

South Central Long-Term Care RISE

Resiliency, Infrastructure, Support & Empowerment

Office Hours

October 13, 2023



**LONG TERM
CARE** RESOURCE
COLLABORATIVE

SOUTH CENTRAL
LTC RISE



PennState
College of Medicine



AGENDA

- COVID-19 Data
- Vaccine Information Statements (VISs) & COVID-19 Toolkit Reminder
- RISE program spotlight: Vizient SCOR Survey
- Reminders & Opportunities
 - Messiah University
 - STARR program
 - Fast Form
 - ECHO
 - Age Friendly Health System recognition






SITUATIONAL AWARENESS

SOUTH CENTRAL REGION

LTC RISE Counties with Outbreaks						
	Outbreaks	Percent of Facilities in County with Outbreak	PCH	SNF	Total in County	Outbreaks Previous Week
Bedford	1	20%	3	2	5	1
Blair	8	31%	16	10	26	9
Mifflin	1	20%	2	3	5	0
Huntingdon	1	20%	2	3	5	3
Fulton	1	50%	1	1	2	0
Juniata	1	13%	5	3	8	0
Perry	0	0%	1	3	4	0
Cumberland	6	15%	24	17	41	8
Franklin	4	14%	20	9	29	6
Adams	0	0%	11	6	17	1
Dauphin	0	0%	22	9	31	1
York	1	2%	30	16	46	2
Lebanon	2	7%	19	11	30	3
Total	26	10%	156	93	249	34
Total Facilities (PCH and SNF)				249		

Future Surveillance

CDC COVID-19 Community Levels have been replaced with **COVID-19 hospital admission levels** to guide prevention decisions. *>98% concordance between the COVID-19 Community Levels (CCLs) and COVID-19 hospital admission levels on:

 <p>Low, Medium, High</p>	<p>Promote equitable access to vaccination, testing, masks and respirators, treatment and prevention medications, community outreach, and support services.</p> <p>Ensure access to testing</p> <p>Maintain ventilation improvements</p> <p>Encourage isolation among people who test positive.</p>
 <p>Medium, High</p>	<p>Implement screening testing in high-risk settings where screening testing is recommended.</p>
 <p>High</p>	<p>Implement healthcare surge support as needed</p>

SOUTH CENTRAL REGION- COUNTY COVID NEW HOSPITAL
ADMISSION RATES ON 10/12/23: CDC DATA TRACKER

COUNTY	NEW HOSPITAL ADMISSIONS PAST WEEK	RATE PER 100,000 POPULATION
ADAMS	36	4.4
BEDFORD	36	9.6
BLAIR	16	4.3
CUMBERLAND	34	4.7
DAUPHIN	34	4.7
FRANKLIN	26	8.1
FULTON	26	8.1
HUNTINGDON	13	11.2
JUNIATA	13	11.2
LEBANON	34	4.7
MIFFLIN	13	11.2
PERRY	34	4.7
YORK	36	3.4

Last Updated 10/12/2023

Vaccine Information Statements (VISs)

- Providers are required by law to provide EUA fact sheets to vaccine recipients or their caregivers
- For Pfizer and Moderna COVID-19 vaccines for those 12 and older, providers may use the manufacturer's package insert.
 - <https://www.fda.gov/media/151707/download?attachment> (Pfizer)
 - <https://www.fda.gov/media/155762/download?attachment> (Moderna)

RISE 2.0 Care Giver Well Being in LTC Informational Sessions

Maureen Ann Frye, MSN, ANP-BC, CPPS, CPHQ

Stacy Flemming, MHA

Thank you for your interest in assessing and improving Culture and Care Giver Wellbeing



Over 250 Long-Term Care Facilities and nearly 10K staff have participated in our offerings in RISE 1.0

What we learned...



~26% do not receive positive feedback from leaders



24% are emotionally exhausted



37% will not speak up with concerns



~31% do not feel valued/respected by leaders

Everything we offer is built upon our published Framework for high reliability healthcare

Management Systems

Infrastructure (systems and processes) to support strategy deployment; everyone has a role.

Leadership

Every leader models a healthy culture and holds everyone accountable; demonstrating the required high reliability behaviors and activities every day and in every interaction.

Learning System

A continuous learning mindset with competencies in improvement science. Deep dive to learn why.....



It starts with culture...

Culture

“I am responsible for creating a positive and healthy culture around me and effectively collaborating to achieve shared goals.”

