

Welcome to the webinar

# Resiliency- Coping and Recovering During a Pandemic

The webinar will begin at 10:30

July 16, 2020



**Quality Improvement  
Organizations**  
Sharing Knowledge. Improving Health Care.  
CENTERS FOR MEDICARE & MEDICAID SERVICES



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# Resiliency- Coping and Recovering During a Pandemic

## COVID-19 Workshop Series

July 16, 2020



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# Housekeeping and Requests



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**For today's call, everyone is muted.**

- Please use the Chat box (right side of your screen) for questions and comments
- If we are unable to get to your question today, we will follow up with you
- Use the Chat box to let us know who's here today – your name, organization and role

# The IPRO QIN-QIO

## Who We Are



## The IPRO QIN-QIO

- A federally-funded Medicare Quality Innovation Network–Quality Improvement Organization (QIN-QIO)
- 12 regional CMS QIN-QIOs nationally

### IPRO:

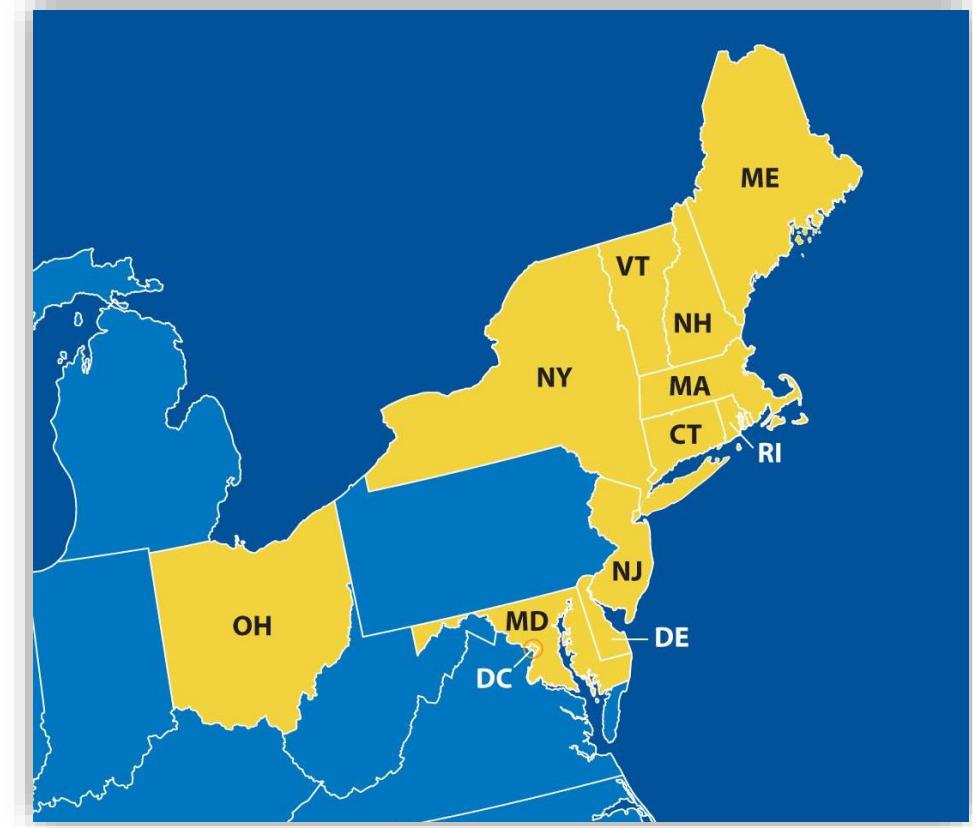
New York, New Jersey, and Ohio

### Healthcentric Advisors:

Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont

### Qlarant:

Maryland, Delaware, and the District of Columbia



Working to ensure high-quality, safe healthcare for  
**20% of the nation's Medicare FFS beneficiaries**

# Focus Areas Across Settings



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## Nursing Homes

- ✓ Working with more than 1,500 of the nursing homes in the region

## Community Coalitions

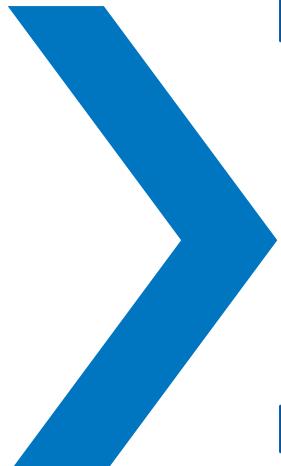
- ✓ Communities that encompass at least 65% of the Medicare beneficiaries in each state
- ✓ Members collaborating to improve outcomes for the communities they serve:

