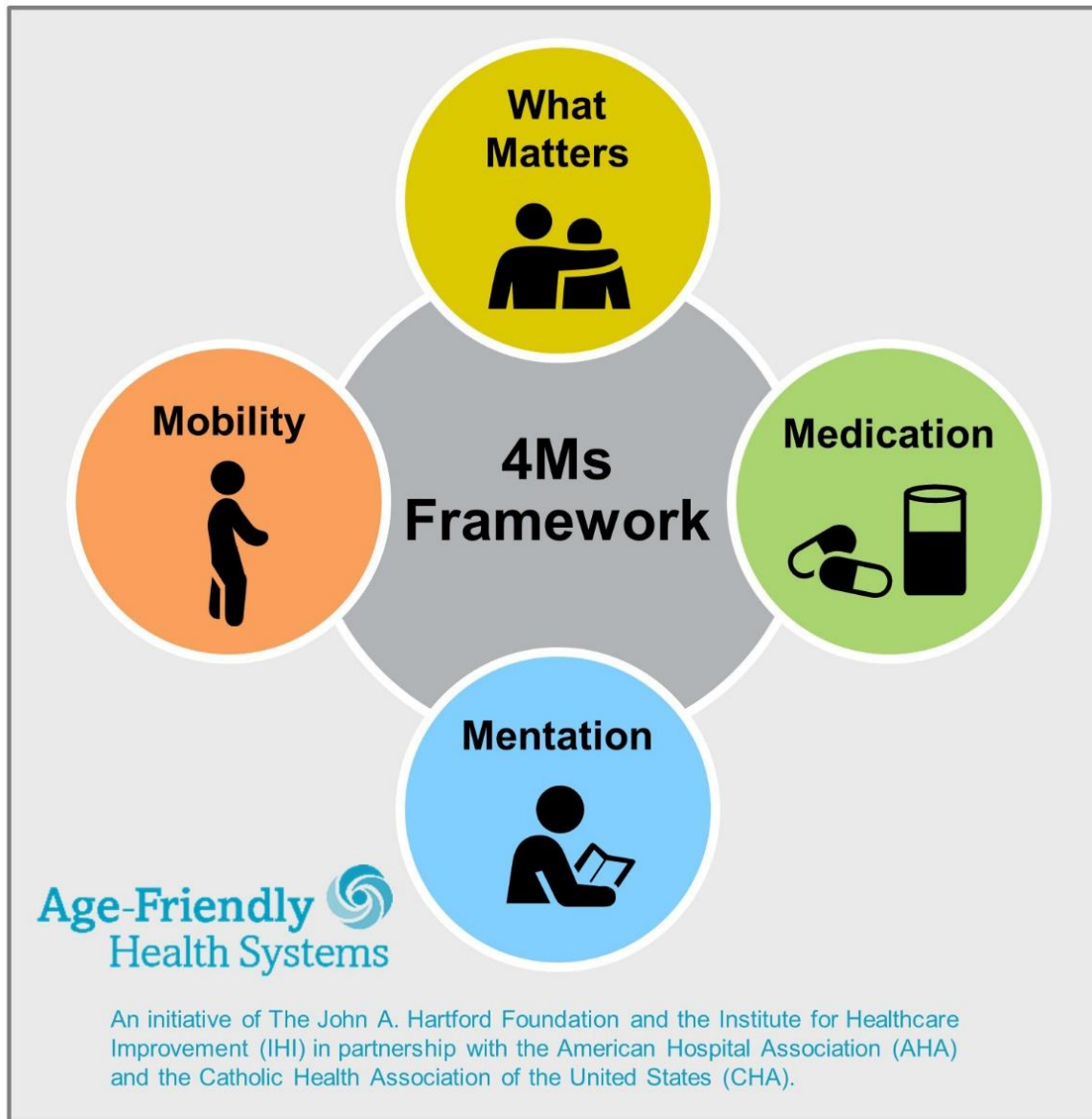
<https://dcn.ouhsc.edu/OkDCN-ECHO>

# Impacts

- Withdrawal
- Diminished Ability
  - Physically
  - Mentally
- Health Conditions

