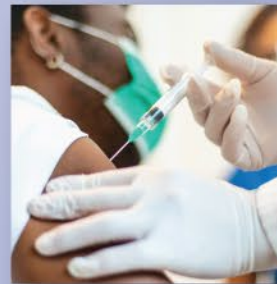


Building a Resilient Workforce that Enhances Patient Care

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Task Order Director
Alliant Health Solutions



A hand is shown placing a wooden block with a blue plus sign on top of a stack of other wooden blocks. The stack contains blocks with various medical icons: a heart with a plus sign and a pulse line, two pills, a syringe, a person in a wheelchair, and a first aid kit. The word 'AGENDA' is written vertically in a light blue banner on the right side of the image.

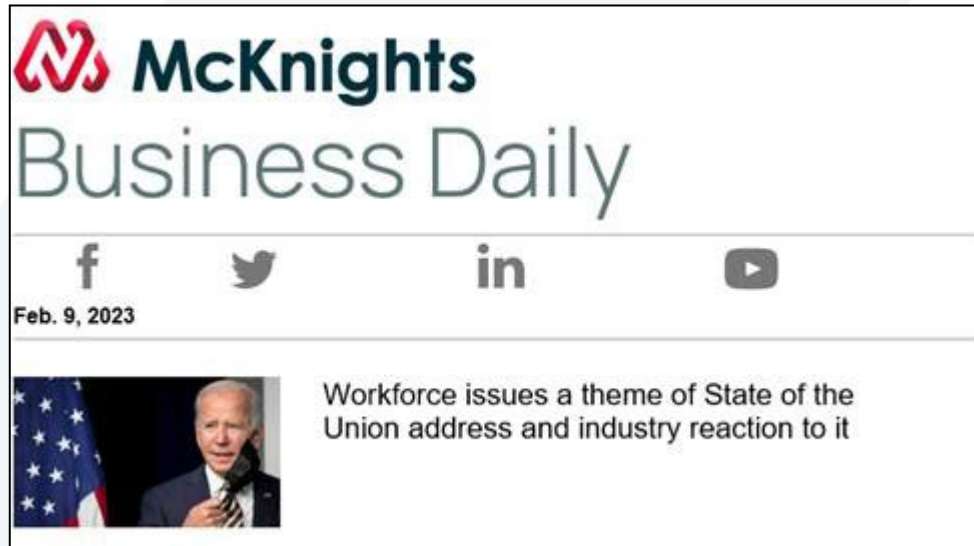
AGENDA

- Understand the definition of resiliency
- Understand the role of behavioral science in building a resilient workforce
- Understand practical examples of how to build resiliency and engage staff

Nursing Workforce

Data Doesn't Lie: Current Pace Sets Nursing Home Workforce Recovery Back to 2027

By Amy Stulick | January 19, 2023



McKnights Business Daily

Feb. 9, 2023

Workforce issues a theme of State of the Union address and industry reaction to it

The image shows a snippet from a McKnights Business Daily article. At the top is the McKnights logo, a red stylized 'M' followed by the text 'McKnights Business Daily'. Below the logo are social media icons for Facebook, Twitter, LinkedIn, and YouTube. The date 'Feb. 9, 2023' is displayed. The main text of the snippet reads 'Workforce issues a theme of State of the Union address and industry reaction to it'. To the left of this text is a small photograph of Joe Biden speaking at a podium with an American flag in the background.

Inside the 'Staffing Apocalypse' Devastating U.S. Nursing Homes

Workers have quit in droves, leaving residents without critical care

HEALTH AFFAIRS > VOL. 41, NO. 1 : | COVERAGE, MEDICAID, NURSES & MORE

Nurse Employment During The First Fifteen Months Of The COVID-19 Pandemic



Resiliency

- Empowerment
- Ability to bounce back
- Thrive in new circumstances
- Recover critical functionality



Behavioral Science

Behavioral science

looks at the effects of psychological, social, cognitive, and emotional factors on the actions we take and the decisions we make.

