

COVID-19 PANDEMIC
Modifying Therapeutic Activity and
Psychosocial Services to Meet the Individual
Needs of All Residents

Barbara Speedling
Quality of Life Specialist
NMHCA – Webinar 2020

REGULATORY UPDATES - CDC
Guidance for Infection Prevention and Control for Patients with
Suspected or Confirmed COVID-19 in Nursing Homes

Nursing homes should assume it could already be in their community and move to:

- Restrict all visitors and unnecessary HCP from the facility;
- Cancel group activities and communal dining; and
- Implement active screening of residents and HCP for fever and respiratory symptoms.

REGULATORY UPDATES - CDC
Guidance for Infection Prevention and Control for Patients with
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Visitor Restrictions

Ill visitors and healthcare personnel (HCP) are the most likely sources of introduction of COVID-19 into a facility. CDC recommends aggressive visitor restrictions and enforcing sick leave policies for ill HCP, even before COVID-19 is identified in a community or facility.

COVID-19 Pandemic Response Identifying the Populations Most at Risk for Psychosocial Adjustment Difficulty

Clinical Considerations:

- Alzheimer's disease and related dementia;
- Mental disorder;
- ID/DD;
- TBI;
- Trauma/PTSD; and
- Substance/Opioid Addiction/ETOH

**COVID-19 Pandemic Response
Identifying the Populations Most at Risk for
Psychosocial Adjustment Difficulty**

Psychosocial Considerations:

- Lack of family or social support;
- Inability to communicate anxiety/stress verbally; and
- Depression and trauma

COVID-19 Pandemic Response

Manifestations Of Mental And Psychosocial Adjustment Difficulties

- Impaired verbal communication; [L][SEP]
- Social isolation (e.g., loss or failure to have relationships); [L][SEP]
- Sleep pattern disturbance (e.g., disruptive change in sleep/rest pattern as related to one's biological and emotional needs); [L][SEP]

COVID-19 Pandemic Response
Manifestations Of Mental And Psychosocial
Adjustment Difficulties

- Spiritual distress (disturbances in one's belief system); [L] [SEP]
- Inability to control behavior and potential for violence (aggressive behavior directed at self or others); and [L] [SEP]
- Stereotyped response to any stressor (i.e., the same characteristic response, regardless of the stimulus). [L] [SEP]

