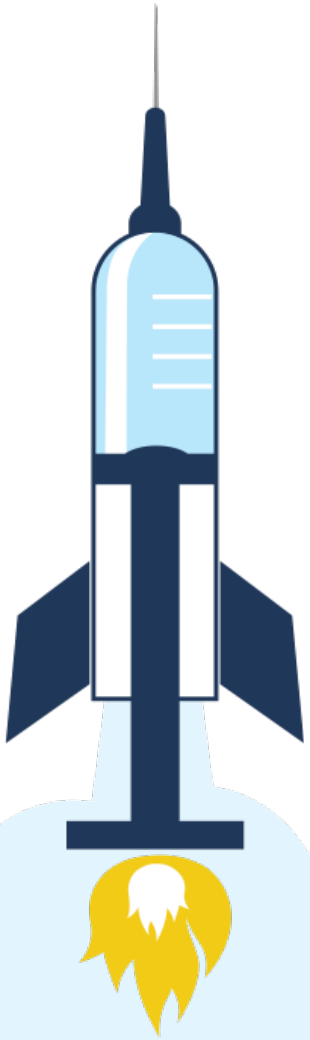
Empowering Staff, Residents and Families to Create Safety Against Respiratory Infections this Fall

Dr. Swati Gaur, MD, MBA, CMD, AGSF
JoVonn Givens, MPH

August 24,2023



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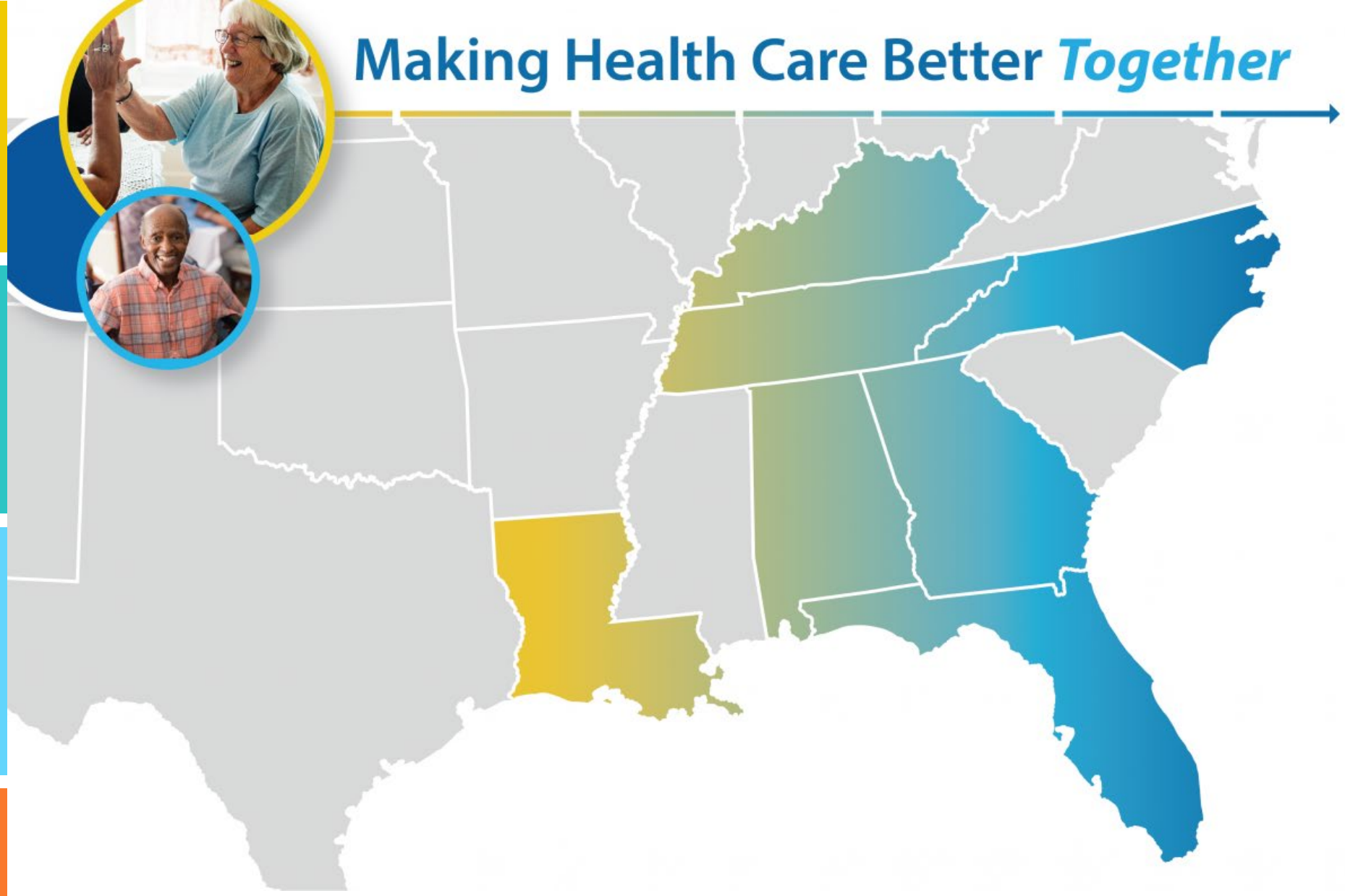