- Acute Care Hospitals
- Critical Access Hospitals
- Federally Qualified Health Centers
- Home Health Agencies

- Skilled Nursing Facilities
- Physician Practices
- Pharmacies
- Community Based Organizations

## Cross-Cutting Priority Areas

- Health Information Technology
- Health Equity
- Trauma-Informed Care
- Patient & Family Engagement
- Rural Health
- Vulnerable Populations



## Program Focus Areas





## Our Speakers



**Lynn Wilson, MS**  
Behavioral Health  
Team  
IPRO

**Janet Jones, RD**  
Aim Lead,  
Community  
Coalitions, Qlarant



# Grounding



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## “Box Breathing”

Sit in a comfortable position, straight spine and neck, shoulders back and down, look straight ahead with a gentle gaze.

**Inhale for count of 4.**

**Hold breath for count of 4.**

**Exhale for count of 4.**

**Hold breath for count of 4.**

- Repeat 4 (or more) times.



# Presentation Overview



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- Identify the culture of resiliency in your organization
- Use the “Wellness Compass” to gauge and reassess your strategies for resiliency
- Assess how COVID-19 may be impacting your ability to effectively engage residents/patients and their families/caregivers in their care
- Engage with community partners to practice and support resiliency



## Did you know ...



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“Scientific evidence ... the lifespan of any particular emotion is only one and a half minutes. After that we have to revive the emotion and get it going again.”



# The reality of working in health care ...



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## ... it is both exhilarating and stressful!

- Caring for people who are suffering can be incredibly rewarding as well as emotionally draining and physically and intellectually demanding.
- The stress of working in an *evolving practice environment* with complex technologies, significant time pressures, and regulatory and organizational demands can take its toll on the wellbeing and resilience of health care providers that are so vital to optimal care of clients and career satisfaction.
- In our efforts to help clients build their physical and emotional health and resilience, we are charged with the examination of our own capacity personally and professionally to model that which we strive to build.

“Grief and Resilience Live Together” - Michelle Obama

Source: [Compassion Resilience](#)



# Compassion Resilience



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## Resilience

Ability to recover and continue on in the face of adversity without being overwhelmed or acting in dysfunctional ways.

## Compassion

Combination of an awareness of others' distress and a desire to alleviate it – essentially a quality needed to be of benefit to others.

## Compassion Resilience

Ability to maintain our physical, emotional, and mental well-being while responding compassionately to people who are suffering.

## For health care workers

Ability to maintain our physical, emotional and mental well being while compassionately caring for those who are suffering.  
Identifying and addressing the barriers to caregivers/families and colleagues being able to effectively partner on behalf of those being served.  
Identifying, preventing, and minimizing compassion fatigue within ourselves.



**“Culture eats strategy for breakfast”**  
- Peter Drucker



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**The most important thing about culture is that it's the only sustainable point of difference for any organization. Anyone can copy your strategy, but nobody can copy your culture ... If your culture is strong then it gains power through inspiring your people.<sup>1</sup>**

**Research has demonstrated a linkage between organizational culture and staff experience of compassion fatigue.<sup>2</sup>**

Sources:

<sup>1</sup> [Management Issues: Why culture is more important than strategy?](#)

