



# Full Speed Ahead! Vaccine Booster Program Psychological PPE and Burnout

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Health Services Advisory Group (HSAG)

Friday, May 20, 2022



# OBJECTIVES

- Review the importance of employee well-being.
- Recognize the signs of fatigue and burnout.
- Identify tools and resources to address resiliency.





# HSAG | Quickinar Recordings On-Demand

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Vaccine Resources

Full Speed Ahead! COVID-19 Vaccine Booster Program

Access program materials, resources, and register for the upcoming quickinars and office hours series.

Learn More

COVID-19

- COVID-19 Events
- Long-Term Care Facilities
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- Vaccine Resources
- Telehealth Resources

Full Speed Ahead! COVID-19 Vaccine Booster Program

Full Speed Ahead! COVID-19 Vaccination Recognition Program

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Full Speed Ahead!

## Past Topics Covered

- Week 10: Short-Stay Issues
- Week 11: Success Stories
- Week 12: NHSN Updates
- Week 13: MI
- Week 14: New IP Resources
- Week 15: The Second Booster
- Week 16: Rediscover Your QAPI Program
- Week 17: Vaccine Survey Readiness

Access Recordings  
of Past Sessions

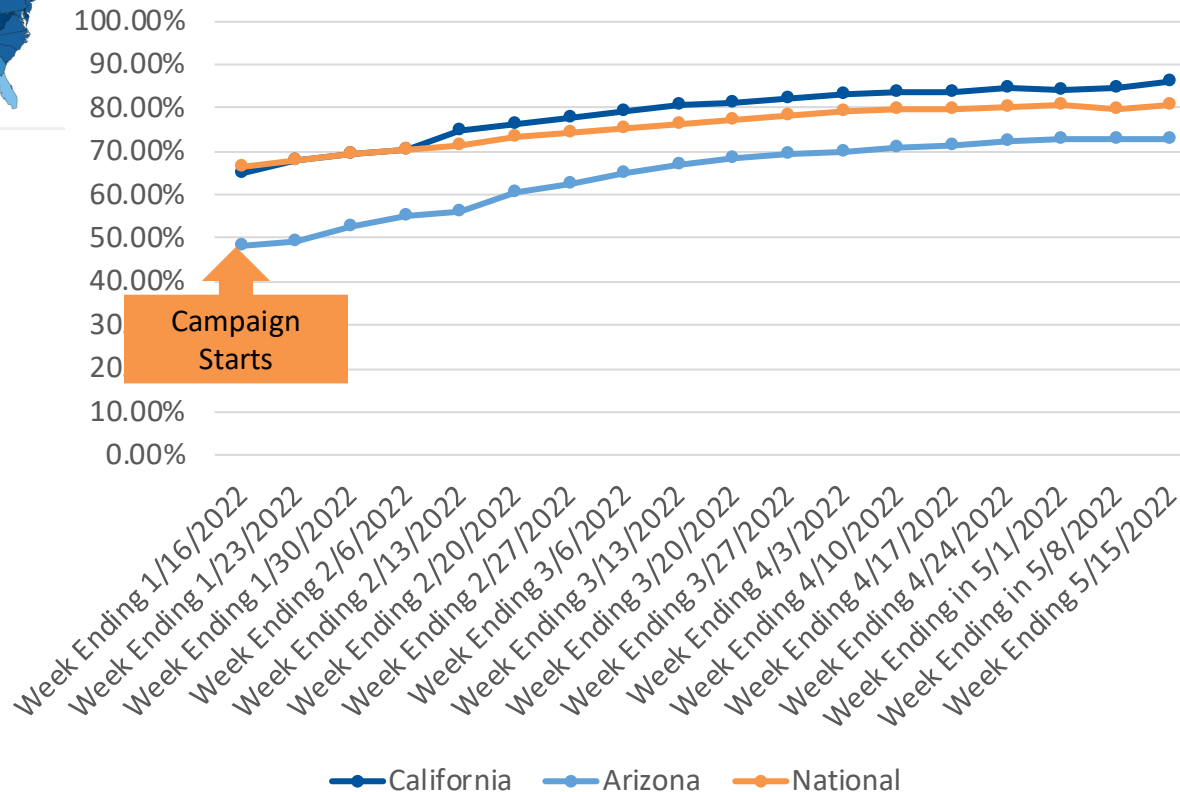
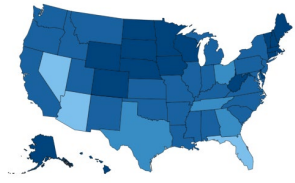
<https://www.hsag.com/covid-19/vaccine-resources>

