CMS Quality Conference 2023
Building Resilient Communities:
Having an Equitable Foundation for Quality Healthcare

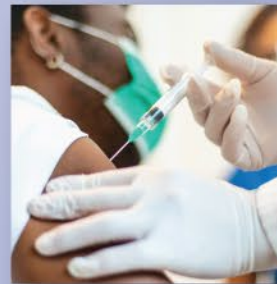# Building a Resilient Workforce that Enhances Patient Care

JoVonn H. Givens, MPH

Task Order Director
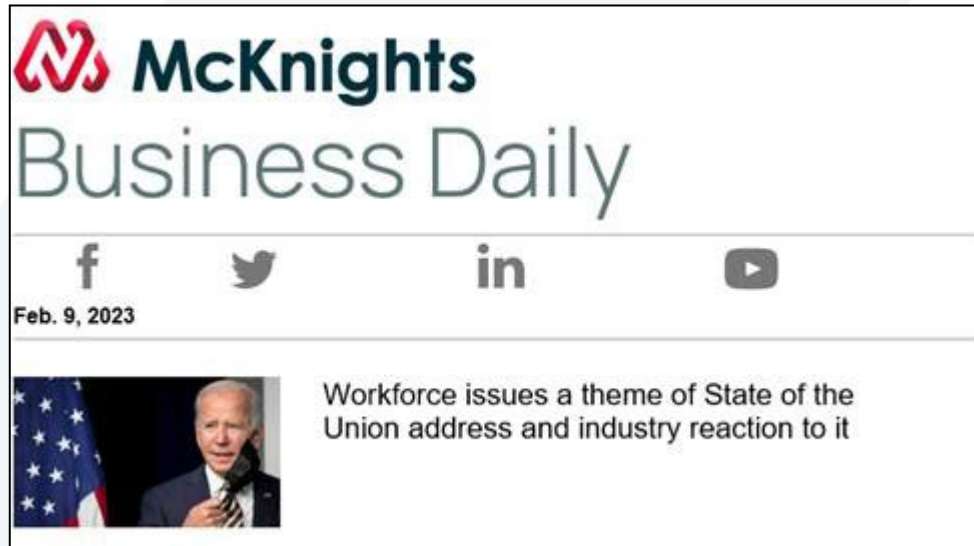
Alliant Health Solutions

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

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1

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

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

2

Resiliency

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

Source: Society for Human Resources Management

Behavioral Science

Behavioral science looks at the effects of psychological, social, cognitive, an 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.

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So How Do People Really Behave?

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

- We make decisions emotionally and justify rationally,

- Humans are influenced by "context".

- 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.

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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

Nursing Vacancies

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

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Resources

Resiliency Rounding Tool

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
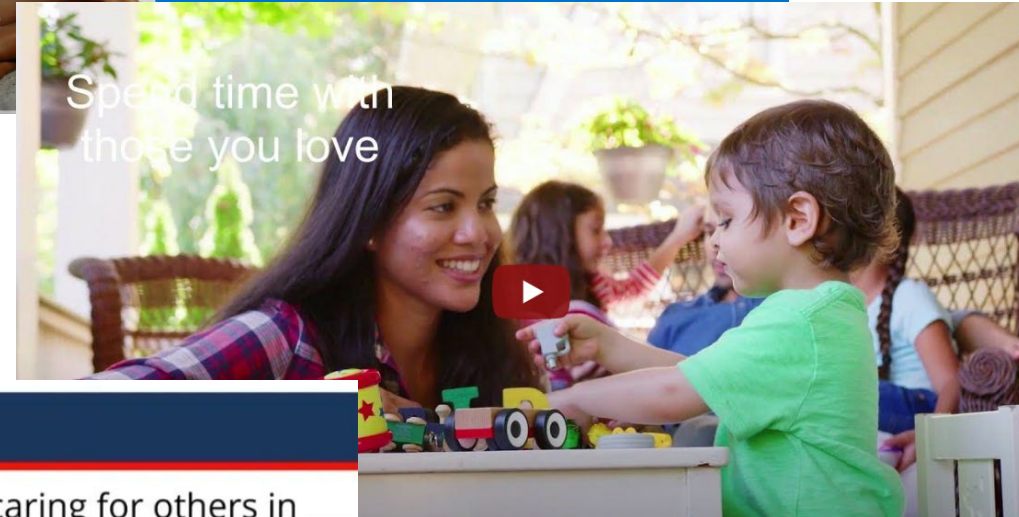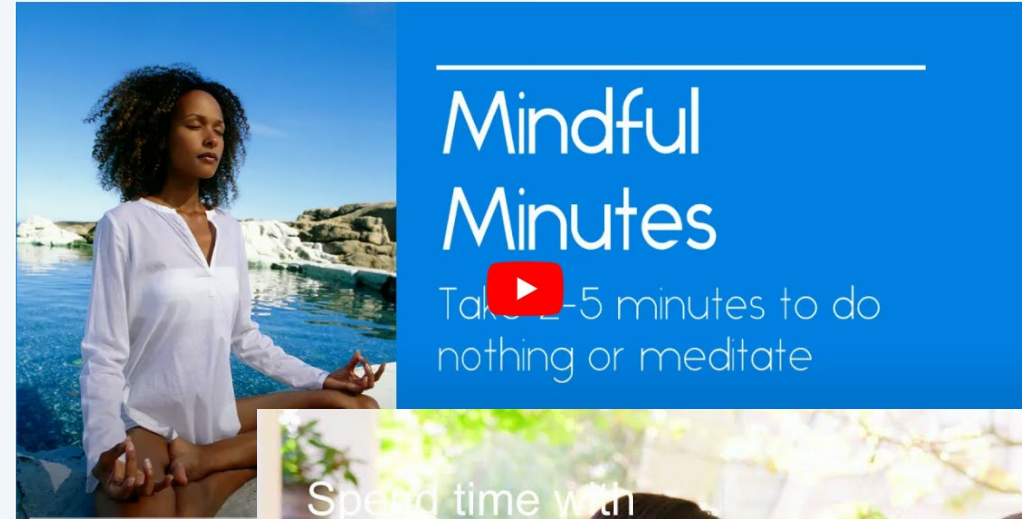
Center of Excellence for Behavioral Health In Nursing Facilities

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
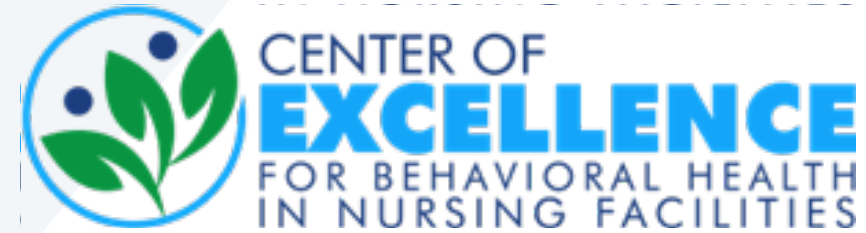
For assistance, submit a request at
nursinghomebehavioralhealth.org

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

Email: coeinfo@allianthealth.org

13

Connect with Alliant on Social Media

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