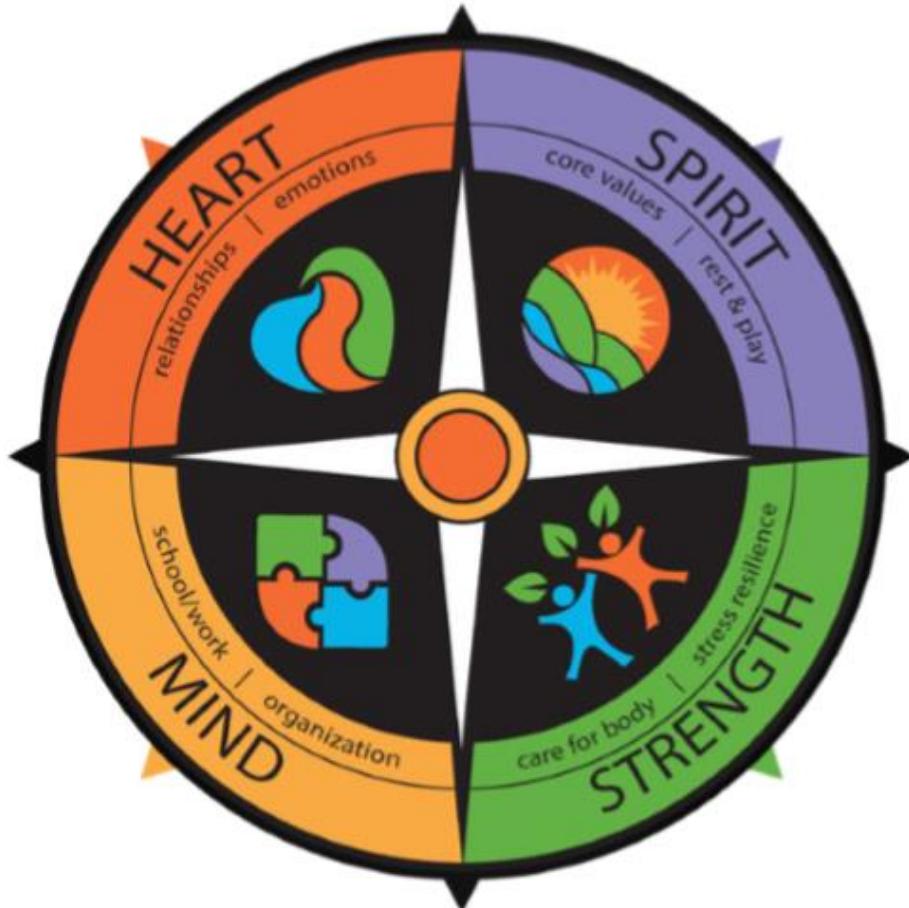
<sup>2</sup> Condrey, Katherine M. The Relationship between Compassion Fatigue and Organizational Culture. Diss. George Fox University, 2015.



# Wellness Compass



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**“Our fatigue is often caused not by work, but by worry, frustration, and resentment.”**

• Dale Carnegie

**“The calm and balanced mind is the strong and great mind; the hurried and agitated mind is the weak one.”**

• Wallace D. Wattles

# A Few Resources and Tools

## Wellness and Resilience Strategies: Mind



### Appreciative Inquiry Reflection on Competence

Understanding and fostering the resilience and strength in ourselves and those with whom we work begins with noticing the positive and what is being done well. Appreciative inquiry is an approach to identifying and building those positives. It can help us become aware of our internal and external dialogues and shift or reframe them so that our focus is on what we want more of rather than on what we don't want, focusing on the good that is already present (that we may be filtering out!). One way to do this is to ask yourself or others questions that are framed in, and will elicit that which is good.

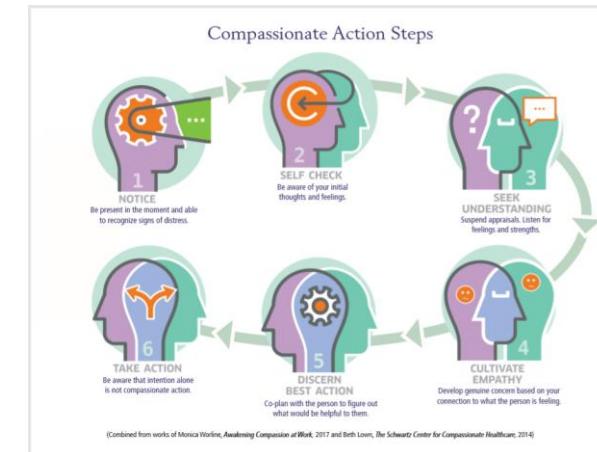
These questions can be used for individual reflection and/or conversations and planning in small teams or organization-wide.

1. Considering your entire time as a staff member at your organization, can you recall a time when you felt most alive, most involved, or most excited about your involvement in the organization?

- What made it an exciting experience? What gave it energy?
- What was it about you — unique qualities you have — that contributed to the exchange?
- Who were the most significant others? Why were they significant?
- What were the most important factors in your organization that helped to make it a meaningful experience (e.g. leadership qualities, structure, rewards, systems, skills, strategy, relationships)?

