

Organizational Trauma, Resiliency & the Holidays

Welcome!

- All lines are muted, so please ask your questions in Q&A.
- For technical issues, initiate chat with the Technical Support panelist.
- Please actively participate in polling questions that will appear on the lower right-hand side of your screen.

**We will get
started shortly!**

Organizational Trauma, Resiliency & the Holidays



Event Hosts:

Carolyn Kazdan, MHSA, LNHA

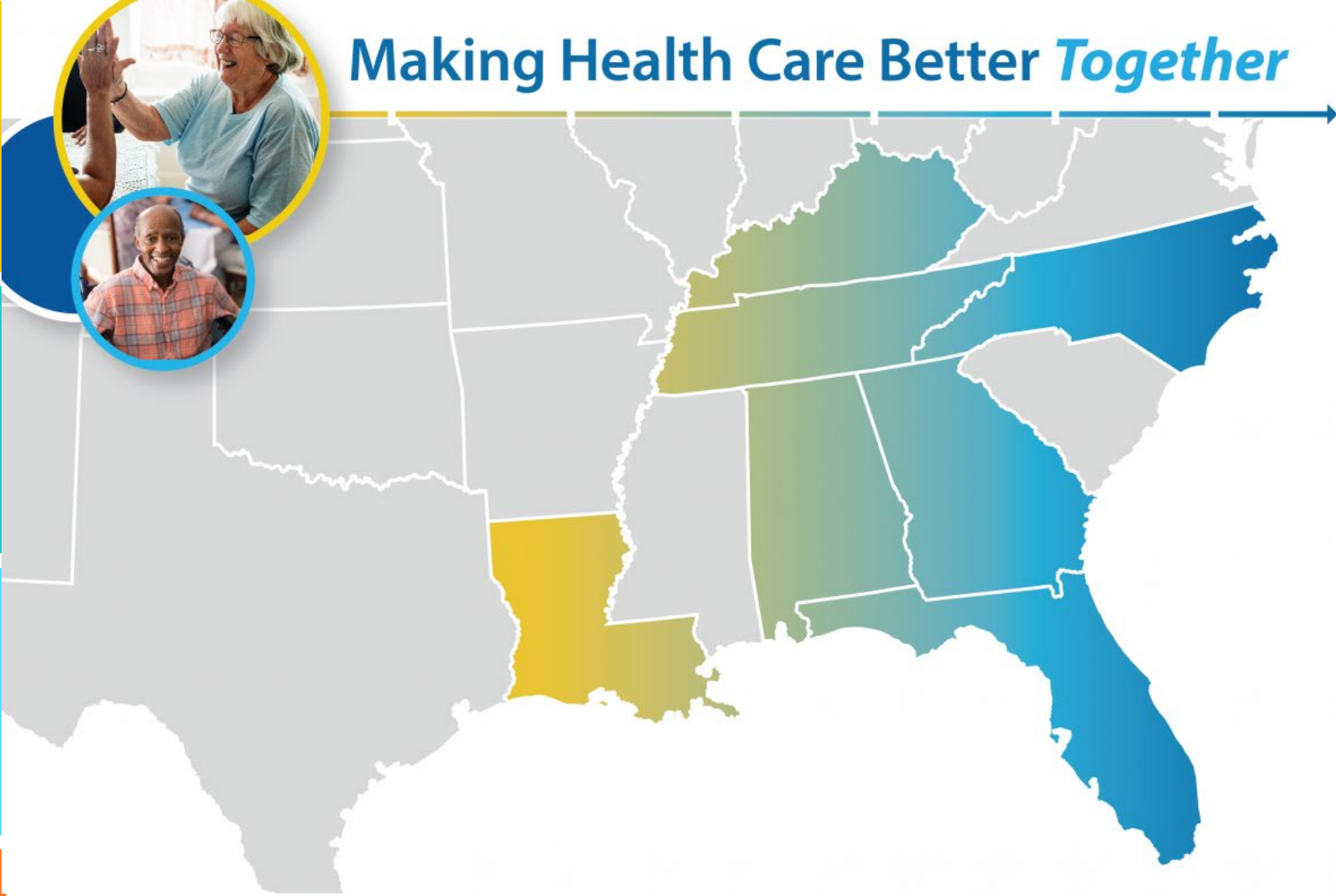
Jim Kinsey, CACPF, CGBC

November 18, 2021

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CENTER FOR MEDICARE & MEDICAL SERVICES
QUALITY IMPROVEMENT & INNOVATION GROUP

Making Health Care Better *Together*



Carolyn Kazdan, MHSA, NHA

SENIOR DIRECTOR, CARE COORDINATION AND NURSING HOME

Ms. Kazdan currently holds the position of Director, Health Care Quality Improvement for IPRO, the Medicare Quality Improvement Organization for New York State. Ms. Kazdan leads IPRO's work with Project ECHO® and serves as the Care Transitions Lead for Alliant Quality. Ms. Kazdan previously led the IPRO's work with the NYS Partnership for Patients and the Centers for Medicare & Medicaid Services (CMS) Special Innovation Project on Transforming End of Life Care in the Nassau and Suffolk County region of New York State. Prior to joining IPRO, Ms. Kazdan served as a Licensed Nursing Home Administrator and Interim Regional Director of Operations in skilled nursing facilities and Continuing Care Retirement Communities in New York, Pennsylvania, Ohio and Maryland. Ms. Kazdan has served as a senior examiner for the American Healthcare Association's National Quality Award Program, and currently serves on the MOLST Statewide Implementation team and Executive Committee. Ms. Kazdan was awarded a Master's Degree in Health Services Administration by The George Washington University.