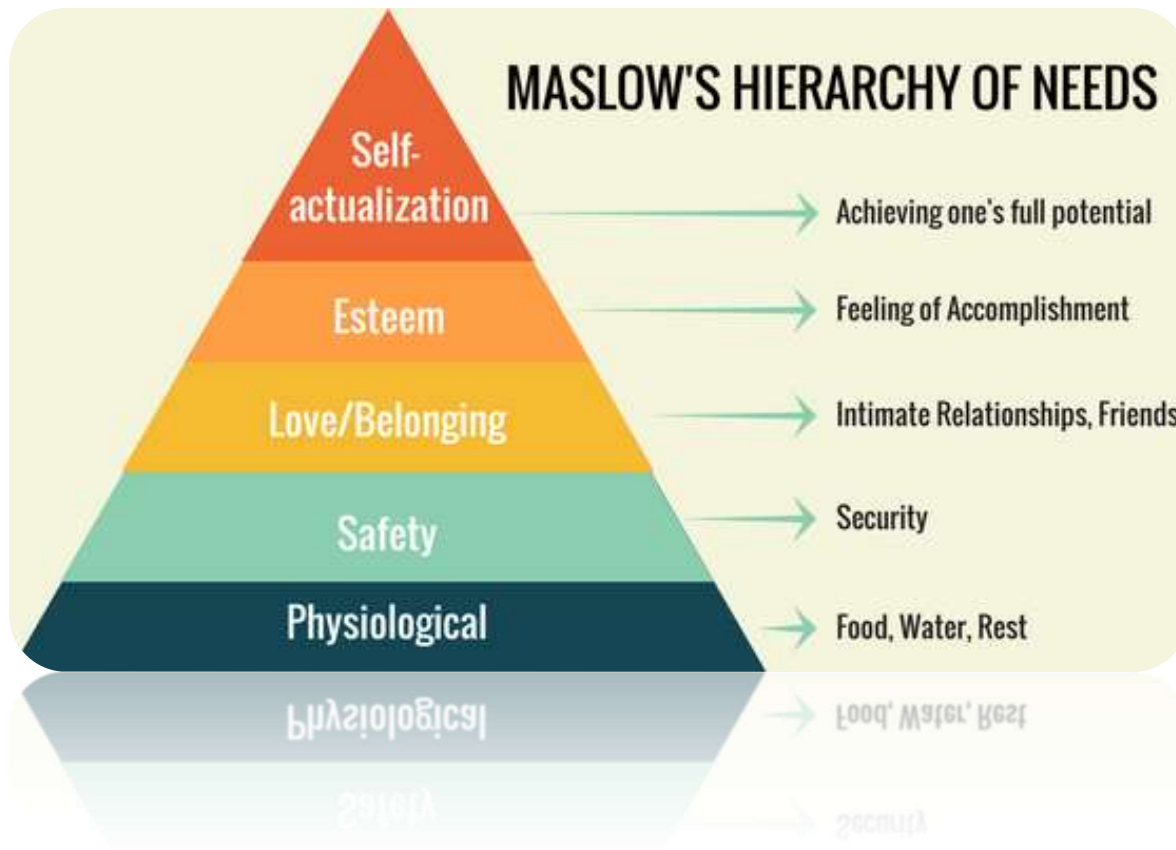
Person-Centered Care

“...a framework for health and social care assessment, including risk assessment, within a comprehensive, person centered, multi-disciplinary care planning process.’ (Thiru et al., 2002, p. 11)

What is Cultural Competency?

- **Cultural competence** is the ability to understand, communicate with and effectively interact with people across **cultures**.
- **Cultural competence** encompasses. being aware of one's own world view. developing positive attitudes towards **cultural** differences, gaining knowledge of different **cultural** practices and world views.

MASLOW'S HIERARCHY OF NEEDS



What is Quality of Life?

- Subjective, multidimensional, encompassing positive and negative features of life.
- A dynamic condition that responds to life events

<http://www.forbes.com/sites/iese/2013/09/04/quality-of-life-everyone-wants-it-but-what-is-it/>

F675 Quality of life

- Quality of life is a fundamental principle that applies to all care and services provided to facility residents.
- Each resident must receive and the facility must provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychosocial well-being, consistent with the resident's comprehensive assessment and plan of care.

F675 Quality of Life

INTENT

The intent of this requirement is to specify the facility's responsibility to create and sustain an environment that humanizes and individualizes each resident's quality of life by:

- Ensuring all staff, across all shifts and departments, understand the principles of quality of life, and honor and support these principles for each resident; and
- Ensuring that the care and services provided are person-centered, and honor and support each resident's preferences, choices, values and beliefs.

F675 Quality of life

- An individual's “**sense of well-being, level of satisfaction with life and feeling of self-worth and self-esteem.**
- For nursing home residents, this includes a basic sense of satisfaction with oneself, the environment, the care received, the accomplishments of desired goals, and **control over one's life.**”

Anticipating Extreme Emotion

Changes in mood and behavior may occur in residents, staff and families in response to the social distancing and moratorium on visitation initiated to prevent the spread of COVID-19.

Anticipating Extreme Emotion

Be prepared for extreme emotion:

- Where can residents and staff express their stress and frustration safely?
- What outlets do residents have for expressing their stress and frustration?
- Will a resident's emotional expression be dismissed as "behavior" or understood as resulting from the impact of the Pandemic?
- What plans have been developed to ensure families and friends of residents are provided accurate and timely information?

Preventing Abuse and Neglect

- Being aware of how emotions can escalate during stressful events;
- Discuss abuse prevention with your team;
- Be alert to disagreements between staff, or staff and residents and ensure quick resolution of grievances; and
- Be open and honest with staff, residents and families regarding the stress everyone is feeling during this time and that there help is available for anyone feeling overwhelmed.

Behavioral Health Interventions

Services to be Assessed

- Psychiatry
- Psychology
- Addiction Counseling
- Social Service Counseling and Support
- Clergy
- Homeopathic Interventions: aroma therapy, meditation

Behavioral Health Interventions

- Plan physical activity for staff - make it fun and help stimulate some endorphins;
- Increase physical activity for residents prone to agitation, wandering, and restlessness:
 - Range of motion activities in small groups,
 - 1:1 visits for in-room exercise,
 - Doorway Balloon Volleyball

Behavioral Health Interventions

- Be flexible. If a staff member needs a break or a shoulder to cry on, work it out.
 - Time-outs
 - Break-Swaps
 - Conflict Resolution Process
- Not addressing staff emotion often leads to negative events.
 - Social Medial Support Networks
 - Teleconferencing

Behavioral Health Interventions

Surprise and delight everyone periodically throughout this difficult time.

- Have daily trivia contests;
- Send a special snack to every unit for residents and staff;
- Treat the staff to a special lunch or breakfast or late-night snack.

Any and all distraction will be a healthy approach to the behavioral health needs of all concerned.

101 ACTIVITIES ANYONE CAN DO

1. Listen to music
2. Make homemade lemonade
3. Count trading cards
4. Clip Coupons
5. Sort poker chips
6. Rake leaves
7. Write a poem together
8. Make a fresh fruit salad...

Source: Alzheimer's Association Web Site – www.alz.org

What is Activity?

