



Health Quality Innovation Network

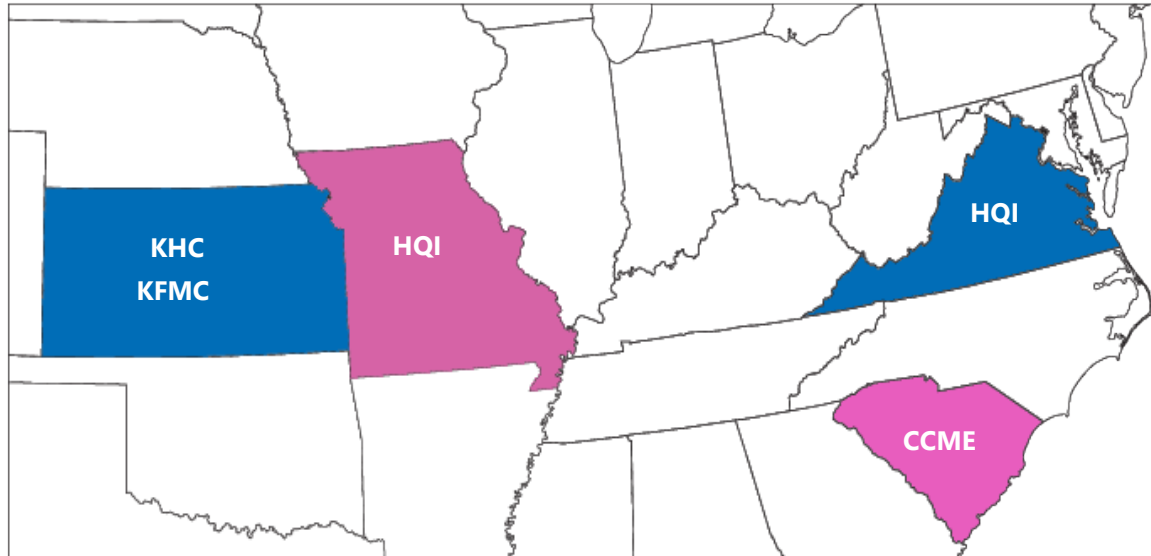


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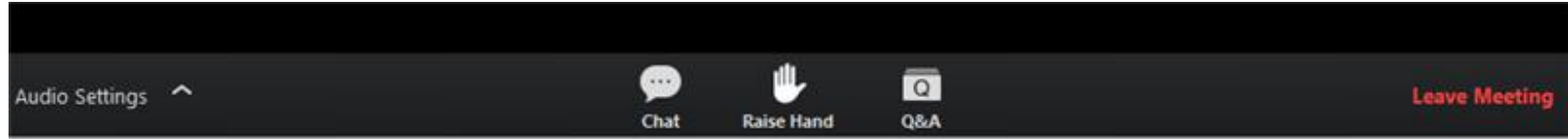
# The Ripple Effect of Focusing on Staff Emotional Well-being

December 14, 2021

# Health Quality Innovation Network



# Logistics – Zoom Webinar



To ask a question, click on the **Q&A** icon.

**Raise your hand** if you want to verbally ask a question.

Resources from today's session will be posted in **Chat**.

You may adjust your audio by clicking **Audio Settings**.

You have been automatically muted with video turned off.

# Today we will:

- Introduce the Staff Mental Health/Well-being action plan
- Discuss why it's important to focus on your staff's mental health/well-being
- Explore specific organization-level interventions that include leadership, individuals, and the entire team creating a positive impact.

# Action Plan

## Staff Mental Health/Wellbeing Action Plan Template

Facility Name: \_\_\_\_\_ Date: \_\_\_\_\_

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
	<ul style="list-style-type: none"> <li>Educate staff to recognize signs/symptoms and ways to address or prevent stress and compassion fatigue</li> <li>Educate staff that stress/compassion fatigue is not the same as mental illness</li> </ul>		ADM, DON, Department Heads		<a href="#">Tips for Healthcare Professionals: Coping with Stress and Compassion Fatigue (samhsa.gov)</a>  <a href="#">Managing Stress during COVID-19 Pandemic (samhsa.gov)</a>  <a href="#">Clinicians-Care-for-Yourself.pdf (cdc.gov)</a>  <a href="#">Emotional Wellness Toolkit   National institutes of Health (NIH)</a>
	Facility leaders and managers will check in with staff <ul style="list-style-type: none"> <li>Make sure they feel heard and understood</li> <li>Help them identify solutions to problems and find support services where needed</li> </ul>		ADM, DON, Department Heads	Once a week	<a href="#">Disaster Distress Helpline   SAMHSA</a>  <a href="#">Emergency Preparedness and Response   Occupational Safety and Health Administration (osha.gov)</a>  <a href="#">Response Resources for Leaders to Address Psychosocial Needs in a Disaster (cdc.gov)</a>