2. Let's consider for a moment the things you value deeply. Specifically, the things you value about 1) yourself; 2) the nature of your work; and 3) your organization.

- Without being humble, what do you value the most about yourself – as a human being, a friend, a parent, a citizen, and son/daughter?
- When you are feeling best about your work, what do you value about the task itself?
- What is it about your organization that you value?
- What is the single most important thing the organization has contributed to your life?



- Compassion in Action Steps
- Compassion Fatigue Cycle
- Professional Quality of Life Scale (PROQOL)
- Appreciative Inquiry Reflection on Competence



# Compassion Resilience to Community Resilience



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## IHI's Triple Aim and Quadruple Aim

Improving Care

Improving Health Outcomes

Lowering Health Costs

Improving Provider Well Being > Positive Impacts on all Fronts



# Compassion Resilience to Community Resilience



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## Moving from Internal Healing to External Healing

Internal (inside our facility walls – we work with them day to day)	External (outside our facility walls or come into our buildings)
Ourselves, Leadership, Co-workers	Patient's Families, Our Family, Friends
Patients	Healthcare workers at other facilities

Moving from Compassion **Fatigue** to Compassion **Resilience > Action**

# Compassionate Engagement of Patient and Families



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Motivated

Empowered

Able to recognize their needs

Able to state their strengths

Take an active role in changing things for the better.

"Involvement in services is important, but *real* engagement goes beyond that. Families can be involved and compliant without being engaged. Engagement is what keeps families working in the sometimes slow process of positive change."



# Compassionate Engagement of Patients and Family (and Others)



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**Six steps for compassionate action when families/caregivers are distressed:**

**Notice**

**Self-Check**

**Seek to understand**

**Cultivate empathy**

**Discern best action**

**Take action**



# Community Resilience

## An intentional Focus



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- The ability of a community to use its assets to strengthen public health and to improve the community's physical, behavioral and social health to withstand, adapt to and recover from adversity. Dept of Health and Human Services
- Resilient communities promote individual and community physical, behavioral, and social health to strengthen their communities for daily, as well as extreme, challenges.

# Community Resilience

## An intentional Focus



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- **IPRO QIN-QIO Community Coalitions:** leaders, staff, patients, community organizations, nursing homes, hospitals, pharmacists, other facility types (anyone that may potentially touch a patient in their healthcare journey).
  - How are you talking with your external partners?
  - How well are you using the six tools mentioned above?
  - Is there no blame involved?
  - Do you ask how are you feeling – across all levels of organization and “outside of the your walls”? (e.g., Leaders/1:1)

**Working together we are stronger and able to provide better care for our communities.**



# Discussion Questions



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**Please respond in the chat?**

1. Has your communication with community partners changed in the last three months and if so how?
2. How has your organization or practice supported your own resilience in the past three months?
3. Considering the last three months, can you recall a time you felt excited about your work?