Carolyn enjoys visiting her grandchildren, photography, crocheting, needlepoint, reading and being at the beach!

"I don't have to chase extraordinary moments to find happiness - it's right in front of me if I'm paying attention and practicing gratitude"

– Brene Brown

Contact: ckazdan@ipro.org



Jim Kinsey, CACPF, CGBC

VP ENGAGEMENT STRATEGIES AND CONTINUUM OF CARE SERVICES

Jim joined Planetree International in January 2010. His responsibilities and leadership abilities grew to his current position as VP of Engagement Strategies and Continuum of Care Services. In his role, Jim is responsible for co-leading the engagement strategies team as they guide clients to implement the Planetree evidenced-based Person-Centered Care Framework. In addition to his leadership responsibilities, Jim is responsible for coaching and directing organizations to implement the Planetree Framework of person-centered care. He specializes in complex health care system implementation, long-term care environments and other post-acute environments. Jim is a vigorous advocate for reducing and eliminating biased care and enhancing professional skills in the field of aging.

Jim started in health care as a nursing assistant, later attending nursing school, and has worked in various settings, including high-risk acute care, sub-acute and long-term care. He is a co-author of Planetree's Long Term Care Improvement Guide, and co-authored and served as a content reviewer for Managing the Long-Term Care Facility: Practical Approaches to Providing Quality Care 1st edition, (Perley editor). Jim believes that health care is a human right and should be available, equitably, to all. His work at Planetree International advances that passion and creates a foundation for making an impactful difference in the lives of many.

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Objectives

Learn Today:

- Identify the elements of building resilience.
- Recognize the impact of trauma on attempts to return to normalcy.
- Tips for remaining resilient through the holidays.

Use Tomorrow:

- Use skills to assist themselves in finding individual methods to increase mindfulness and decrease stress.

*What are the core
components of resilience, and
how does resilience differ
from endurance?*

What are some strategies individuals can use to adjust to normal, and what impact do traumatic experiences have on the return to normal?

***What ideas can you share about
how to navigate the holidays and
continue to build resilience?***

Tips for Remaining Resilient During the Holidays

PLAN	DO NOT ALLOW YOURSELF TO GUILT TRIPPED
BUDGET	DO NOT TAKE RESPONSIBILITY FOR OTHER PEOPLE'S HOLIDAY HAPPINESS
CHOOSE TO DO THINGS DIFFERENTLY	RELAX EXPECTATIONS OF YOURSELF AND OTHERS
TAKE TIME FOR YOURSELF	LAUGH
SCHEDULE FUN	TAKE YOUR OWN RESPONSIBILITY FOR HOLIDAY FULFILMENT
REACH OUT TO OTHERS	IF YOU ARE RECOVERING FROM A LOSS, THE FIRST YEAR PARTICULARLY BRINGS BACK THE GRIEF. SEEK SUPPORT OF FAMILY, FRIENDS, CLERGY, OR A THERAPIST
DELEGATE ACTIVITIES	FOCUS ON GRATITUDE
REMEMBER PEOPLE ARE MOST IMPORTANT	

<https://www.trihealth.com/dailyhealthwire/health-topics/well-being/tips-for-remaining-resilient-during-the-holidays>

Resiliency Rounding



Rounder/Unit/Date:	
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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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Objectives Check In!



Learn Today:

- Identify the elements of building resilience.
- Recognize the impact of trauma on attempts to return to normalcy.
- Tips for remaining resilient through the holidays.

Use Tomorrow:

- Use skills to assist themselves in finding individual methods to increase mindfulness and decrease stress.

How will this change what you do? Please tell us in the poll.

Closing Survey

Help Us Help You!

- Please turn your attention to the poll that has appeared in the lower right-hand side of your screen.
- Completion of this survey will help us ensure our topics cater to your needs.



CMS 12th SOW Goals



Behavioral Health Outcomes & Opioid Misuse

- ✓ Promote opioid best practices
- ✓ Decrease high dose opioid prescribing and opioid adverse events in all settings
- ✓ Increase access to behavioral health services



Patient Safety

- ✓ Reduce risky medication combinations
- ✓ Reduce adverse drug events
- ✓ Reduce C. diff in all settings



Chronic Disease Self-Management

- ✓ Increase performance on ABCS clinical quality measures (i.e., aspirin use, blood pressure control, cholesterol management, cardiac rehab)
- ✓ Identify patients at high-risk for developing kidney disease & improve outcomes
- ✓ Identify patients at high risk for diabetes-related complications & improve outcomes



