

Prepare for Improvement

Supporting Staff's Mental Well Being

DAWN JELINEK

SENIOR CLINICAL CONSULTANT

OKDCN & OFMQ

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



Why Conversation?

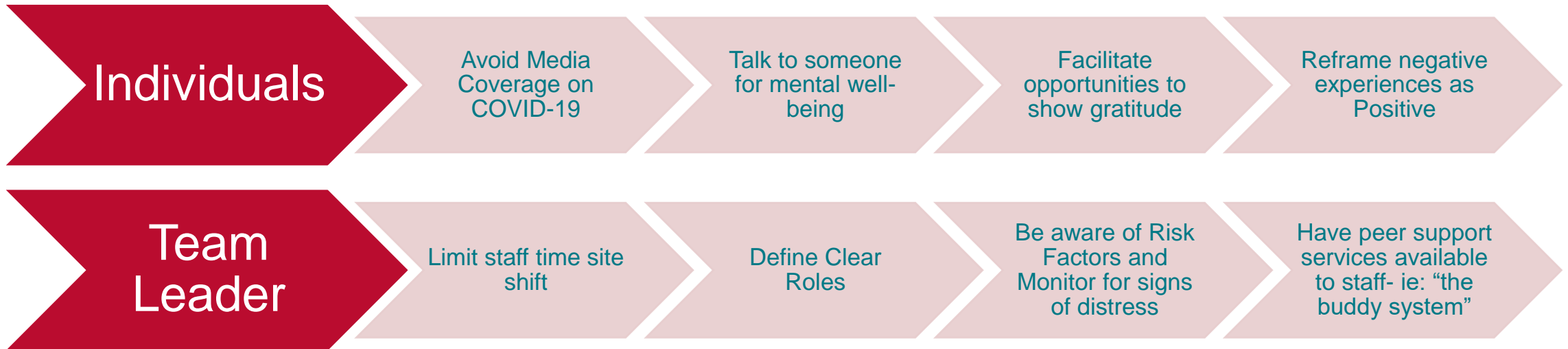
Why Now?



- ❑ Information to assist in problem solving
- ❑ Support Staff wellbeing
- ❑ Tap into creativity of staff
- ❑ Promote joy in work and healthy relationships
- ❑ Build a more robust system



Psychological PPE



Supporting Staff Well-Being

Ideas to Consider Implementing

- Encourage staff to reflect on their experiences
- Help staff prioritize
- Use daily 'check-in boards' – Post important resources
- “Stockpile Compassion!”
- Psychological PPE = safe workplace
- NORMALIZE asking for help.
- Creating rest spaces- encourage mindful breathing
- Discussion Sessions- *Ask staff what they need!!*
- “Buddy” System
- Validate staff for accomplishments each day.
- Positivity Board

Check-In Board



Safety First Aid (Watson, Westphal & Gist, 2020)

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

Pillars

Hear Me

Protect Me

Care for Me

Prepare Me

Support me

Active listening = Problem solving

“Here’s what I hear you saying – do I have that right?”

“What do we still need to learn?”

“How can we do this together?”



Hear Me

Listen and act on lived experience -understand and address concerns

Short huddles, small groups or 1:1 where you can ask:

What concerns do you have for residents, yourself, or the team?
Are there steps we can take right now as a team?
What good thing happened today?

Protect Me



Do

- Be Fact Based
- Focus on what we can Control
- Offer realistic help



Steps to try

- Reassure and inform
- Ask what can be done together
- Inform



Photo: LN, Unsplash

Care for Me



Do

- Identify what support looks like
- Recognize that mental health needs may increase
- Support colleagues personally affected by COVID
- Ensure staff know about resources

Steps to try

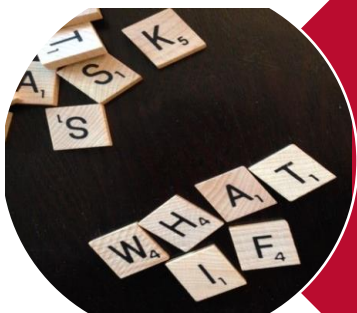
- Ask what staff need
- Address the basics

Prepare Me



Do

- Be honest and clear
- Encourage rapid learning
- Communicate



Steps to try

- Acknowledge impact of changing roles
- Ask what staff need
- Offer assistance



Support Me

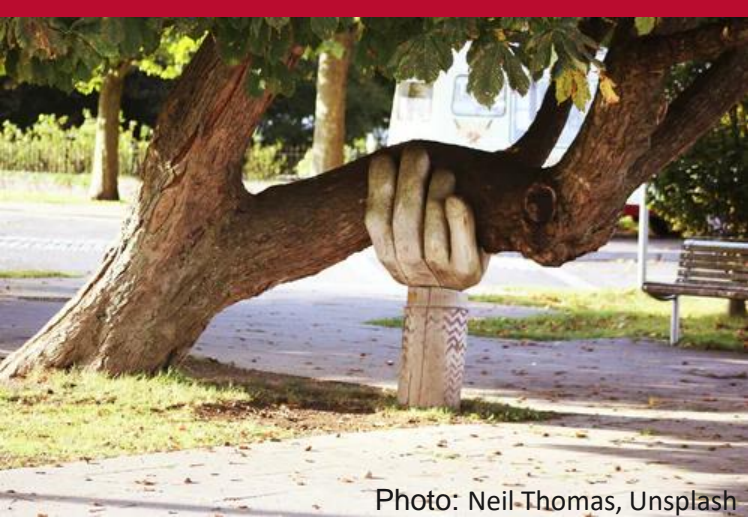


Photo: Neil Thomas, Unsplash

Do

- Be present
- Connect to purpose and meaning
- Provide emotional and psychological support
- Express gratitude

Steps to try

- Ask and listen
- Provide gentle reminders to practice self-care
- Say thank you and be specific

Resources

- Support Staff Wellbeing
 - [IHI Conversation-Guide-to-Support-Staff-Wellbeing](#)
- The Role of Shame and Guilt
 - [COVID-19 Psychological Implications](#)
- OkDCN
 - <https://dcn.ouhsc.edu/OkDCN-ECHO>

Important Resources



1-800-799-7233
Or, if unable to speak safely,
text LOVEIS to 22522



1-800-662-4357
For help finding treatment

Reflection and Action



Share Successes and Challenges



Identify one or more ideas to try



Action: Create/Review/Update Staff Support Policy

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