Knowledge

Transparent, actionable, and visible clinical, operational, and cultural data to prioritize opportunities and track performance towards goals. Deep dive to learn what.....

- You can download a white paper on HRO and the Framework at: <https://www.vizientinc.com/our-solutions/care-delivery-excellence/reliable-care-delivery>

Measuring culture & wellbeing with SCOR-SF-LTC™



- A **SCOR™ Short Form (SF)** which includes **key indicators** of Burnout/Wellness, Resilience, Teamwork, Psychological Safety and Disruptive Behaviors specific for LTC environments
- **Custom questions** to align to a changing world
 - DEI, Microaggression, Worker Safety and Moral Distress
- **Enhanced benchmarking**
 - **>250 LTC organizations surveyed, nearly 10K respondents**
 - **First LTC Benchmark available**
 - **Largest database for the burnout domain**
- Integrates measurement with automated diagnostics and action planning tools for middle managers and leaders.
- Validated by Duke Safety Center – highly published with frequent publications from Duke and Stanford

S Safety
C Communication
O Operational Risk
R Resilience/Burnout

Survey takes <15 mins to complete
43 Questions

Validated approach published in peer reviewed literature

JAMA Network **Open.**

Original Investigation | Psychiatry

Emotional Exhaustion Among US Health Care Workers Before and During the COVID-19 Pandemic, 2019-2021

J. Bryan Sexton, PhD; Kathryn C. Adair, PhD; Joshua Proulx, BSEE; Jochen Proffitt, MD; Xin Cui, MD; Jon Bae, MD; Allan Frankel, MD

Abstract

Key Points
Question Is the COVID-19 pandemic associated with increased emotional exhaustion among US health care workers?
Answer Yes. Emotional exhaustion increased among US health care workers during the COVID-19 pandemic compared with before the pandemic.

Teamwork Before and During COVID-19: The Good, the Same, and the Ugly...

Kyle J. Rehder, MD, CPPS,*† K. Carrie Adair, PhD,* Erin Eckert, MHA, CPPS,* Richard W. Lang, MD,‡ Allan S. Frankel, MD,§ Joshua Proulx, BSEE,§ and J. Bryan Sexton, PhD*||

Objectives: The COVID-19 pandemic placed unprecedented strain on healthcare systems and workers, likely also impacting patient safety and outcomes. This study aimed to understand how teamwork climate changed during that pandemic and how these changes affected safety culture and workforce well-being.

Methods: This cross-sectional observational study of 50,000 healthcare workers (HCWs) in 3 large U.S. health systems used scheduled culture surveys to assess teamwork climate, safety culture, and workforce well-being.

Results: Teamwork climate improved during the pandemic, but safety culture and workforce well-being declined. These changes were associated with increased emotional exhaustion and decreased patient safety.

OPEN

The Psychological Safety Scale of the Safety, Communication, Operational, Reliability, and Engagement (SCORE) Survey: A Brief, Diagnostic, and Actionable Metric for the Ability to Speak Up in Healthcare Settings

Kathryn C. Adair, PhD,* Annemarie Heath, DNP, CNM,† Maureen A. Frye, MSN, CRNP, ANP-BC,‡ Allan Frankel, MD,‡ Joshua Proulx, BSEE,‡ Kyle J. Rehder, MD, CPPS,*‡ Erin Eckert, MPA, CPPS,* Caitlin Bonny, BS,§ Eboni Roberts, BS,§ and J. Bryan Sexton, PhD*||

Background: Psychological safety is a key component of a high-performing team. The Psychological Safety Scale (PSS) is a brief, diagnostic, and actionable metric for the ability to speak up in healthcare settings.

Methods: We conducted a cross-sectional survey of 50,000 healthcare workers (HCWs) in 3 large U.S. health systems to evaluate the psychometric properties of the PSS.

Results: The PSS demonstrated excellent psychometric properties, including high internal consistency and strong correlations with other validated measures of psychological safety.

The Science of Health Care Worker Burnout

Assessing and Improving Health Care Worker Well-Being

Kyle Rehder, MD; Kathryn C. Adair, PhD; J. Bryan Sexton, PhD

Context.—Problems with health care worker (HCW) well-being have become a leading concern in medicine given their severity and robust links to outcomes like medical error, mortality, and turnover.

Objective.—To describe the state of the science regarding HCW well-being, including how it is measured, what outcomes it predicts, and what institutional and individual interventions appear to reduce it.