Why is this a hot topic?

- Humans are creatures of habit and routine.
- Most of the time we are not aware of the behaviors we show or why.



So How Do People Really Behave?



- We do not always think rationally and logically when we make decisions.



- Humans are influenced by “context”.



- We make decisions emotionally and justify rationally,



- We are satisfiers, meaning we will often just pick the easiest route to reduce the effort.



Why Should We Care?



The truth is, the brain can be reprogrammed. You just have to be deliberate about it.

-Charles Duhigg, "The Power of Habit"

- We can use this theory to help our teams **solve organization problems that are a result of people's behavior.**
- By **understanding the subconscious drivers of residents and families' behavior**, we can design optimal experiences that boost customer satisfaction and improve team engagement.



Leadership Involvement

- Messaging to all employees
- Attending standups and meetings
- Promoting selfcare and work/life balance
- Building trust among a core team
- Encouraging team building and continuing education
- Recognizing employees publicly

Reinforce the behaviors you want to see!



Grow Our Own!

- Set goal of having 10 CNAs per month undergo Nursing Assistant Academy
- Set goal to offer tuition reimbursement, scholarships and clear career path/ladder to five nurses per year
- Held a leadership retreat to focus on personal growth, business development and team building



Joy in Work


- Ask staff “What matters to you?”
- Identify blockers that would impede finding joy in the workplace
- Commit to making joy shared responsibility at all levels
- Use improvement science to test approaches to improving joy in the workplace




Resources



Resiliency Rounding Tool



NURSING HOME QUALITY



Resilience Rounding Tool


Rounder/Unit/Date:

Short summary script (for context): Hi, my name is (). I am here today to see how people are doing and what I and others may do to support you. With that said, do you have a few minutes for some short questions?


Staff Interview	Respondent 1	Respondent 2	Respondent 2
1 How is your day going? Is there anything that you need? (skill: intro)			
2 Tell me about how you are taking care of yourself? Is that enough? (skill: self awareness)			
3 Over the last months, what personal contribution makes you most proud? (skill: strengths of character)			
4 How do you prepare yourself to come to work and to leave and assume other roles and responsibilities? (skill: self regulation and connection)			
5 How have you and your co-workers been supporting each other? Do you have an example? (skill: connection)			
6 How can I support you? (skill: seeking assistance)			

General Comments (good and bad):