NHSN = National Healthcare Safety Network, MI= Motivational Interviewing, IP = Infection Prevention,  
QAPI = Quality Assurance & Performance Improvement





# Resident Booster Rates—Improvement



**Current**

**U.S.: 80.5%**  
**CA: 86.0%**  
**AZ: 72.6%**

**Relative Improvement**

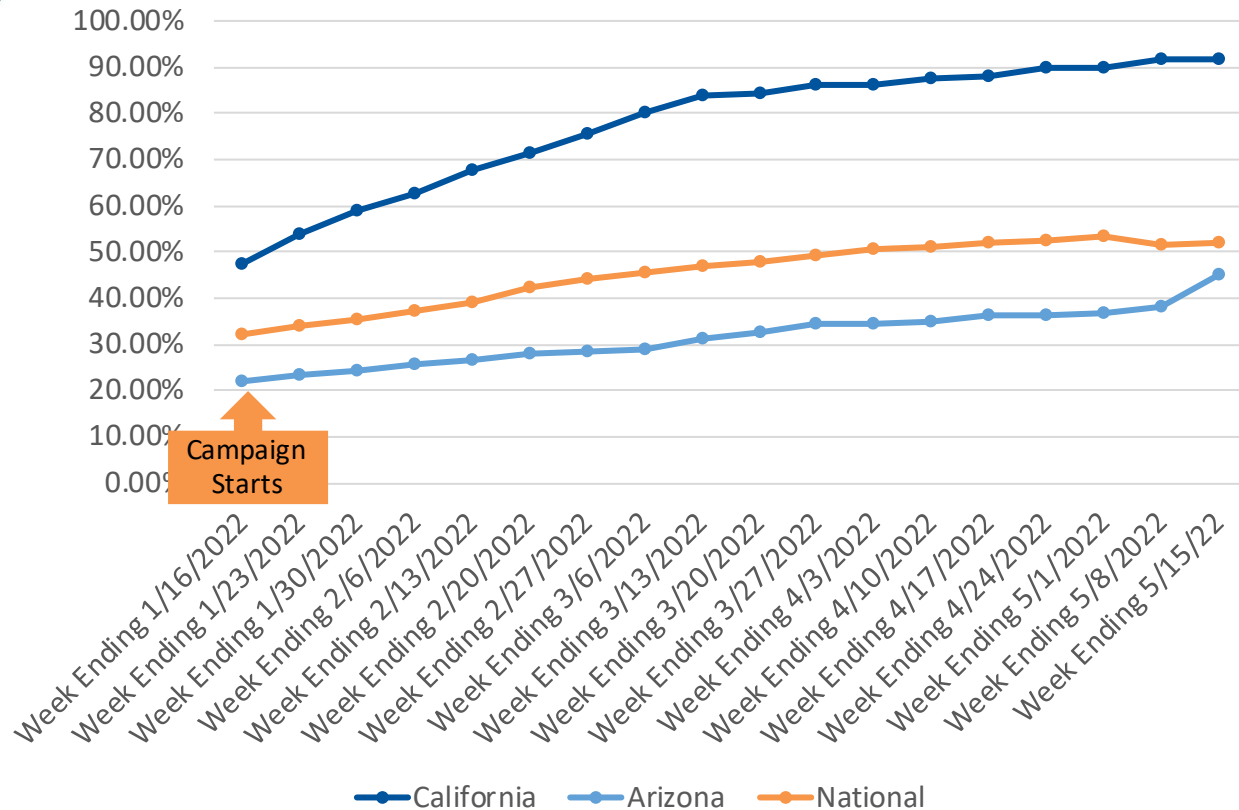
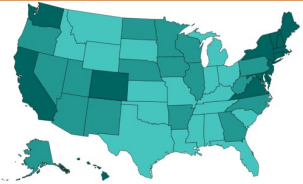
**U.S.: 20.9%**  
**CA: 31.9%**  
**AZ: 49.7%**



<https://www.cdc.gov/nhsn/covid19/ltc-vaccination-dashboard.html>



# Staff Booster Rates—Improvement



**Current**

**U.S.: 52.1%**

**CA: 91.8%**

**AZ: 45.2%**

**Relative  
Improvement**

**U.S.: 61.3%**

**CA: 93.3%**

**AZ: 103.6%**

<https://www.cdc.gov/nhsn/covid19/ltc-vaccination-dashboard.html>





# Staff Burnout and Psychological Personal Protective Equipment (PPE)



# Staff Burnout v. Compassion Fatigue

## Burnout

- Extended stress without down time
- Lack of personal control
- Lack of recognition
- Lack of support
- Lack of communication
- Lack of trust
- Not being asked what matters to them
- Not enough discussion about mental and emotional support

