

# Vaccinations: The Conversation & Staff Morale PIP

Continuation Phase, Session 21

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Today

COVID Update

IHI Curriculum

• **Vaccinations: The  
Conversation**

Staff Morale PIP

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## Update: Faye @ NDDoH

Infections happen in only a small proportion of people who are fully vaccinated, even with the Delta variant. However, preliminary evidence suggests that fully vaccinated people who do become infected with the Delta variant can spread the virus to others. To reduce their risk of becoming infected with the Delta variant and potentially spreading it to others: CDC recommends that fully vaccinated people:

- **Wear a mask** in public indoor settings if they are in an area of [substantial or high transmission](#).
- Fully vaccinated people might choose to mask regardless of the level of transmission, particularly if they or someone in their household is immunocompromised or at [increased risk for severe disease](#), or **if someone in their household is unvaccinated**. People who are at increased risk for severe disease include older adults and those who have certain medical conditions, such as diabetes, overweight or obesity, and heart conditions.

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### Get Tested

Get tested 3-5 days following a known exposure to someone with suspected or confirmed COVID-19 and wear a mask in public indoor settings for 14 days after exposure or until a negative test result.

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### Isolate

Isolate if they have tested positive for COVID-19 in the prior 10 days or are experiencing COVID-19 symptoms.

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### Follow the Rules

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Follow any applicable federal, state, local, tribal, or territorial laws, rules, and regulations.

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## People who are immunocompromised

- Should be counseled about the potential for reduced immune responses to COVID-19 vaccines and to follow [current](#) prevention measures (including wearing [a mask](#), [staying 6 feet apart from others](#) they don't live with, and avoiding crowds and poorly ventilated indoor spaces) regardless of their vaccination status to protect themselves against COVID-19 until advised otherwise by their healthcare provider.

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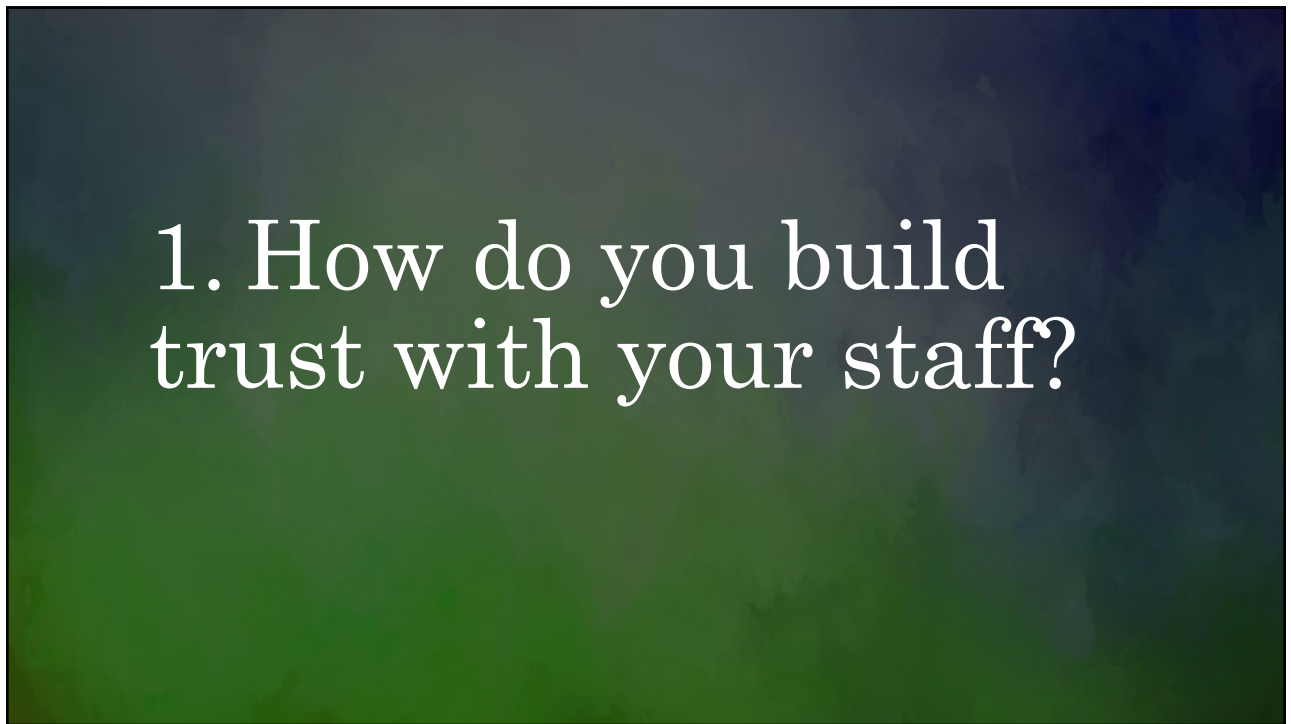
## From Vanessa @ NDLTCA

- LTC facilities don't get information specific to Delta
- Running out of ideas for vaccination in LTC.
  - Mandates have been discussed, but not popular as facilities are so short staffed already.
- We continue to offer education through Dr. Carson's videos and AHCA/NCAL offerings.

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2. How do you combat social media misinformation regarding the COVID-19 vaccine?

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3. What communication style do you use when discussing the COVID-19 vaccine?

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## Video: Vaccinations – The Conversation

The screenshot shows a presentation slide with the following content:

- Title:** What is Effective when Having a COVID 19 Vaccine Conversation?
- Author:** Arshia Deepak AGRAWAL
- Key Points:**
  - Agency is the ability of an individual or group of employees to act with autonomy
  - Meet with Power and Courage
    - Courage to act in the face of difficulty or uncertainty
  - Understand each person has their own agency to make their own choice

The slide also features a small image of two people sitting at a table and logos for 'University of Michigan' and 'Michigan State University' at the bottom.

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The slide is split into two sections. The left section has a vertical gradient background transitioning from light blue at the top to bright green at the bottom. The right section is a solid black rectangle containing the text:

# Staff Morale

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# Wishek Living Center – RCA sharing

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Plan	Do			Study and Act	
List the tasks to be done	Responsible Team Member	Start Date	Actual Completion Date	Comments/Lessons Learned	Adopt/Adapt/Abandon
Meet as PIP team – prioritize impediments identified during “conversations”	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Review change ideas (Appendix B) &/or “Conversation & Action Guide to Support Staff Well-being & Joy in Work (COVID)”	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Identify one change idea to trial – start PDSA trials	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

Study and Act					
Benchmarks/metrics [how will we measure progress?]	Baseline Date	First Measurement Date	Second Measurement Date	Final Measurement Date	Comments
Pre-PIP & Post-PIP assessments (e.g. Pinnacle, CMS Employee Satisfaction Survey or Appendix C tools)		Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
	07/28/2021-08/11/2021	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	

This material was prepared the Great Plains Quality Innovation Network, the Medicare Quality Improvement Organization for North Dakota and South Dakota, under contract with the Centers for Medicare & Medicaid Services.

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*In Chat or Unmute...*

What Staff Morale  
activities have you done  
recently?

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*In Chat or unmute...*

What Staff Morale  
activities have you seen  
others do that you  
would like to do at your  
facility?

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## Staff Morale Homework



\$50/  
submission

- Meet as PIP team
- <http://www.ihl.org/resources/Pages/IHIWhitePapers/Framework-Improving-Joy-in-Work.aspx>
- Review “Get Ready” action steps, p. 9
- Collect staff satisfaction survey results
- Document baseline data
- Conduct 10 “What Matters to You?” conversations

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If you would like additional technical assistance, please let us know.

You can work with our mentors one-on-one.

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