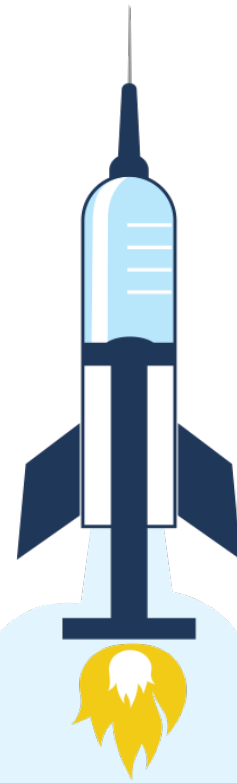


How to Increase Resident Booster Rates: Overcoming Family Objections to Another Shot



Lisa Davies, CPHQ, LNHA, RD, LD

QUALITY IMPROVEMENT INITIATIVE MANGER

Lisa has 20 years of experience in long-term care, including facility administration, implementation of quality improvement framework, legislative affairs and project management. She also served in board and chair positions supporting strategic quality initiatives across Georgia. Her current work includes applying quality improvement methodologies to support improved outcomes across health care organizations.

"The right thing to do with regard to quality of care: improve it."

- Donald Berwick

Contact: lisa.davies@allianthealth.org



Lori Woods, LPN

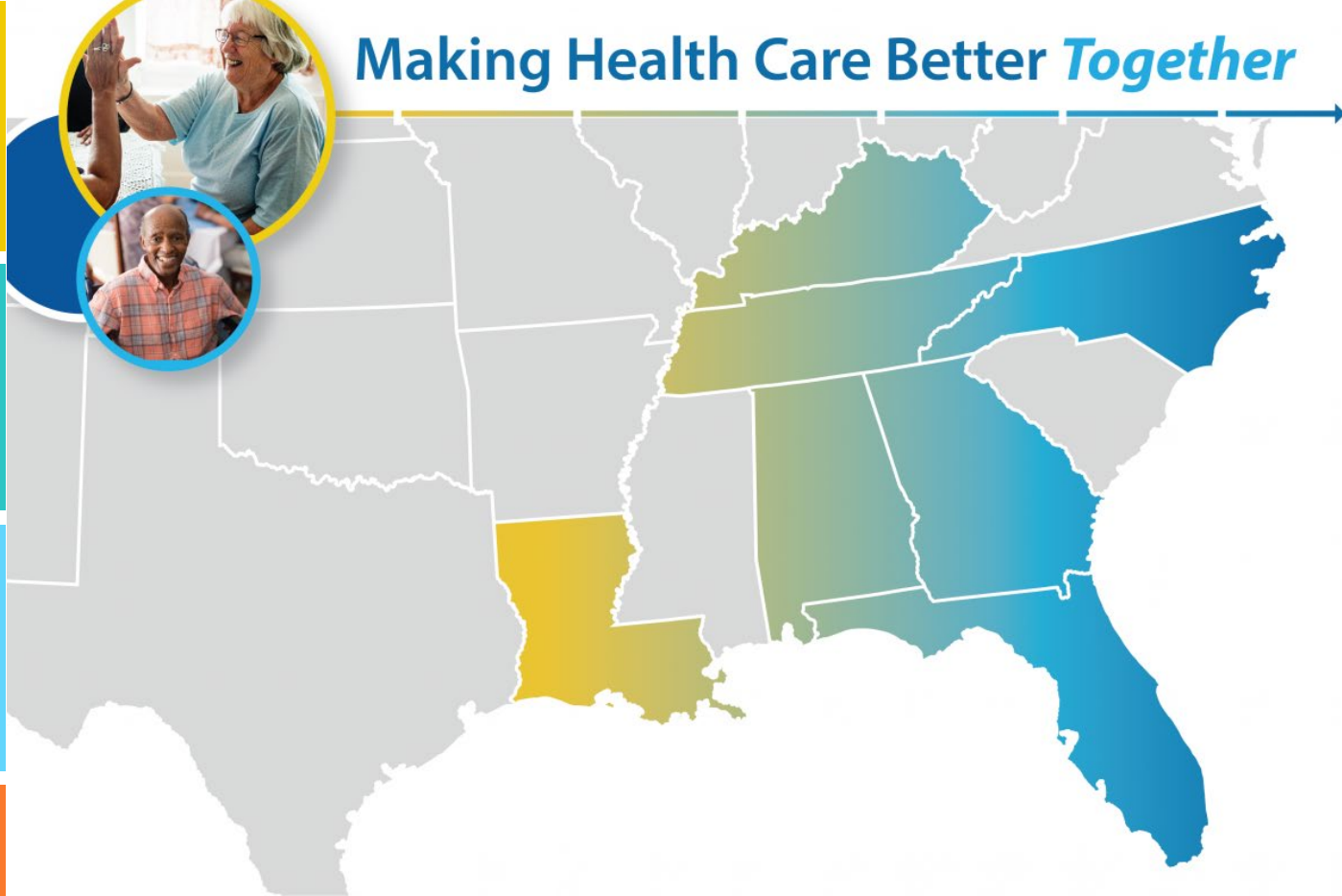
NEW HORIZONS LANIER PARK

Lori Woods has worked at New Horizons Lanier Park, formerly New Horizons West, for over 20 years. Lori was a charge nurse for nine years and earned her Certified Nurse Assessment Coordinator Certificate in 2001 through the Georgia Nursing Home Association. Since then, she has been an MDS/Care Plan Coordinator.

Lori is passionate about geriatrics and enjoys working with families. She is a mother of two and a grandmother.