- A personal encounter
- Naturally offered by the environment
- Daily housekeeping routines
- Self-care activities
- Planned scheduled events
- Spontaneous activities

Benefit of Conversation

University of Exeter:

"One Social Hour a Week in Dementia Care Improves Lives and Saves Money: Person-centered activities combined with just one hour a week of social interaction can improve quality of life and reduce agitation for people with dementia living in care homes, while saving money."

ScienceDaily, 16 July 2017

Non-pharmacological Interventions

- Increasing the amount of resident exercise;
- Reducing underlying causes of distressed behavior such as boredom and pain;
- Individualized bowel regimen to prevent or reduce constipation and the use of medications;

Non-pharmacological Interventions

- Improving sleep hygiene;
- Accommodating the resident's behavior and needs by supporting and encouraging activities reminiscent of lifelong work or activity patterns;
- Using massage, hot/warm or cold compresses to address a resident's pain or discomfort; and
- Enhancing the dining experience.

“Sheltered Workshops”



“Sheltered Workshops”

A facility or program, either for outpatients or for residents of an institution, that provides vocational experience in a controlled working environment.

- For residents with dementia the workshop also offers the opportunity to find comfort in doing familiar tasks.
- For the non-traditional resident who plans to return to the community, the workshop provides an opportunity education, life skills programming, and helps prepare the resident for community reintegration.

JOURNALING



PLANNING FOR STAFF EDUCATION, SUPPORT AND PARTICIPATION

The facility's policies and procedures related to the COVID-19 Pandemic Response Plan should be reviewed and the following points discussed:

- Accuracy and completeness of information.
- The packaging of information for handling, appeal, content, etc.
- Procedures for ensuring timely, accurate, ongoing communication and coordination with healthcare personnel in all departments and shifts.

PLANNING FOR STAFF EDUCATION, SUPPORT AND PARTICIPATION

- The procedures by which information is communicated to residents, families, and community vendors and support organizations.
- Methods used to engage staff in the development, implementation and quality monitoring of new or changing policy.
- How well day-to-day policy and procedure revisions are communicated timely and accurately to all involved parties, orally and in writing.

WHAT IS TEAMWORK?

**Working together
as a team means:**

- No *one* person is responsible—
- Everyone is responsible for the success of the team.



WHAT IS TEAMWORK?

Good teams share some basic elements:

- **Common Goals:** Members of a team share and understand common goals. They have discussed and agreed on a common understanding of why the team exists and the function it serves. Moreover, they share a common vision of the future they want for the organization.
- While individuals on the team may not always agree on the best path to get to that future, their shared vision and sense of mission help draw them together and aid decisions.

WHAT IS TEAMWORK?

- **A Game Plan:** Good teams are organized and know how they will deal with specific situations.
- **Clearly Defined Roles:** Every team member has an important role to play. Any good team knows the strengths of each member and takes advantage of those strengths.
- **Regular Evaluation:** Effective teams constantly assess how well they're doing and analyze what works and what doesn't work for their team.
- **Trust and Confidence:** Teammates trust each other and have confidence in other team members.

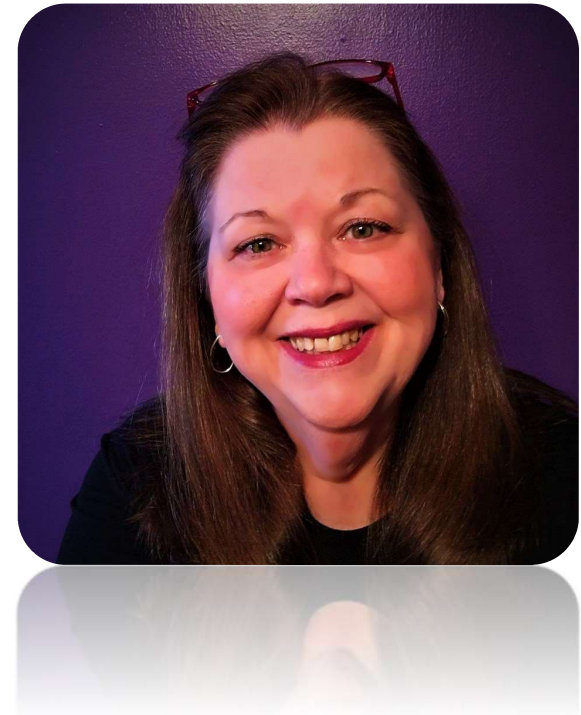
PROACTIVE COMMUNICATION



RESIDENT AND FAMILY COUNCILS

Supportive Interventions For Yourself and Those You Care For

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.
- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.



Bspeerling@aol.com 917.754.6282 www.barbaraspeerling.com

Creating Meaningful, Satisfying Lives One Person at a Time