Data Sources.—Peer review articles as well as multiple large data sets collected within our own research team are used to describe the nature of burnout, associations with institutional resources, and individual tools to improve well-being.

Conclusions.—Rates of HCW burnout are alarmingly high, placing the health and safety of patients and HCWs at risk. To help address the urgent need to help HCWs, we summarize some of the most promising early interventions, and point toward future research that uses standardized metrics to evaluate interventions (with a focus on low-cost institutional and personal interventions).

(Arch Pathol Lab Med. 2021;145:1095-1109; doi: 10.5858/arpa.2020-0557-RA)

“What is it that every leader... never wants, always has, often denies, and painfully mismanages?”

Workforce burnout.” —The Wellness Troll

Check for updates

OPEN ACCESS

EDITED BY
Olga Laimidi, University of Macedonia, Greece

REVIEWED BY
Mary Lavelle, Queen's University Belfast, United Kingdom
Judith Johnson, University of Leeds, United Kingdom
Mahshida Delgarni, Kerman University of Medical Sciences, Iran

*CORRESPONDENCE
J. Bryan Sexton
bryan.sexton@duke.edu

SPECIALTY SECTION
This article was submitted to Public Mental Health, a section of the journal Frontiers in Psychiatry

RECEIVED 14 September 2022
ACCEPTED 30 November 2022
PUBLISHED 16 December 2022

CITATION
Belz FF, Adair KC, Proulx J, Frankel AS (2022) The language of healthcare worker emotional exhaustion: A linguistic analysis of longitudinal survey

The Joint Commission Journal on Quality and Patient Safety 2019; 000:1-9

Associations Between a New Disruptive Behaviors Scale and Teamwork, Patient Safety, Work-Life Balance, Burnout, and Depression

Kyle J. Rehder, MD; Kathryn C. Adair, PhD; Allison Hadley, MD; Katie McKittrick; Allan Frankel, MD; Michael Leonard, MD; Terri Christensen Frankel, RN; J. Bryan Sexton, PhD

Background: Disruptive and unprofessional behavior occur frequently in health care and adversely affect patient care and health care worker job satisfaction. These behaviors have rarely been evaluated at a work setting level, nor do we fully understand how disruptive behaviors (DBs) are associated with important metrics such as teamwork and safety climate, work-life balance, burnout, and depression.

Objectives: Using a cross-sectional survey of all health care workers in a large US health system, this study aimed to introduce a brief scale for evaluating DBs at a work setting level, evaluate the scale's psychometric properties and provide benchmarking prevalence data from the health care system, and investigate associations between DBs and other validated measures of safety culture and well-being.

ORIGINAL RESEARCH

Work-life balance behaviours cluster in work settings and relate to burnout and safety culture: a cross-sectional survey analysis

Stephanie P Schwartz,¹ Kathryn C Adair,² Jonathan Bae,³ Kyle J Rehder,⁴ Tait D Shanafelt,⁵ Jochen Proffitt,⁶ J Bryan Sexton²

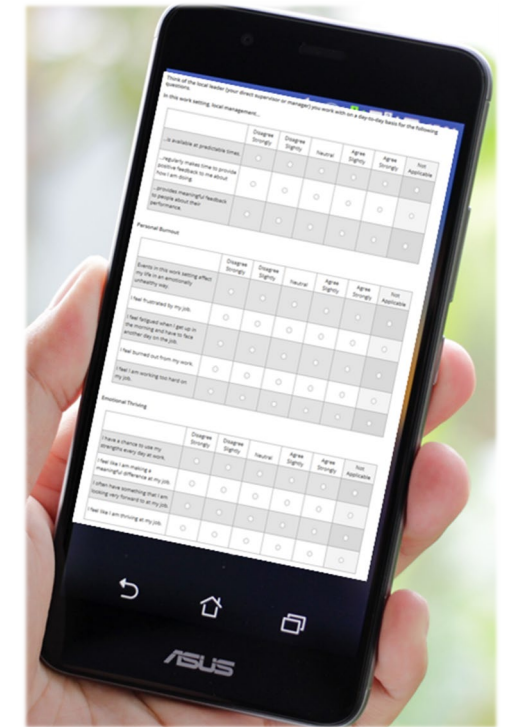
ABSTRACT
Background Healthcare is approaching a tipping point as burnout and dissatisfaction with work-life integration (WLI) in healthcare workers continue to increase. A scale evaluating common behaviours as actionable examples of stimulation and personal satisfaction. However, the time demands, poorly designed systems and misaligned incentives can be relentless with unhealthy