Making Health Care Better *Together*



About Alliant Health Solutions

Agenda

01

Vaccine Fatigue

Tools to overcome objections

02

Stories From the Frontline

Staff members' perspective on having conversations about the booster

03

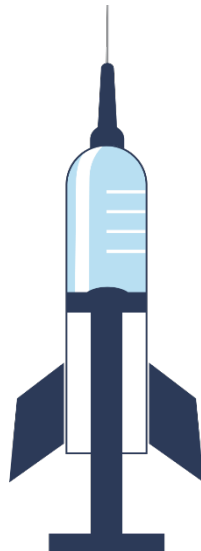
A Resident's Perspective

How to talk to residents using a peer's perspective

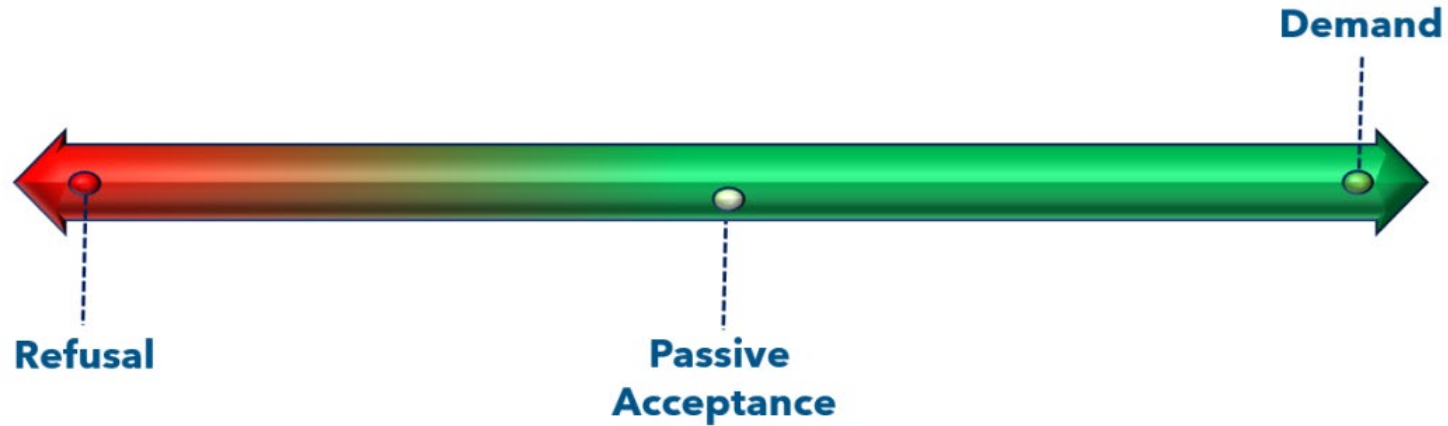
04

Document Your Plan

Organize actions and measure success using PDSA templates



Customize Your Approach by Grouping



Source: https://emergency.cdc.gov/coca/ppt/2022/121322_slides.pdf

Vaccine Fatigue

- Feedback from families is that they aren't sure about "another shot" – they don't know how many more will be recommended.
- Fear of side effects continues (social media is the main source of information for staff).
- Residents and families point out that, even though they've been vaccinated, they've still gotten COVID.
- In some states, the political divide over the vaccine has increased, with some politicians arguing against recommendations for the Bivalent booster.