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Quality Improvement Organizations
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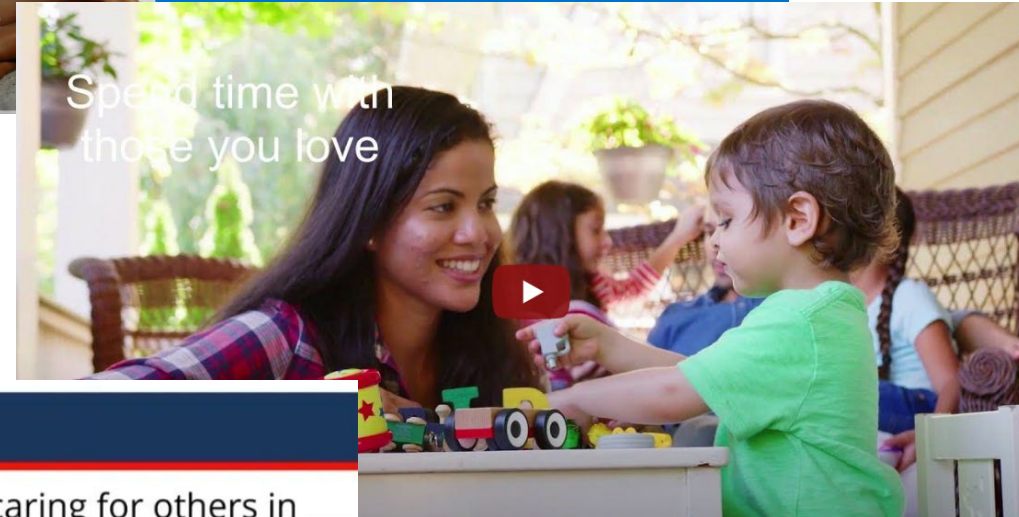
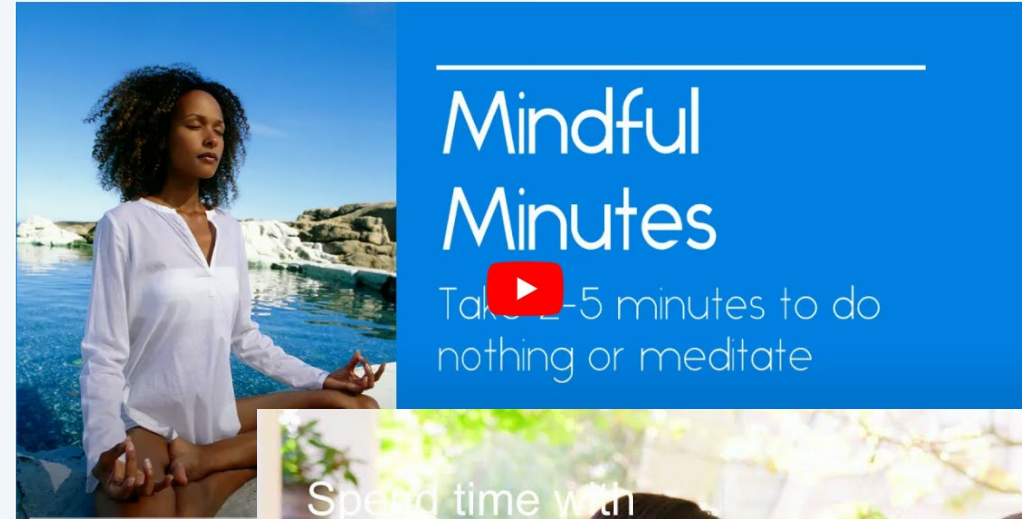


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www.alliantquality.org

Self Care Videos

- [Self Care for Health Care Providers](#)
- [Self Care Recommendations for Health Care Workers](#)
- [Care for the Caring: Burn Out, Compassion Fatigue, and Self Care](#)



Compassion Fatigue

“The emotional and physical burden of caring for others in distress” (Figley)

Generally, quicker onset

Symptoms often more emotional and mental

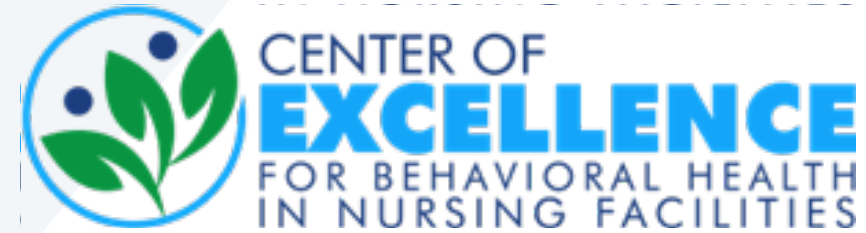


American Institute of Stress

Center of Excellence for Behavioral Health In Nursing Facilities

National center focused on increasing the knowledge, competency and confidence of nursing facility staff to care for residents with behavioral health conditions.

- Provides mental health and substance use trainings, technical assistance and resources at no cost
- Services are available to all CMS certified nursing facilities throughout the United States
- Established by the Substance Abuse and Mental Health Services Administration (SAMHSA) in collaboration with the Centers for Medicare and Medicaid Services



For assistance, submit a request at
nursinghomebehavioralhealth.org

Contact the National Call Center: 1-844-314-1433

Email: coeinfo@allianthealth.org



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