Field's strongest validity measures

Culture Domains ["SCOR"]	α Score
Local leadership	0.965
Burnout climate	0.902
Personal burnout	0.924
Teamwork	0.821
Safety	0.869

- Bryan Sexton et al, British Medical Journal, November '17

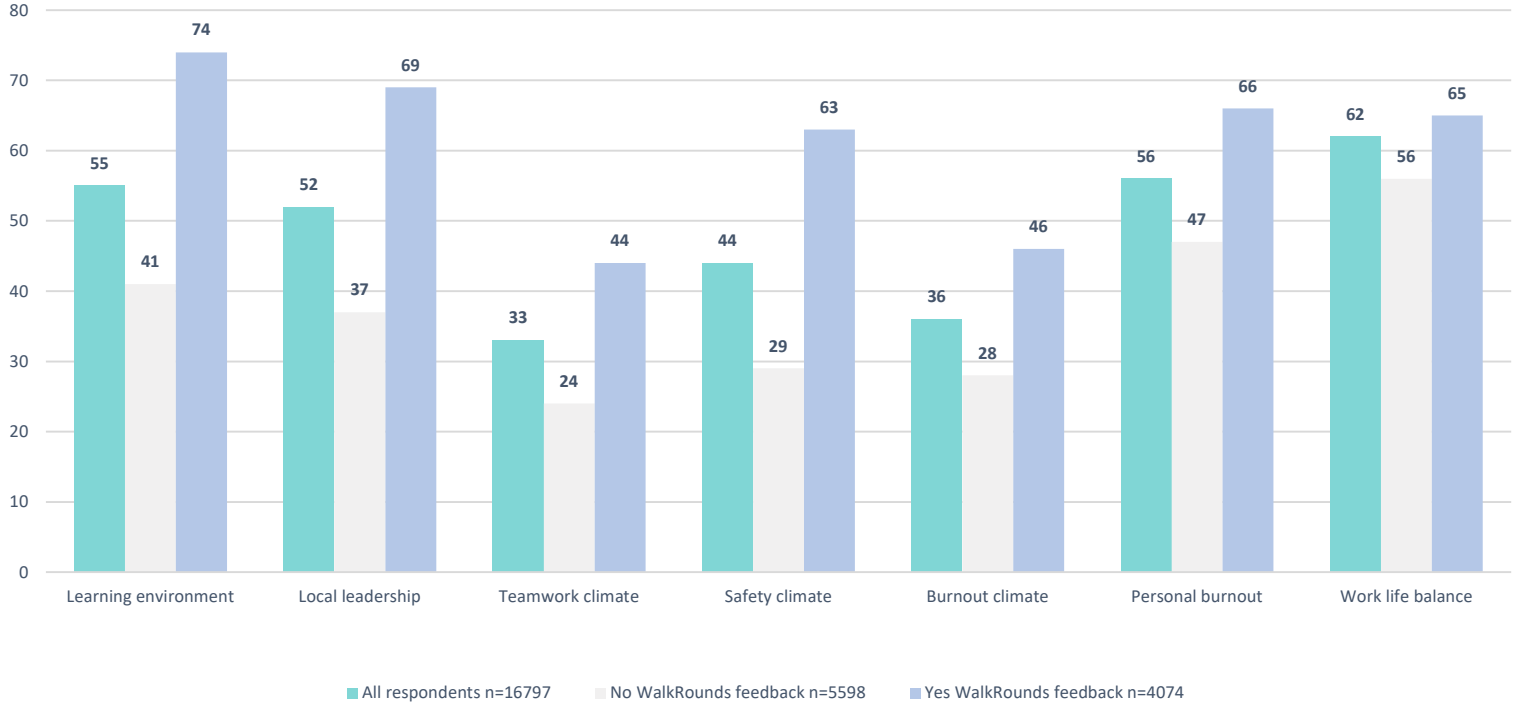
Measure of survey consistency and reliability
 >0.9 considered excellent
 >0.8 = very good; >0.7 = acceptable
 <0.7 considered unacceptable



Online access & ease of use with link and QR code

SCORE™ assesses and improves engagement, culture, and burnout

Michigan SCORE™ Results



23%↑ SCORE™ results when leaders provide visible support and feedback.