Tools for Overcoming Vaccine Fatigue

- **Resource for Your COVID Toolkit**

- [CDC COCA call from 12.13.22](#) - COVID-19 Update: Clinical Guidance and Patient Education for Bivalent COVID-19 Vaccines
- [Take 5 videos for Education](#)
- [Bivalent Myths and Facts Handout](#)

- Normalize COVID boosters as a part of the immunization process

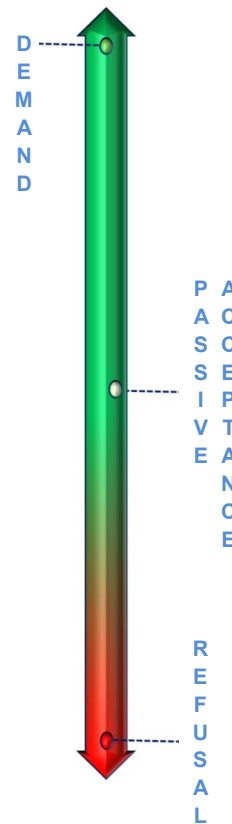
- Alliant Immunization Individual Activity Packet
- Immunization Trivia

- Identify booster ambassadors

- Staff and residents

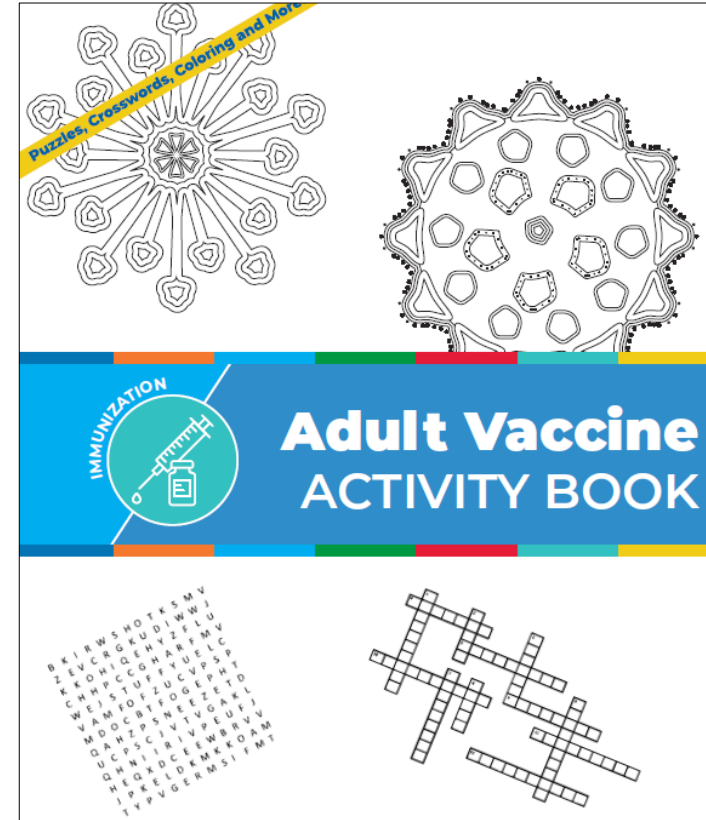
CDC COCA Call from 12.13.22

- Facts and information about the Bivalent booster
 - Effectiveness
 - Recommendations
- Using the Assumptive Approach
 - Description of approach
 - Examples of how to apply
- Motivational Interviewing
 - Steps for rapid application
 - Examples of how to apply
- Restorative Approach
 - Approach that recognizes the presence of trauma
 - Review of strategies and themes for approach



