**TOPIC AREA**

[ ]  Antibiotic Stewardship [ ]  Infection Control Surveillance [ ]  Vaccination/Immunization

[ ]  Environmental Hygiene [ ]  Staff Infection Exposure Prevention [x]  Mental Health/Wellbeing

[ ]  Hand Hygiene [ ]  Testing/Screening, Cohorting Residents [ ]  Other

[ ]  Isolation Precautions [ ]  Visitors Restriction Infection Prevention

**Conduct Root Cause Analyses for Each Identified Gap or Opportunity:**

* Determine contributing factors, events, system issues and processes involved.
* Utilize RCA tools as appropriate (e.g., 5 Whys, Fishbone, Cause & Effect Diagram).
* Conduct a Plan-Do-Study-Act (PDSA) to test intervention, review results and adjust actions needed.

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| --- |
| **Area of Opportunity:**  |
|  |
| **Root Cause Analysis** **(specify each root cause and address each within the action plan):** |
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| **S.M.A.R.T. Goal: (Specific, Measurable, Achievable, Relevant, Time-based)** |
|  |

| **Project Start Date** | **Specific Actions and Interventions****\*** *HQIN IP Intervention Resources (optional)* | **Projected****Completion****Date** | **Person/Team Responsible****\**To include QAPI Committee*** | **Ongoing Monitoring and Surveillance** | **Additional Comments** |
| --- | --- | --- | --- | --- | --- |
|  | * Educate staff to recognize signs/symptoms and ways to address or prevent stress and compassion fatigue
* Educate staff that stress/compassion fatigue is not the same as mental illness
 |  | ADM, DON, Department Heads |  | [Tips for Healthcare Professionals: Coping with Stress and Compassion Fatigue (samhsa.gov)](https://store.samhsa.gov/sites/default/files/SAMHSA_Digital_Download/PEP20-01-01-016_508.pdf)[Managing Stress during COVID-19 Pandemic (samhsa.gov)](https://store.samhsa.gov/sites/default/files/SAMHSA_Digital_Download/PEP20-01-01-013_508_070220.pdf)[Clinicians-Care-for-Yourself.pdf (cdc.gov)](https://www.cdc.gov/mentalhealth/stress-coping/care-for-yourself/pdfs/Clinicians-Care-for-Yourself.pdf)[Emotional Wellness Toolkit | National Institutes of Health (NIH)](https://www.nih.gov/health-information/emotional-wellness-toolkit) |
|  | Facility leaders and managers will check in with staff* Make sure they feel heard and understood
* Help them identify solutions to problems and find support services where needed
* Ask staff who their support network is and how they access it during times of social isolation
 |  | ADM, DON, Department Heads | Once a week | [Disaster Distress Helpline | SAMHSA](https://www.samhsa.gov/find-help/disaster-distress-helpline)[Emergency Preparedness and Response | Occupational Safety and Health Administration (osha.gov)](https://www.osha.gov/emergency-preparedness)[Response Resources for Leaders to Address Psychosocial Needs in a Disaster (cdc.gov)](https://emergency.cdc.gov/coping/leaders.asp)[Supporting Families of Healthcare Workers Exposed to COVID-19 (cstsonline.org)](https://www.cstsonline.org/assets/media/documents/CSTS_FS_Supporting_Families_of_Healthcare_Workers_Exposed_COVID19.pdf) |
|  | Encourage staff to take a five-minute mental health break |  | ADM, DON, Department Heads |  |  |
|  | Allow staff time to call family during shifts to check on them |  | ADM, DON, Department Heads |  |  |
|  | Set up or assist staff to access employee support programs* Emergency Assistance Programs
* Set up a quiet room for staff
* Ensure staff can access food and other essentials
* Connect staff with resources for childcare
* Connect staff with licensed mental health professionals
 |  | ADM |  | [The Emotional PPE Project](https://www.emotionalppe.org/) |
|  | Show compassion and care when communicating with staff |  | ADM, DON, Department Heads |  | [Microsoft Word - Caring Communication COVID-19.docx (planetree.org)](https://resources.planetree.org/wp-content/uploads/2020/04/Caring-Communication-COVID-19.pdf) |
|  | Assist staff to effectively deal with grief |  | ADM, DON, Department Heads |  | [Resources for Health Care Workers Experiencing Grief | COVID-19 Response Resources Hub | Center to Advance Palliative Care (capc.org)](https://www.capc.org/covid-19/resources-health-care-workers-experiencing-grief/) |
|  | Assist staff to effectively deal with stress and anxiety to prevent burnout |  | ADM, DON, Department Heads |  | [COVID-19 - Frontline Workers | Mental Health America (mhanational.org)](https://mhanational.org/covid19/frontline-workers)[Infection Prevention Success Stories | Nursing Homes and Assisted Living (LTC) | CDC](https://www.cdc.gov/longtermcare/success-stories.html) |
|  | Find ways to recognize and engage staff* Treats in the breakroom
* Appreciation from residents/other staff/families
* Appreciation from leadership
 |  | ADM, DON, Department Heads |  |  |
|  | Implement a “buddy system” |  | ADM, DON, Department Heads |  | [NIOSH Fact Sheet: The Buddy System (cdc.gov)](https://www.cdc.gov/vhf/ebola/pdf/buddy-system.pdf) |
|  | Set up a well-ventilated safe space for staff to enter alone and properly take off their respirator/mask* Ensure area is disinfected between staff member use
 |  | ADM, DON, Environmental Services |  |  |
|  | Offer flexible scheduling options |  | ADM, DON, Department Heads |  |  |
|  | Find ways to reduce or eliminate staff shortages |  | ADM, DON |  | [Staffing During the COVID-19 Pandemic: A Guide for Nursing Home Leaders (ahrq.gov)](https://www.ahrq.gov/sites/default/files/wysiwyg/nursing-home/materials/guide-staffing-during-COVID19.pdf) |
|  | Conduct employee satisfaction and well-being surveys |  | HR | Annually, every 6 months or as needed based on staff turnover  | [Employee Satisfaction Survey (cms.gov)](https://www.cms.gov/files/zip/cmprp-toolkit-2-employee-satisfaction-survey.zip) [AMA Survey (clinician.health)](https://clinician.health/) |
|  | Implement a plan to understand employee satisfaction growth area(s), prioritize improvement areas, and take action to improve employee satisfaction* Report findings and progress at QAPI meeting
 |  | QAPI Team | Monthly/Quarterly | [Guide to Improving Nursing Home Employee Satisfaction (cms.gov)](https://www.cms.gov/files/document/cmprp-toolkit-3-guide-staff-satisfaction.pdf) |

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