## Compassion Fatigue

- Affects many dimensions of your well-being
- Sleep disturbance
- Emotional intensity increases
- Cognitive ability decreases
- Behavior and judgement impaired
- Isolation and loss of morale
- Depression and PTSD
- Loss of self-worth
- Loss of hope and meaning



# Poll Question

- In the past month, how often have you felt burnt out?
  - Never
  - Sometimes
  - Frequently
  - Almost all the time





# Strategies to Address Burnout and Compassion Fatigue



# Staff Burnout Box Flowchart Example

## Current barometer reading of staff burnout

- **Who:** Activities Director
- **Where:** Suggestion box by time clock
- **When:** Select 48-hour time period
- **How:** Activities Director and NHA will tally scores and report findings
- **What:** Create a survey (list of concerns, check all that apply)

## Co-create better days

- **Who:** Department managers, NHA and DON
- **Where:** At the center
- **When:** By July 1, 2022
- **How:** Dept. managers meet with staff first then with NHA to see what is viable. Managers hold follow up meeting with staff to discuss what is going to be implemented
- **What:** Identifying things we can do better

## Staff morale building activities/finding joy in work

- **Who:** All staff
- **Where:** Town Hall meetings (all three shifts)
- **When:** Starting next week
- **How:** Lead discussion on what staff would like to start doing (ex: 15-minute yoga session, check in buddy, etc.)
- **What:** An open mind to consider all possibilities



# The Importance of Conversation

- Information to assist in problem solving
- Support staff well-being
- Tap into creativity of staff
- Promote joy in work and healthy relationships
- Create a more resilient environment



# Staff Well-Being and Joy In Work

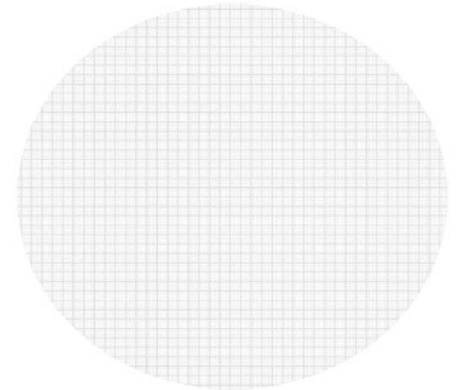
<http://www.ihl.org/resources/Pages/Tools/Conversation-Guide-to-Support-Staff-Wellbeing-Joy-in-Work-COVID-19.aspx>



IHI TOOL

## Conversation and Action Guide to Support Staff Well-Being and Joy in Work

During and After the COVID-19 Pandemic



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# Psychological PPE

## Your Psychological PPE

to Promote Mental Health and Well-Being



These recommendations are based on a review of published literature and the experience of health systems. For more information visit [ihi.org](http://ihi.org).

### Individual



Take a day off and create space between work and home life



Avoid publicity and media coverage about COVID-19



Receive mental health support during and after the crisis



Facilitate opportunities to show gratitude



Reframe negative experiences as positive and reclaim agency

### Team Leader



Limit staff time on site/shift



Design clear roles and leadership



Train managers to be aware of key risk factors and monitor for any signs of distress



Make peer support services available to staff



Pair workers together to serve as peer support in a “buddy system”