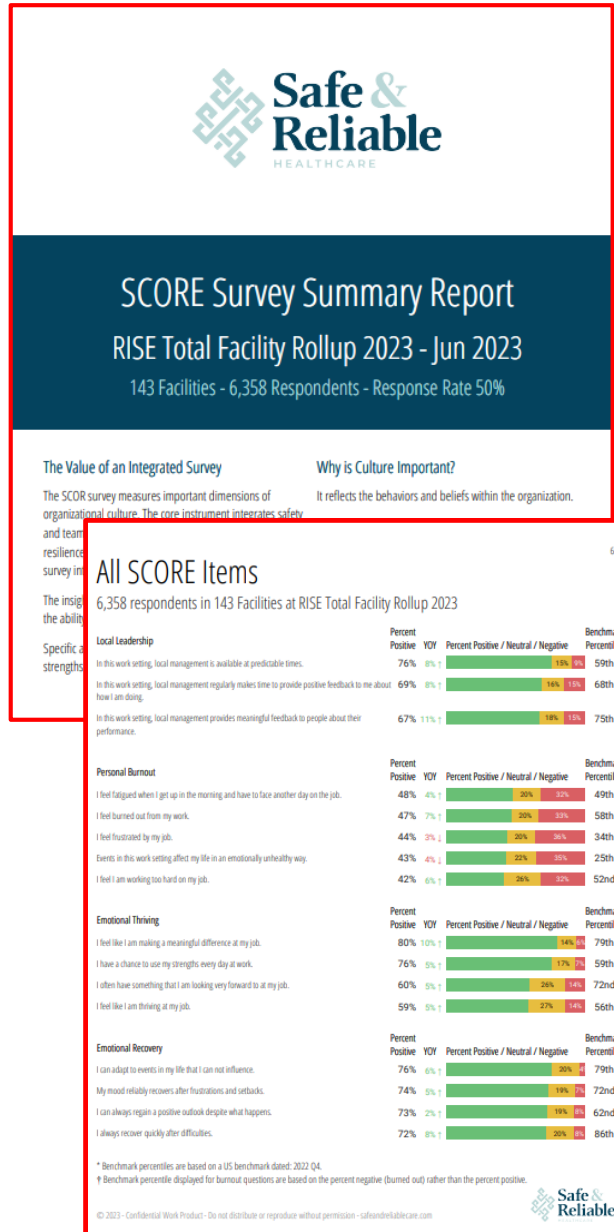
n=16,797 respondents

- With leadership feedback
- Without leadership feedback

• Source: Sexton, Frankel et al <https://qualitysafety.bmj.com/content/27/4/261>

What the Communities Receive:

- A **summary report** gives LTC leaders insights into how the team culture and well being scores look compared to prior results, facility results and the benchmarks.
- **Infographics** to aid in sharing results with the workforce is available.
- **Action plans** and **resources** for just-in-time eLearning is provided.
- A **customized debriefing session** (with slides) that provide individual support and explanation to support improvement and setting goals for improvement.



Action Plan	
SCOR™-SF-LTC Survey 2023	
Community Name	Main Point of Contact
Type of Community	Number of Employees
Date of Debrief:	
Action Plan Prioritization: https://www.safeandreliaablecare.com/riase	
Based on the review of your SCOR™-SF-LTC data, Vizient Safe and Reliable recommends these top 1-3 domains for improvement work. You can access the action plan slides and short videos using the link above.	
	Leadership 1.0 (feedback, visibility)
	Teamwork & Communication (Communication breakdowns)
	Teamwork & Collaboration (Psychological safety and When Things Go Wrong)
	Consensus & Alignment (difficult colleagues, disruptive behaviors, and situation management)
	Burnout: 3 Focused Tools for Leaders on 3 Well Being Interventions for community spread
Additional Recommendations and Action Steps	
X	Share results with your Leadership Team. Prepare for Listening/Learning sessions.
X	Review the video/slides: Debrief to Listen, Learn and Act: Sharing Results with your Teams
X	Meet with your staff to review/understand the results. An Infographic Report is available to communities with participation rates of >40%.
X	Understand the Community Response to Addressing Burnout.
X	Review the video/slides: Burnout: Overview / Summary- The 10 Well Being Interventions
X	Share the Trifold Brochure which links them to all 10 Well Being Interventions: https://bit.ly/3SrRaHg