Normalize COVID-19 Boosters

- ***New* Alliant Immunization Activity Packet**
 - Word puzzles and other independent activities to increase knowledge of immunizations
 - Places COVID in the same language as flu, pneumonia, pertussis and other accepted immunizations
- **Immunization**
 - Divide and integrate into current trivia games
 - Create a stand-alone activity with guests from infection prevention
 - Invite families for resident/family trivia night





Guest Speakers - Panelists

Lorie Woods, LPN – MDS Coordinator

- Develop your team
- Develop your process
- Create a library of resources

Now...a resident's perspective

Documentation of Your Plan

QSO-23-03-All

- In addition to providing timely access to available COVID-19 therapeutics to patients who test positive for the virus, staying up to date with COVID-19 vaccinations, including boosters, is the best defense against severe illness, hospitalization, and death from the virus. CMS requires nursing homes to educate residents and staff on the risks and benefits of the vaccines, offer to administer the vaccine and report resident and staff vaccination data to CDC's National Healthcare Safety Network.

Documentation of Your Plan

Rapid Cycle QII Worksheet

Plan/Goal Setting: Describe the problem to be solved and complete RCA on page 3	
State the problem. ex. who, what when, where, and how long	
Identify the Quality Improvement Category What is the area of Importance	<input type="checkbox"/> Quality of Care <input type="checkbox"/> Workforce <input type="checkbox"/> Infection Control <input type="checkbox"/> Operations <input type="checkbox"/> Quality of Life <input type="checkbox"/> Life Safety <input type="checkbox"/> Resident/Family Concern <input type="checkbox"/> Other _____
What exactly will be done? e.g., initial intervention(s), expected outcome for each intervention, goal(s), and expected overall outcome goal rate in a percentage format	
What do we want to accomplish/ what idea do you want to test? Identify the goal and estimated timeframe for resolution	What is our baseline compliance (What is the measure that has triggered review)?
	What is our goal to reach for compliance?
	What is the frequency of submission and review to QAPI Committee?

DO: Intervention/Improvements:			STUDY Results	Act
Action Step	Start Date	Person Responsible	Analyze Impact of Action in Reaching Goal	Outcome Decisions and Date
				<input type="checkbox"/> Adopt and spread actions to all appropriate work units and or shifts <input type="checkbox"/> Adapt and detail changes in new action steps <input type="checkbox"/> Abandon and develop new action steps
				<input type="checkbox"/> Adopt and spread actions to all appropriate work units and or shifts <input type="checkbox"/> Adapt and detail changes in new action steps <input type="checkbox"/> Abandon and develop new action steps
				<input type="checkbox"/> Adopt and spread actions to all appropriate work units and or shifts <input type="checkbox"/> Adapt and detail changes in new action steps <input type="checkbox"/> Abandon and develop new action steps

Questions?



Nursing Home and Partnership for Community Health: CMS 12th SOW GOALS



OPIOID UTILIZATION AND MISUSE

- Promote opioid best practices
-
- Reduce opioid adverse drug events in all settings



PATIENT SAFETY

- Reduce hospitalizations due to c. diff
-
- Reduce adverse drug events
-
- Reduce facility acquired infections



CHRONIC DISEASE SELF- MANAGEMENT

- Increase instances of adequately diagnosed and controlled hypertension
-
- Increase use of cardiac rehabilitation programs
-
- Reduce instances of uncontrolled diabetes
-
- Identify patients at high-risk for kidney disease and improve outcomes



CARE COORDINATION

- Convene community coalitions
-
- Reduce avoidable readmissions, admissions to hospitals and preventable emergency department visits
-
- Identify and promote optimal care for super utilizers



COVID-19

- Support nursing homes by establishing a safe visitor policy and cohort plan
-
- Provide virtual events to support infection control and prevention
-
- Support nursing homes and community coalitions with emergency preparedness plans