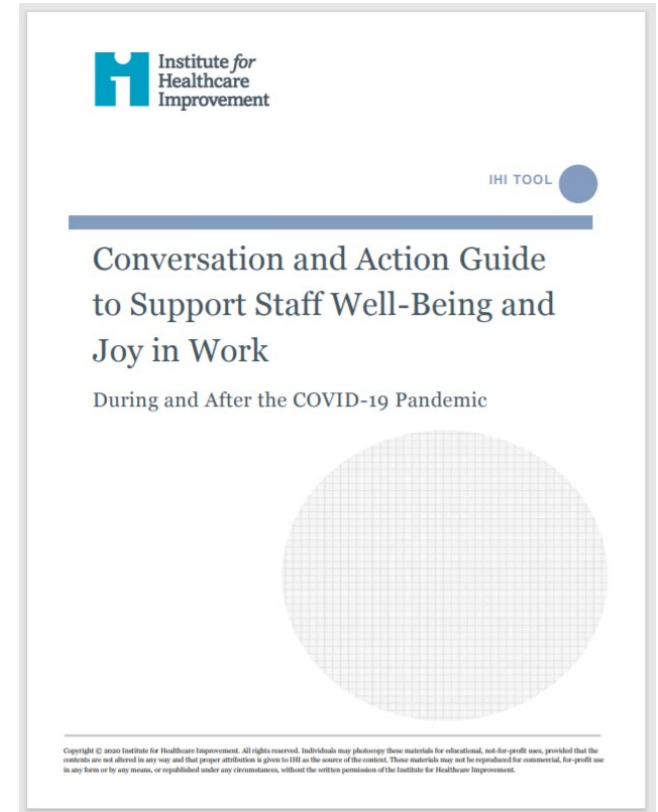
<http://www.ihi.org/resources/Pages/Tools/psychological-PPE-promote-health-care-workforce-mental-health-and-well-being.aspx>



# Well-Being Huddles

Short huddles, in small groups or 1:1 where you can ask:

- What concerns do you have for residents, yourself, or the team?
- Are there steps we can take right now as a team?
- What good thing happened today?





# Active Listening and Problem Solving

“Here’s what I hear you saying  
– do I have that right?”

A light blue downward-pointing arrow indicating the flow from the first step to the second.

“What do we still need to  
learn?”

A light blue downward-pointing arrow indicating the flow from the second step to the third.

“How can we do this  
together?”



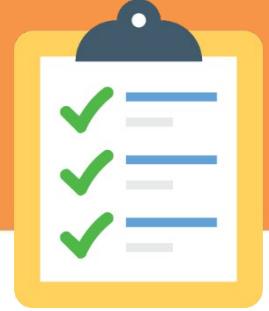
# Headspace One Minute Meditation

- [Remember the Blue Sky - YouTube](#)





# Action Item

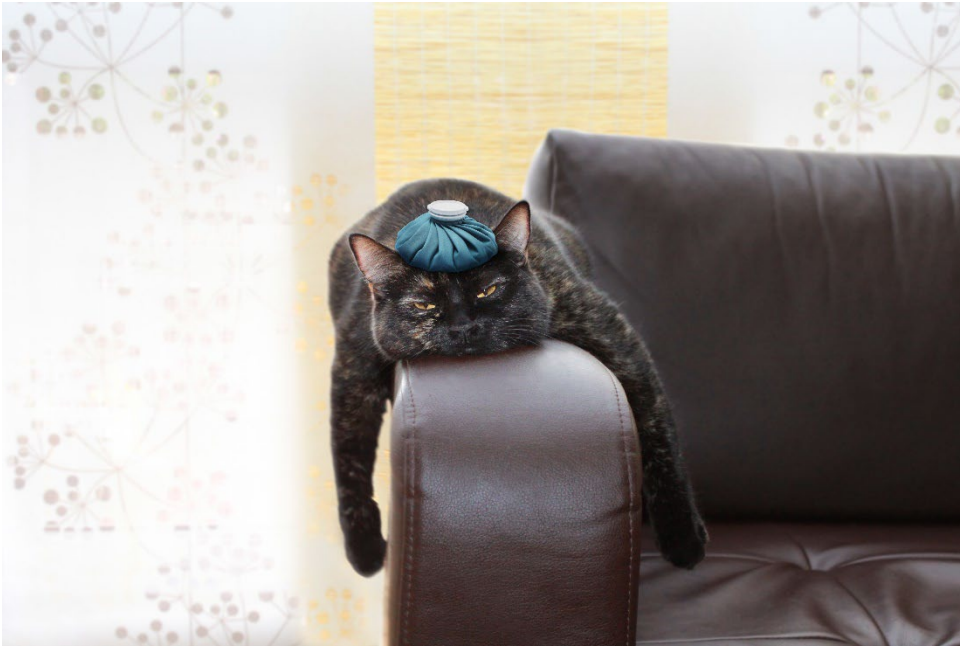


Speak to five staff members and ask them a few of the questions below:

- What concerns do you have for residents, yourself, or the team?
- What are you most worried about right now?
- What good thing happened today?
- Are there steps we can take right now as a team?



# Next Week's Topic: Vaccine Hesitancy



**Friday, May 27**

**11:30 a.m. PT**

**Register Here:**

<https://bit.ly/FullSpeedAheadBoosterProgram>





# Thank you!

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