## Quality Measures to Focus Upon

- Behaviors affecting others
- AP/AA
- Depression
- Excessive Weight Loss
- Falls



For related work, this graphic may be used in its entirety without requesting permission.  
 Graphic files and guidance at [ihi.org/AgeFriendly](http://ihi.org/AgeFriendly)

## What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

## Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

## Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

## Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

# How to ask What Matters Most

Agree on what information important

Involve residents, families, staff

Feasible (time, format)

How documented, transmitted, shared

Consider culture, cognition, etc.

Reliable, specific, actionable (preferably vetted and tested)

AFHS What Matters toolkit



# What Matters Most- Starting the Conversation

What is important to you today?

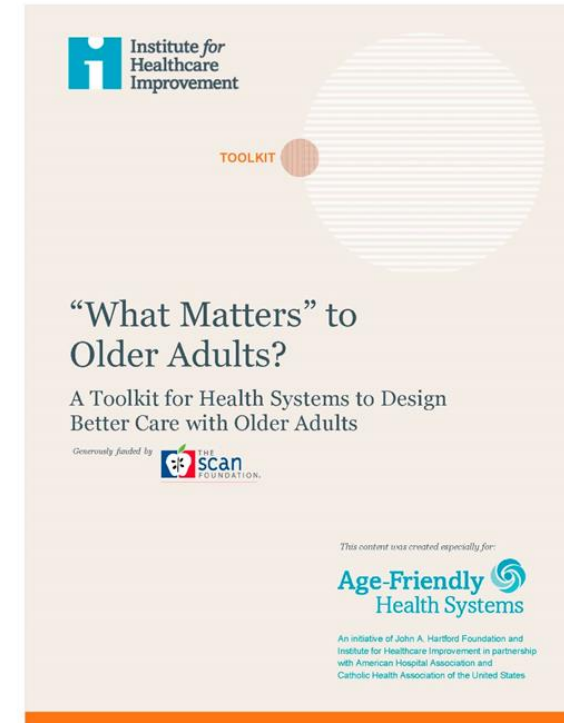
What brings you joy?

What do you worry about?

What are goals you hope to achieve in the next six months, one year?

What do we need to know about you to take better care of you?

What else would you like us to know about you?





# Resident Engagement Activities

- Electronic Pets
- Community Connections
- Doorway Activities
- Technology
- Music
- Laughter
- Games or Friendly Competitions
- Movie Night
- Armchair Travel

[Trivia](#)

[Museum of Modern Art](#)

[Metropolitan Opera](#)

[Take Flight](#)

## Performance Improvement Project (PIP) Documentation

Nursing Home Name: \_\_\_\_\_ Start Date: \_\_\_\_\_

# Sample PIP

- Team Members
- Project Focus
- Goal Monitoring
- Interventions
- Outcomes

### PIP Team Members:

Staff Name	Title		

### PIP Team Project:

Quality Measure of Focus	Baseline Rate of QM	Improvement Goal for QM	Goal Rate	Date to reach the goal rate

### Goal Monitoring:

Current Date	Current Rate	Current Date	Current Rate	Current Date	Current Rate

**Interventions:** The following are the interventions Implemented:

Start Date	Intervention Description	Intervention Notes	Outcome/Results

**Outcomes:** Use the table below to document what has worked, what has not worked, or lessons learned.

Intervention Successes	Intervention Barriers	Lessons learned



# Resources

- **Tips for Keeping Residents Engaged**
  - [Keeping Residents Engaged- AHCA-ACAL](#)
- **Keeping People Connected**
  - [Keeping People Connected- AHCA-NCAL](#)
- **Advancing States: Addressing Social Isolation**
  - [Addressing Social Isolation- Ideas by State](#)
- **OkDCN**
  - <https://dcn.ouhsc.edu/OkDCN-ECHO>

# 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>

# Contact OFMQ

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