IMMUNIZATION

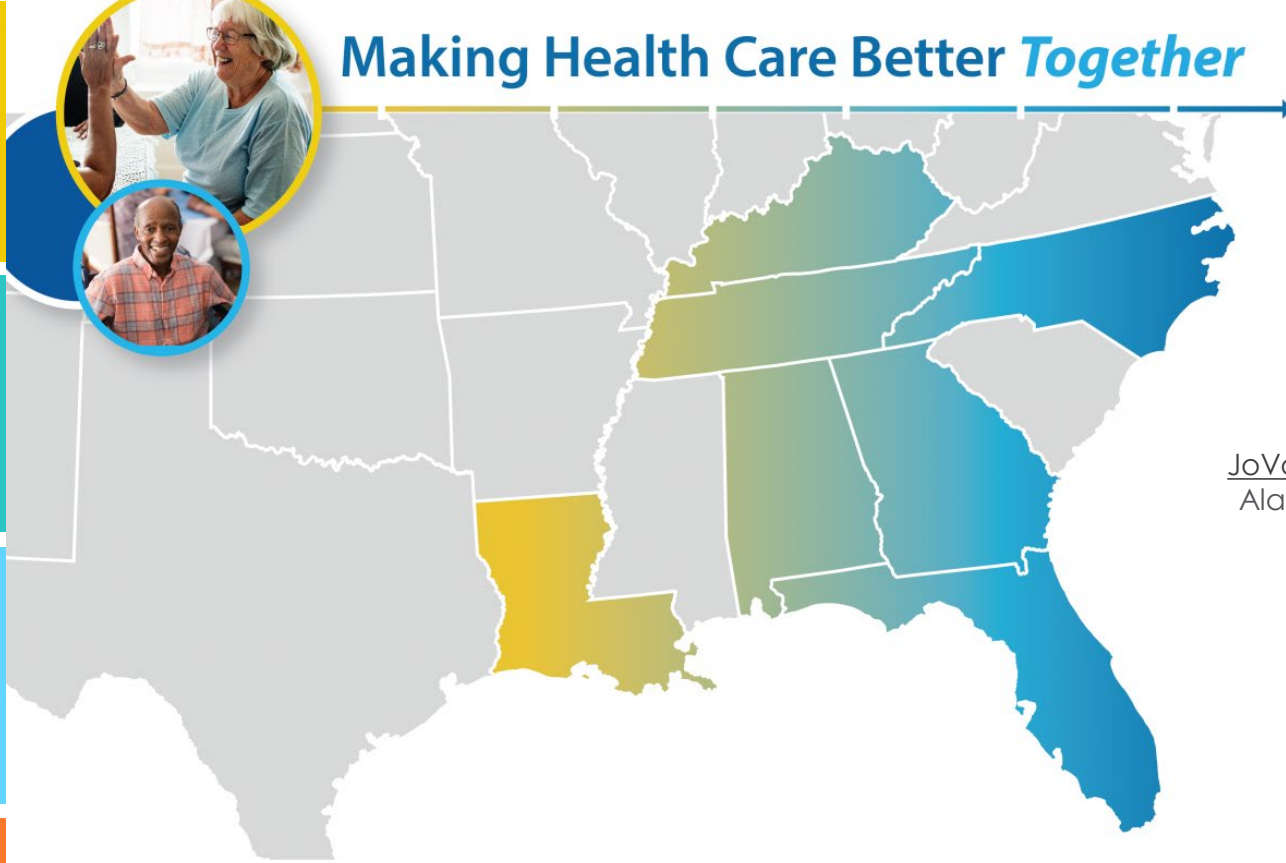
- Increase influenza, pneumococcal, and COVID-19 vaccination rates



TRAINING

- Encourage completion of infection control and prevention trainings by front line clinical and management staff

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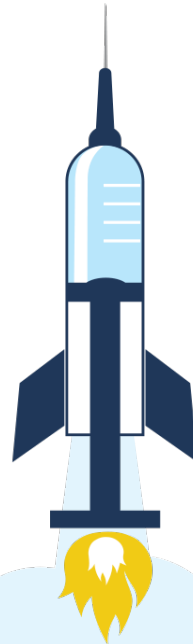


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Thank you



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