Quality of Care Transitions

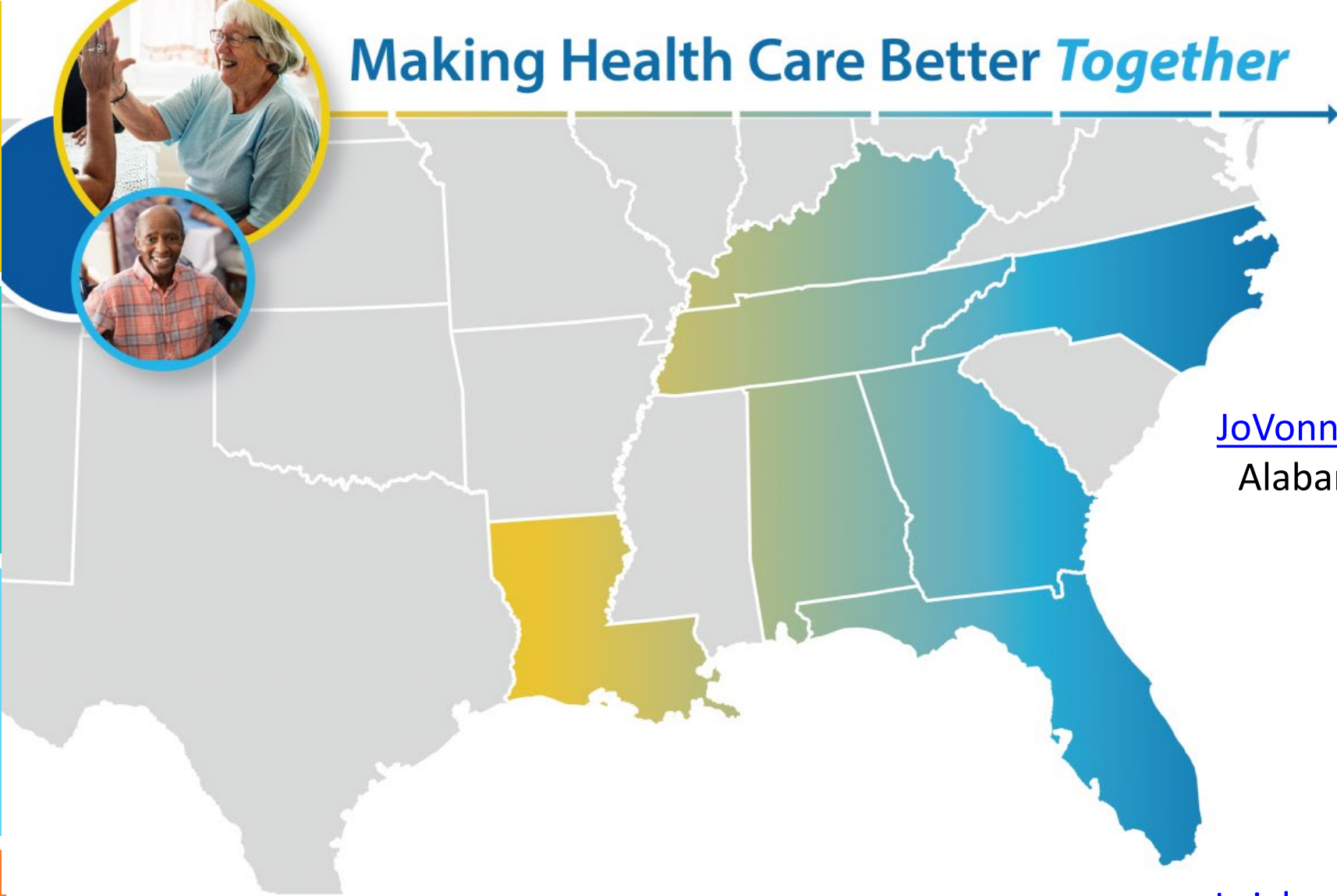
- ✓ Convene community coalitions
- ✓ Identify and promote optimal care for super utilizers
- ✓ Reduce community-based adverse drug events



Nursing Home Quality

- ✓ Improve the mean total quality score
- ✓ Develop national baselines for health care related infections in nursing homes
- ✓ Reduce emergency department visits and readmissions of short stay residents

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Upcoming Events



Learning and Action Webinars

Nursing Homes

Tuesdays at 2 p.m. ET | 1 p.m. CT

Community Coalitions

Thursdays at 12:30 p.m. ET | 11:30 a.m. CT

December 14, 2021: Combined Community Coalition & Nursing Home LAN:
Neil Finkler, MD, Advent Health Sr. Vice President/Chief Clinical Officer | Central Florida Division
Chief Medical Officer | CFD – South will be joining us to share Advent Health's experience with
reducing readmissions and remote patient monitoring

Upcoming Events



Hospital Quality Improvement Contractor (HQIC)

4th Tuesday of the month
2-2:30 p.m. ET | 1-1:30 p.m. CT

Shop Talk

3rd Thursday of the month
2-3 p.m. ET | 1-2 p.m. CT

November 23, 2021: Planning for Health
Equity/Social Determinants of Health

December 16, 2021: NHSN Updates

Stay tuned for 2022 events!

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