About Alliant Health Solutions

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Swati Gaur, MD, MBA, CMD, AGSF

MEDICAL DIRECTOR, POST-ACUTE CARE
NORTHEAST GEORGIA HEALTH SYSTEM

Dr. Swati Gaur is the medical director of New Horizons Nursing Facilities with the Northeast Georgia Health System. She is also the CEO of Care Advances Through Technology, a technology innovation company. In addition, she is on the EMR transition and implementation team for the health system, providing direction to EMR entity adapt to the long-term care environment. She has also consulted with post-acute long-term care companies to optimize medical services in PALTC facilities, integrate medical directors and clinicians into the QAPI framework and create frameworks of interdisciplinary work in the organization. She established the palliative care service line at the Northeast Georgia Health System. She is also is an attending physician in several nursing facilities. Before that, Dr. Gaur was a medical director at the Carl Vinson VA Medical Center and a member of the G&EC for VISN 7.

JoVonn Givens, MPH

QIN-QIO TASK ORDER DIRECTOR

JoVonn Givens has over 17 years of quality improvement experience and six years of health education and public health research experience. As the task order director for the Quality Innovation Network-Quality Improvement Organization (QIN-QIO), Givens facilitates quality improvement through the implementation and monitoring of CMS contract tasks, including developing quality improvement projects, facilitating program management office (PMO) activities, maintaining deliverable schedules, evaluating interim and outcome goals, and collaborating with internal and external stakeholders. Givens has a bachelor's degree in biology from Florida Agricultural and Mechanical University and a master's from the University of Alabama at Birmingham. In 2017, she obtained her Six Sigma Green Belt.

In This Session, We Will:

- Discuss the current state of respiratory viral infections in the United States
- Understand the role of behavioral science in empowering staff, residents and families
- Operationalize behavioral science to increase vaccination among staff and residents

COVID Vaccine Options

mRNA Vaccines – Pfizer/Moderna

ONE & DONE

Novavax – Manufactured like Influenza vaccine

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NEWS & MEDIA

Novavax Intends to Deliver Protein-based XBB COVID Vaccine as Specified in U.S. HHS Letter to COVID Manufacturers

July 13, 2023

Flu Vaccines for >65 Years

Quadrivalent IIV (HD-IIV4)—High-dose—Egg-based (60 µg HA per virus component in 0.7 mL)			
Fluzone High-Dose Quadrivalent *Sanofi Pasteur*	0.7 mL prefilled syringe	≥65 yrs	≥65 yrs—0.7 mL
Adjuvanted quadrivalent IIV4 (aIIV4)—Standard-dose with MF59 adjuvant—Egg-based (15 µg HA per virus component in 0.5 mL)			
Fluad Quadrivalent *Seqirus*	0.5 mL prefilled syringe	≥65 yrs	≥65 yrs—0.5 mL
Quadrivalent RIV (RIV4)—Recombinant HA (45 µg HA per virus component in 0.5 mL)			
Flublok Quadrivalent *Sanofi Pasteur*	0.5 mL prefilled syringe	≥18 yrs	≥18 yrs—0.5 mL

