

## Leave in Action:

- Have a discussion with your team about your facilities sustainment efforts; review the CMS Sustainability Decision Guide; identify gaps and mitigation strategies; create a plan to ensure sustainability is incorporated into your improvement projects.

Share :

- What did you discover? Do you have sustainment built into your improvement process?
- Any new sustainment strategies stand out that you might incorporate?

# Reflection: 16 Weeks in the Making

Telligen – ECHO QI Coach

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



# 16-Week Nursing Home QI Content Topics

Week	Curriculum Topic
1	Elements of QAPI
2	Understanding the Data
3	Having A Conversation
4	Purposeful Rounding
5	PDSA Plan – Reliable Process
6	Steps for Improvement – To PIP or Not to PIP?
7	Understanding the Process – Is It Reliable?
8	Root Cause Analysis
9	Creating a Plan in PDSA
10	Finalizing the PDSA – What Did We Discover In the Action?
11	Transitions in Care – Is Our Process Reliable?
12	Staff Buy-In – Building on Communication and Relationships
13	Promoting Change in Quality Improvement
14	What Matters Most to Our Residents
15	Sustainability in Quality Improvement
16	Tying It All Together – Thank You!

# Waterfall Chat

- Instructions:
  - **Group1:** First name starts with A-M
    - Start typing an answer into chat but **DON'T SEND!**
- **Group 1:**
  - In chat type in:
    - **What has been the most helpful from our 16 weeks together?**
  - **DO NOT HIT SEND UNTIL GIVEN THE SIGNAL!**

# Waterfall Chat

- Instructions:

- **Group 2:** First name starts with N-Z
  - Start typing an answer into chat but **DON'T SEND!**

- **Group 2:**

- In chat type in:
  - **What is at least one item of change you implemented over the past year that brought on great engagement with your team and you will carry forward as a common practice?**
- **DO NOT HIT SEND UNTIL GIVEN THE SIGNAL!**


# Key Take-aways

- Create and sustain effective infection prevention and control practices and surveillance
  - Reliable processes – vaccination plans, environmental cleaning, purposeful rounding, visitations, etc....
- Provide the tools and resources that staff need to effectively care for covid-19 positive residents and to prevent the spread of covid-19 in their facility
  - Education, communication, feedback
- Support the physical and emotional well-being of staff
  - Listen and support
- Address the physical and emotional needs of residents in partnership with families and care partners.
  - 4M's – Mobility, Mentation, Medication, What Matters

# High Level Flow Charts for Reliable Design



## HIGH LEVEL FLOW CHARTS FOR RELIABLE DESIGN



**WHY IN A COVID CRISIS ARE WE TALKING ABOUT RELIABLE DESIGN?**

- We want **GOOD OUTCOMES**.
- We want standardized processes with a **HIGH COMPLIANCE RATE** throughout the nursing home for **LONG TERM** success.
- We want **SIMPLE, DOABLE** and **MINIMAL RESOURCE** approaches because we have **limited time, energy and resources**.
- We want to invest in approaches that can be applied to other situations for continuous quality improvement.
- Reliability occurs by **DESIGN** and not by accident.

**WHAT IS RELIABLE DESIGN?**

- To design a non-catastrophic process to 95% or better reliability with the understanding that at this level **SUSTAINABILITY** of the process is **HIGHLY LIKELY**.

### WANT TO GET GREATER RELIABILITY IN YOUR PROCESS?

- Think about different processes you want to improve.
- Select one process and clearly state the process using 2-5 words: (examples)
  - proper PPE use
  - preventing staff burnout
  - resident cohorting
  - COVID testing
  - visitation booths
- Keep it really simple by breaking the design into obvious steps. Limit it to only **FOUR STEPS**.
- Use a high level flow chart for reliable design.

### HIGH LEVEL FLOW CHARTS



- Each box is a process with attributes.
- Determine which process (box) you are having the most problem with and why.
- That process then becomes a logical improvement focus.

### HOW DO YOU DETERMINE WHICH STEP YOU ARE HAVING THE MOST PROBLEM WITH?

- Ask **ANCHORING QUESTIONS**.
  - "What is the most challenging part of obtaining your PPE?" or
  - "Tell me about the last time you had trouble accessing PPE."
- Ask 5 direct care staff if they can name the 5 attributes for a given process in question.

### KEEP IN MIND



- If the flow diagram doesn't seem **TOO SIMPLE**, complexity has already crept into your design.
- Complexity is the enemy of reliable design because 5 direct care staff will be **less likely** to be able to articulate the 5 attributes.

*High Level Flow Charts for Reliable Design* by Roger Resar and Frank Federico, IHI, Marla DeVries, THE GREEN HOUSE® Project, and Arkansas COVID-19 Action Network

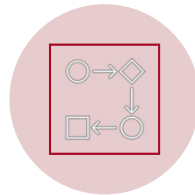
# Building on Reliability in your Process



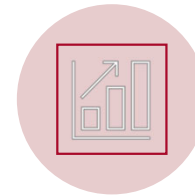
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TOPICS TO  
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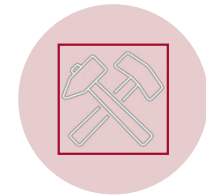
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# Leadership Support

Shares a clear purpose – the mission/vision/values - the “why”

Rounding with a purpose

Addresses challenges, breaks down barriers

Promotes change

Focuses on developing team knowledge

Builds interconnecting relationships

Provides resources, encouragement and availability

Utilizes feedback

Engages team members to share their ideas

Promotes communication

# Leave in 'Ongoing' Action: One Last Time

1. Get curious about the nature of an infection control concern
  - Review the data – assessments, measures, surveys
  - Observe it – the current state of the process
  - Talk to staff (huddles!)
  - Map/diagram/brainstorm RCA
2. Set a goal for what you want to achieve
3. Decide what you want to try – the plan
4. Start by testing/trying it on a small scale...1 day, 1 resident, 1 unit
5. Measure your impact in ways that make sense
6. Once improvement is gained spread facility wide and sustain your efforts

# Telligen QI Connect™ Ongoing QI Support

<https://www.telligenqinqio.com/events/>

## Root Cause Analysis (RCA) Training

- Supports QAPI process
- Supports state survey Directed Plan of Correction (DPOC) action plan
- Register a team for a 45-minute session, offered every Tuesday at 9:30am MT/10:30am CT

## Plan, Do, Study, Act (PDSA) Training

- Learn how to apply this four-step process into your QAPI activities
- Quick test to help make decisions
- Register a team for a 60-minute session, offered every other Wednesday at 10am MT/11am CT

# Thank you for everything you do!!!