# Today's Speakers



**Mitch Kennedy, BSN, MBA**



**Rhandi Harris, RN**

Why choose an action plan during an infection control survey that has no tangible relationship to infection control?





# Where we came from...

- To understand why, we must first understand our recent past.
- To understand why, we must first understand our current situation.



# When the Light Came On

- During our survey with HQI, what observations were made
- After our survey, where did the conversation lead us
- What does our team not understand about infection control and controlling viral spread



# How Were We Caring For Our Residents

Our history of being a preferred facility due to quality and compassion of our residents



# How We Cared for Our Team

1. Feedback mechanism
2. Breakroom
3. Work-Life Balance
4. Mental Well-Being



# Our Evolution

1. Solicitation of feedback
2. Creation of space away from the unit
3. Employee Assistance Program (EAP) involvement
4. Creation of Kudos boards



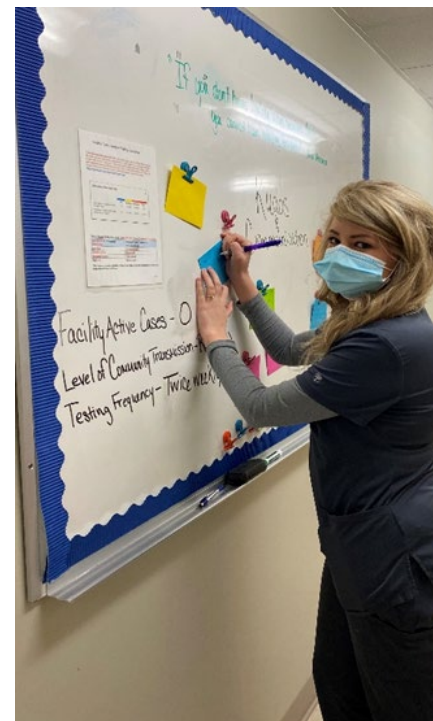
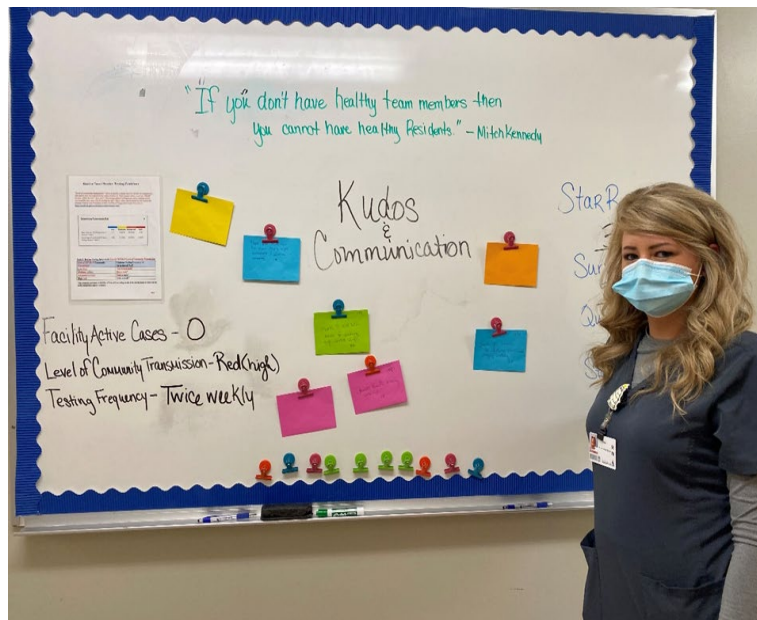
# Mental Health First Aid Room



# See Something, Say Something



# Kudos and Communication





# Employee Assistance Program



# Without a Healthy Team...We Cannot Have Healthy Residents



# FOR MORE INFORMATION

Call 877.731.4746 or visit [www.hqin.org](http://www.hqin.org)

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