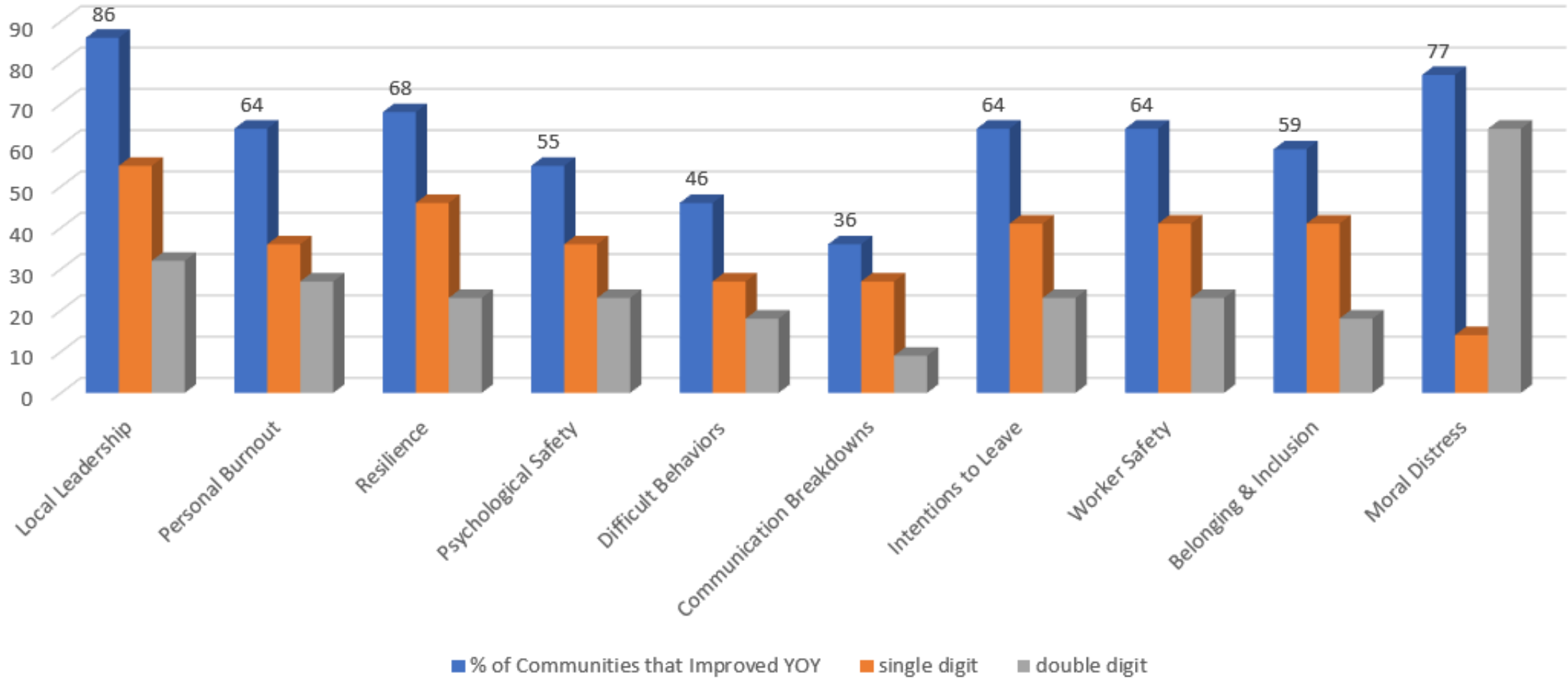
Action Plan Connection Sessions (*monthly*)
Continuing their improvement journey of culture and wellbeing



- Monthly open office hour format, reviewing long term care findings, providing insight and discussing improvement challenges within their LTC community.

Those who 'did the work' got better

Baseline and Follow Up SCORETM Percent Improvements
N=22 communities



Information re: SCOR™ Survey

- ❑ Registration: Register your community via link supplied or by scanning the QR code on the next slide
- ❑ Once registered, S&R conducts outreach to the POC for a mapping session and to answer questions.
- ❑ Two weeks before survey launch, **hardware & posters** arrive at the new facilities. A 15 min Pre-Launch Session is held to align everyone and ensure successful launch.
- ❑ Survey launch- Runs 4 wks.; daily participation reports to POC to drive engagement. Goal: 100% participation
- ❑ Survey closes: data analytics/survey report generation begins.
- ❑ Four weeks after survey closure, S&R conducts outreach to set up appointments for **Debriefing Sessions**

JOIN IN! Click on this Link and you can register!