# Resources



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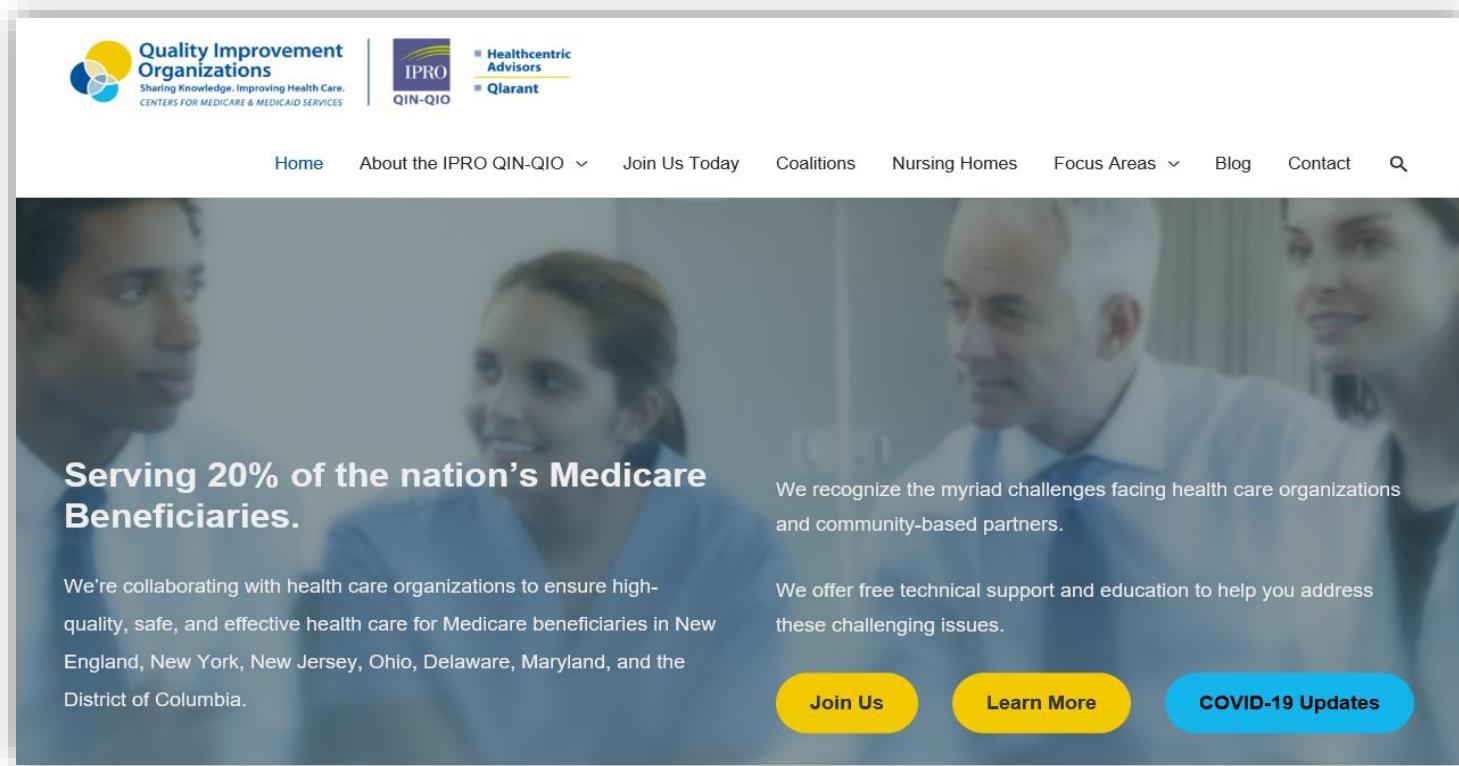
- [Wise Wisconsin: Compassion Resilience](#)
- [The Schwartz Center for Compassionate Healthcare](#)
- [“What Happens to Compassion During an Opioid Epidemic?”](#)
- <https://www.gnyha.org/event/hero-ny-module-3-impact-effect-outcome-frontline-workers/>
- [Healthy Break Activities](#)

**To learn more about working with us ...**

- [Nursing Home Quality Care Collaborative](#)
- [Community of Care Coalitions](#)

# Learn More & Stay Connected

<https://qi.ipro.org/>



The screenshot shows the homepage of the IPRO QIN-QIO website. At the top left is the Quality Improvement Organizations logo with the tagline "Sharing Knowledge. Improving Health Care. CENTERS FOR MEDICARE & MEDICAID SERVICES". To its right are the IPRO QIN-QIO and Healthcentric Advisors logos, with Qlarant listed below them. The navigation menu includes Home, About the IPRO QIN-QIO, Join Us Today, Coalitions, Nursing Homes, Focus Areas, Blog, Contact, and a search icon. Below the navigation is a large video thumbnail showing four healthcare professionals in a meeting. Overlaid on the video are several text elements: "Serving 20% of the nation's Medicare Beneficiaries.", "We recognize the myriad challenges facing health care organizations and community-based partners.", and "We offer free technical support and education to help you address these challenging issues." At the bottom of the video area are three buttons: "Join Us" (yellow), "Learn More" (yellow), and "COVID-19 Updates" (blue).

Follow IPRO QIN-QIO



This material was prepared by the IPRO QIN-QIO, a collaboration of Healthcentric Advisors, Qlarant and IPRO, serving as the Medicare Quality Innovation Network-Quality Improvement Organization for the New England states, NY, NJ, OH, DE, MD, and the District of Columbia, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents do not necessarily reflect CMS policy. 12SOW-IPRO-QIN-TA-AA-20-136



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