**Topic Area: STAFF MENTAL HEALTH/WELL-BEING**

*Visit the* [*HQIN Resource Center*](https://hqin.org/resource/action-plan-templates/) *to access additional action plan templates on topics including infection control, vaccination and hand hygiene.*

**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 Worksheet](https://hqin.org/resource/five-whys-worksheet/), [QAPI Fishbone Diagram](https://hqin.org/resource/qapi-fishbone-diagram/), Cause & Effect Diagram)
* Conduct a [Plan-Do-Study-Act (PDSA)](https://hqin.org/resource/plan-do-study-act-worksheet/) to test intervention, review results and adjust actions needed

The sample RCA, actions, interventions, best practices and metrics illustrated here to address identified infection prevention areas of opportunity are solely intended as example guidance. Your team should perform an infection prevention gap analysis/risk assessment and build a customized action plan to best meet the needs of your specific organization and community.

**1**

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| **Area of Opportunity** |
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| **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)** |
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**2**

| **Project Start/ Completion Date** | **Specific Actions & Interventions** | **Person/Team Responsible**  *\*Include QAPI Committee* | **Ongoing Monitoring & Surveillance** | **Resources & Additional Comments** |
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|  | * 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 * Educate staff on workplace violence and how to prevent it | Administrator, Director of Nursing, Department Heads |  | * [Tips for Healthcare Professionals: Coping with Stress and Compassion Fatigue | SAMHSA](https://store.samhsa.gov/sites/default/files/PEP20-01-01-016_508.pdf) * [Clinicians: Care for Yourself One Small Way Each Day | CDC](https://www.cdc.gov/mentalhealth/stress-coping/care-for-yourself/pdfs/Clinicians-Care-for-Yourself.pdf) * [Emotional Wellness Toolkit | NIH](https://www.nih.gov/health-information/emotional-wellness-toolkit) * [Online Workplace Violence Prevention Course for Nurses | CDC](https://www.cdc.gov/niosh/docs/2013-155/) |
|  | 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   **4** | Administrator, Director of Nursing, Department Heads  **3** | Once a week | * [Disaster Distress Helpline | SAMHSA](https://www.samhsa.gov/find-help/disaster-distress-helpline) * [Impact Wellbeing Guide | CDC](https://www.cdc.gov/niosh/impactwellbeing/guide/) * [Response Resources for Leaders to Address Psychosocial Needs in a Disaster | CDC](https://emergency.cdc.gov/coping/leaders.asp) * [The Impact of Workplace Violence on Mental Health and Wellbeing | CDC](https://blogs.cdc.gov/niosh-science-blog/2024/05/29/hcw_violence_mh/#:~:text=The%20Impact%20of%20Workplace%20Violence%20on%20Mental%20Health,harassment%20on%20healthcare%20worker%20mental%20health%20is%20substantial.) |
| **4** | * Encourage staff to take a five-minute mental health break | Administrator, Director of Nursing, Department Heads |  |  |
| **4** | * Allow staff time to call family during shifts to check on them | Administrator, Director of Nursing, 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 * Assist with identifying means of transportation to and from work | Administrator |  | * [The Emotional PPE Project](https://www.emotionalppe.org/) |
|  | * Show compassion and care when communicating with staff | Administrator, Director of Nursing, Department Heads |  | * [Caring Communication with Team Members | Planetree International](https://isqua.org/images/COVID19/Caring-Communication-COVID-19_Planetree_Guidelines212.pdf) |
|  | * Assist staff to effectively deal with grief | Administrator, Director of Nursing, Department Heads |  | * [Health Care Professional as Griever: The Importance of Self-Care](https://www.va.gov/WHOLEHEALTHLIBRARY/docs/Health-Care-Professional-Griever.pdf) |
|  | * Assist staff to effectively deal with stress and anxiety to prevent burnout | Administrator, Director of Nursing, Department Heads |  | * [Health Care Professionals | NAMI](https://www.nami.org/Your-Journey/Frontline-Professionals/Health-Care-Professionals/) * [Mental Health and COVID-19 Information and Resources | MHA](https://mhanational.org/covid19/frontline-workers) |
|  | Find ways to recognize and engage staff   * Treats in the breakroom * Appreciation from residents/other staff/families * Appreciation from leadership | Administrator, Director of Nursing, Department Heads |  | * [Staff Recognition Ideas | HQIN](https://hqin.org/wp-content/uploads/2023/02/Staff-Recognition-Ideas.pdf) |
|  | * Implement a “buddy system”   **5** | Administrator, Director of Nursing, Department Heads |  | * [NIOSH Fact Sheet: The Buddy System](https://stacks.cdc.gov/view/cdc/156120/cdc_156120_DS1.pdf) |
|  | * Offer flexible scheduling options | Administrator, Director of Nursing, Department Heads |  |  |
|  | * Find ways to reduce or eliminate staff shortages | Administrator, Director of Nursing |  | * [Workforce Strategies | HQIN](https://hqin.org/resource/workforce-strategies/) |
|  | * Conduct employee satisfaction and well-being surveys | Human Resources | Annually, every 6 months or as needed based on staff turnover | * [Employee Satisfaction Survey | CMS](https://www.cms.gov/files/zip/cmprp-toolkit-2-employee-satisfaction-survey.zip) (link downloads a zip folder) * [Monitor and Assess the Well-Being of Your Physicians and Care Teams | AMA](https://clinician.health/login) |
|  | * 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](https://www.cms.gov/files/document/cmprp-toolkit-3-guide-staff-satisfaction.pdf) |

**8**

**6**

This material was prepared by Health Quality Innovators (HQI), a Quality Innovation Network-Quality Improvement Organization (QIN-QIO) under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. 12SOW/HQI/QIN-QIO-0817-07/17/24