SCOR™ Survey Registration Link / QR code



[PSU SCOR Registration](#)

Acknowledgement of Funding Support



This activity was funded in part by the University of Pennsylvania Health System.

Contact us at:

Maureen Ann Frye, MSN, CRNP, ANP-BC, CPPS, CPHQ
Associate Principal
Vizient Safe and Reliable Healthcare, LLC

Maureen.frye@vizientinc.com

Raef Lambert
Lead Project Manager
Vizient Safe and Reliable Healthcare, LLC

Raef.lambert@vizientinc.com

COVID-19 Infection Control and Outbreak Response Toolkit for Long-Term Care

Published: July 2023



pennsylvania
DEPARTMENT OF HEALTH

An Opportunity for RISE Providers

Leadership Programs – Tailored for LTC

From - Penn State Executive & Professional Programs

- What: Program series offered as a service to the RISE South Central region at no fee!
- Who: LTC leaders and managers
- Why: The short courses have been tailored to address the LTC community and people leaders hope to learn more about current issues in leadership/management

Communication Strategy for **LTC Leaders**

Series Dates: October 18, 19, & 20, 2023

Time: 8:30 - 11:45 PM (EST)

CEs Available

This program helps you explore effective strategies for communicating strategic vision up, down, and across the organization, with particular focus on message authenticity and communicating across generations.

As a result of this program, you will be able to:

- Use communication as a leadership tool
- Uncover keys to authenticity to connect with the team
- Use communication to foster engagement & support change

Leading and Managing a **Long-Term Care Team**

Series Dates: Oct 25, Nov 1, 21, & 29, Dec 6 & 13, 2023

Time: 1:00-4:15 PM (EST)

CEs Available

If you lead or manage people, you'll benefit from this comprehensive series. Interactive sessions focus on topics that matter most to you: goal attainment, recruitment/retention, and organizational success.

This course will help you:

- Use emotional intelligence to be a more effective leader
- Define critical steps in performance management and how to use them to drive success
- Assess teams to harness strengths and increase group productivity.

[Register here!](#)



The Bridge Center at Messiah University is hosting 8 educational courses for entry and mid-level Long-Term Care Leaders called **Leading Spirituality and Wellness in Long-Term Care.**



THE BRIDGE CENTER
FOR CONTINUING EDUCATION

Registration is free!

Check out current offerings, suggest a training, or sign up for our email list!

www.messiah.edu/bridgecenter

Each course will focus on a unique aspect of spirituality and will encourage long-term care leaders in their personal journeys as well as provide tools to support their co-workers and team members.



The Bridge Center at Messiah University is hosting 8 educational courses for entry and mid-level Long-Term Care Leaders called **Leading Spirituality and Wellness in Long-Term Care.**

FIRST COURSE – October 19 at 1:00 p.m.

Exploring the Connection Between Servant Leadership and Spirituality

Research suggests that servant leadership and spirituality reinforce one another. As leaders grow spiritually, they begin to exhibit servant leadership characteristics and as leaders practice servant leadership they evolve spiritually. This course will seek to explain this relationship and demonstrate how servant leadership can contribute to employees' spiritual growth and holistic growth.

Registration is free!



THE BRIDGE CENTER
FOR CONTINUING EDUCATION

[For information on this course](#)
or to register, click here or scan QR code!

For more details on the course series, go to
www.messiah.edu/bridgecenter



The Return of the STARR Ladder Program!

The South Central LTC RISE Team is excited to be re-launching our STARR Ladder Program in the coming weeks!

3 Tracks:

- Dementia Care Track
- Infection Prevention Track
- QAPI Track – NEW!!

Provide select staff with an opportunity to become facility champions through participation in the STARR ladder program with goal to have facility recognition through assignment of a new role/title. Eligible staff include medication technicians, certified nursing assistants, maintenance staff, administrative staff and nurses.

