

FROM Vicious Cycle of Instability TO Positive Cycle of Steady Improvement

TIPPING POINT

Reduce Stress

- Rounds to check in on people, not up on people
- All Hands on Deck
- Community Meetings

Stabilize Staffing

- Identify and support your best employees
- Improve attendance and schedule
- Hire for character and give new employees a good welcome

Develop a Positive Chain of Leadership

- People development
- Develop Nurses as Leaders
- Help people improve/hold people accountable

Promote Relational Coordination and Critical Thinking

- Consistent assignment
- Shift Huddles and Inter-shift communication
- CNAs active in care planning
- QI among staff closest to the resident

Achieve Quality Improvement through Individualized Care

- Transform from Institutional to Individualized Care Delivery Systems to support customary routines such as waking, sleeping, eating, bathing, and daily activity, to promote mobility and reduce psycho-active meds and rehospitalizations

The Cumulative Effect of Many Changes Addressing the Many Interrelated Root Causes