CMS Quality Reporting Program

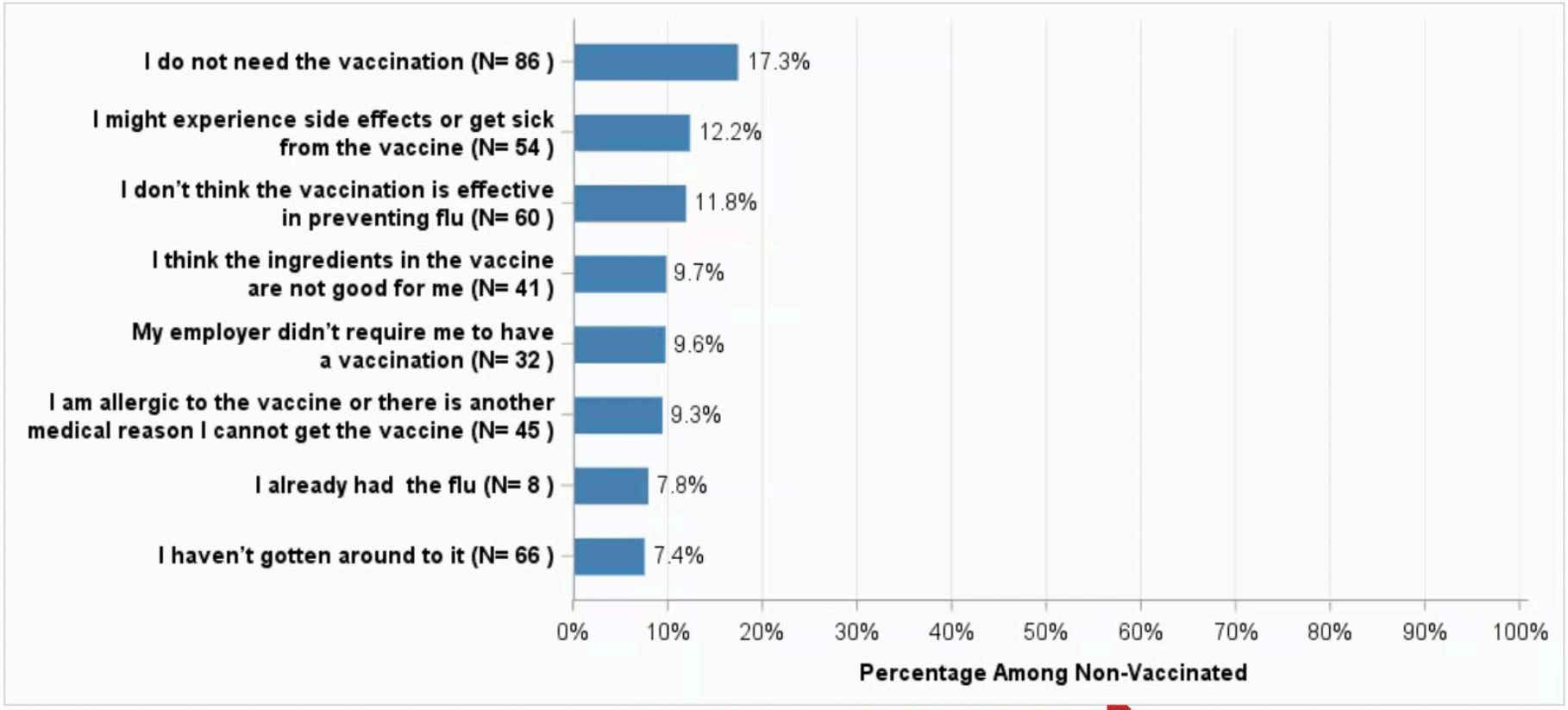
SNF QRP Measure #11: COVID-19 Vaccination Coverage among Healthcare Personnel (HCP) (CBE #3636)

This measure was finalized in the FY 2022 SNF PPS Final Rule, which was published in the Federal Register on August 4, 2021 (86 FR 42480 through 42489). Data submission for this measure began October 1, 2021.

SNF QRP Measure #12: Influenza Vaccination Coverage among Healthcare Personnel (HCP) (CBE #0431)

This measure was finalized in the FY 2023 SNF PPS Final Rule, which was published in the Federal Register on August 3, 2022 (87 FR 47537 through 47544). Data submission for this measure began October 1, 2022.