3 STARR Phases:

- Online Component geared toward your chosen track (self-paced)
- In-Person workshop and training with subject matter experts for STARR Participants
- In-Person training with STARR Participants as leaders

Want to learn more? Email us! RISEteam@pennstatehealth.psu.edu



[Register here!](#)

EMERGENCY MANAGEMENT TRACK

provided by HAPevolve

GENERAL SERVICES

All facilities in the South Central LTC RISE region will be offered general training material and templates, which include:



Template, Tools, Resources:

- “All-Hazards” approach emergency plan templates and supplemental resources accessible both online and on smartphones for ease of access
- Exercise templates and resources that meet regulatory requirements



Office Hours & Exercises:

Invitation to training webinars and table-top exercises with an emergency management subject matter expert on various topics related to emergency management/preparedness



HAPevolve PREP

- Transition your emergency operation plans into a web and mobile based application
 - Customizable and scalable
 - Upload and update your specific plans and documents
 - Share in Real-Time

IN-DEPTH FACILITY EM PROGRAM

In addition to the general services and resources provided above, participating facilities will have access to:



Assessments & Improvements:

- Current state capability assessment to determine your facilities emergency readiness
- Match gaps to education, tools, and resources
- Post assessment to evaluate improvement



1:1 Coaching:

- With an Emergency Management Subject Matter Expert
- Customized training and education plan that is designed to address key developmental areas identified on the capability assessment



If you would like to learn more, contact your Long-Term Care RISE partner OR the LTC RISE 24/7 Call Center at 717-265-8577 and we will be happy to assist you.

Long-Term Care RISE ECHO

This virtual series seeks to empower facility administration and staff to improve health outcomes for residents facing challenges related to age-friendly care.

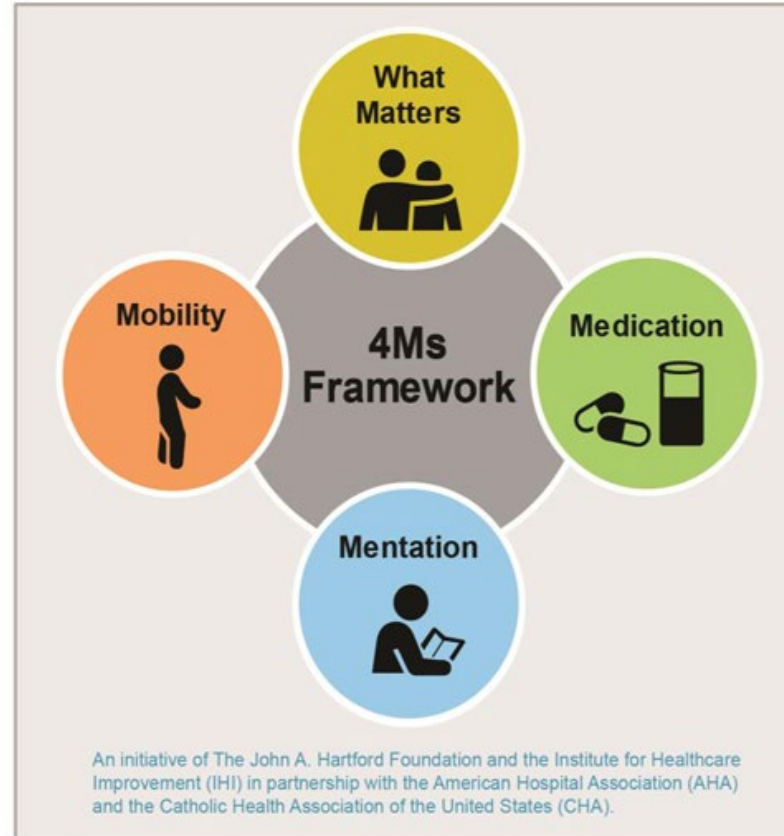
Join us October 26th, 2023 for our next session:
Emergency Management- Exercise Considerations in LTC

Register below!

<https://redcap.link/LTCRISE23-24>

Interested in Taking the Next Step to Become an Age Friendly Nursing Home or Personal Care Home?

- Through the RISE grant, our partners at ECRI will assist you in the steps outlined to gain Level 1 recognition!
- Ongoing support can be offered to set you up to achieve Level 2 recognition as well!
- Email jharpel@ECRI.org



What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, advance care planning and goals of care, and across settings of care.

Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.



In less than 10 minutes, complete the
LTC RISE *FAST Form*
The *Facility Access Survey Tool*



Created by your Long-Term Care RISE partners in the South Central PA region, this tool will help us gather information from multiple points-of-contact at your facility in order to quickly share resources, training, incentives and MORE to you for easy connections!

[Click here to complete the form today!](#)

Contact us!



<https://www.ltcrc.org/rise>



RISEteam@pennstatehealth.psu.edu



717-265-8577 24/7



South Central LTC RISE

External Partners



PennState

Ross and Carol Nese
College of Nursing

Tressa Nese and Helen Diskevich
Center of Geriatric Nursing Excellence



PennState
Smeal College
of Business

vizient