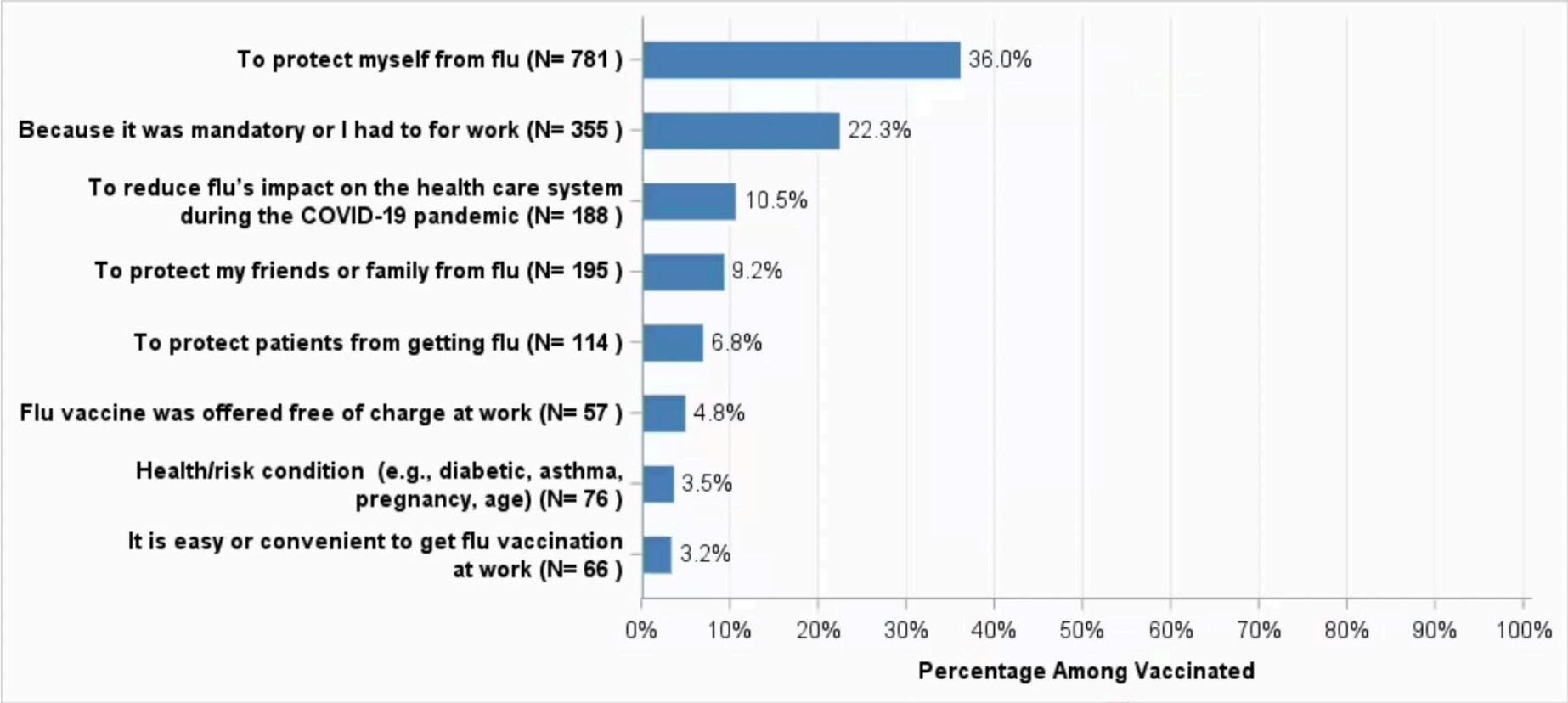
Figure 1. Main reasons* for non-receipt of influenza vaccine among health care personnel (n=470), — Internet panel surveys†, Unites States, April 2021



*The reasons with unreliable estimates according to NCHS reliability criteria (https://www.cdc.gov/nchs/data/series/sr_02/sr02_175.pdf) and reasons selected by less than 3% of respondents are not presented.

† Respondents were recruited from two preexisting national opt-in Internet sources: Medscape, a medical website managed by WebMD Health Professional Network, and general population Internet panels operated by Dynata.

Figure 2. Main reasons* for receipt of influenza vaccine among health care personnel (n=1914), — Internet panel surveys †, Unites States, April 2021



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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, 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 unaware of our behaviors or why.

So How Do People Really Behave?

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

- We make decisions emotionally and justify them 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?

- We can use this theory to help our teams **solve organizational problems resulting from 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.

The truth is, the brain can be reprogrammed. You just have to be deliberate about it.
-Charles Duhigg, "The Power of Habit"

Leadership Involvement

- Messaging to all employees
- Attending standups and meetings
- Promoting self-care 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!

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

Resiliency 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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www.quality.allianthealth.org

https://quality.allianthealth.org/wp-content/uploads/2021/11/Resilience-Rounding-Tool_508.pdf

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Conversation

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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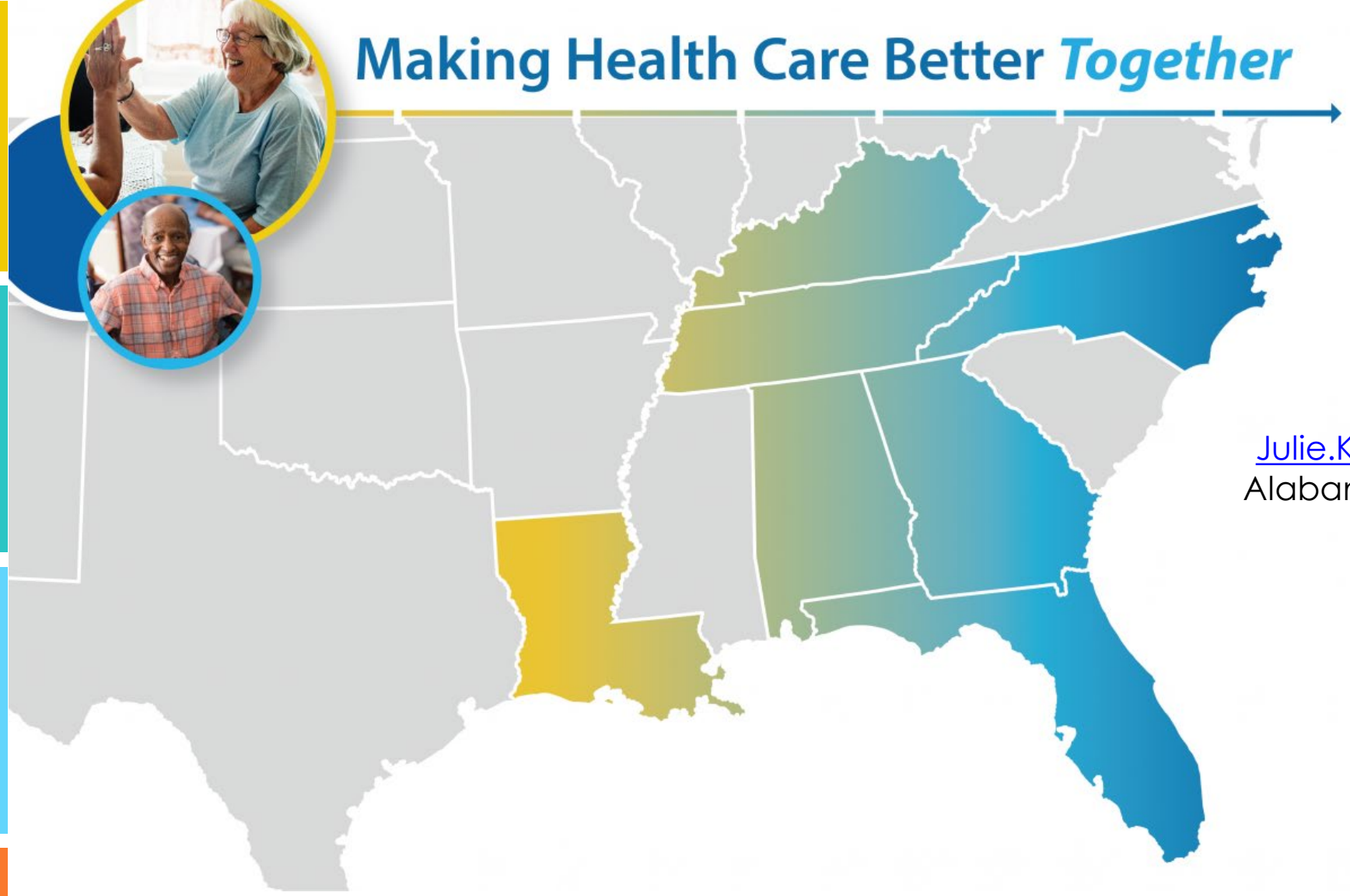

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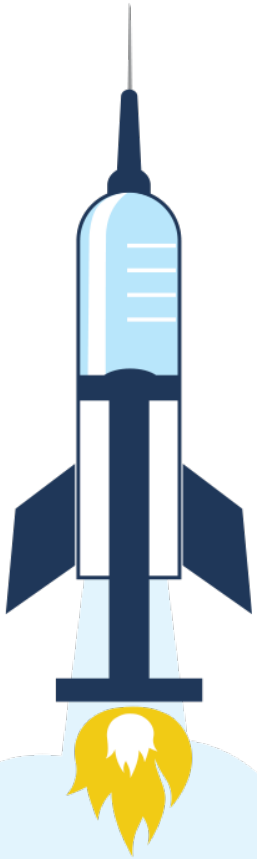

Making Health Care Better Together

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