

MEETING RESIDENTS' PSYCHOSOCIAL NEEDS DURING A PANDEMIC THROUGH COMMUNICATION & ACTIVITY

THE COVID-19 JOURNEY — NAVIGATING RESIDENT NEEDS

HEATHER DAVIS, CTRS, NHA, DIRECTOR OF LIFE ENRICHMENT, REGENCY AT SHELBY TOWNSHIP

JODEE EWBANK, LNHA, LMSW, ADC, MANAGER, PATIENT SERVICES AND QUALITY, BRONSON COMMONS

STACEY GOODMAN-HALL, MSN, RN, NURSE CONSULTANT/TRAINER, BCHS

CINDY LIUKKONEN, MEPAP I & II, NCCAP CERTIFIED, ACTIVITY DIRECTOR CERTIFIED, CERTIFIED DEMENTIA PRACTITIONER, EMT,
ACTIVITY DIRECTOR, CHRISTIAN PARK CENTER

ERIC MAYES, CTRS, BA, RECREATIONAL THERAPY AND CERTIFIED THERAPEUTIC RECREATION, ACTIVITY DIRECTOR, COURTNEY
MANOR

SALLI PUNG, STATE LONG TERM CARE OMBUDSMAN, MICHIGAN ADVOCACY PROGRAM



SETTING THE SCENE

- Elderly Resident in LTC setting
- Confined to a bed
- Periods of confusion
- View of a white, brick wall
- COVID strikes
- Confined to room
- Decreased communication with family/friends
- Decreased activity to pass the time/stimulation

NOTABLE QUOTE

- “Solitude, isolation, are painful things, and beyond human endurance.”
- — Jules Verne, *The Mysterious Island*



This Photo by Unknown Author is licensed under CC BY-ND

OBJECTIVES

- Discuss various methods to ensure communication during a pandemic.
- Identify various activities to provide during a pandemic.
- Describe how to evaluate facility resources to meet the needs of residents during a pandemic

SOM REGULATIONS-COMMUNICATION

- 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.

QUALITY OF LIFE - DEFINED



This Photo by Unknown Author is licensed under [CC BY-NC-ND](https://creativecommons.org/licenses/by-nc-nd/4.0/)

- An individual's "sense of wellbeing, 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."

PSYCHOSOCIAL NEEDS

- Can be met through the engagement of communication and involvement in activities.
- Communication: F563, F565, and F576
- Activity: F679

COMMUNICATION

- F563 Right to receive visitors
- Facility must allow immediate access subject to reasonable clinical and safety restrictions
- Facility must provide reasonable access by any entity that provides services to the resident
- Reasonable clinical and safety restrictions defined:
 - Policies, procedures, or practices that protect the health and security of all residents and staff (community-associated infection).

COMMUNICATION

- F565 Residents have the right to participate in resident groups, family groups, meet with resident/family representatives
- F576 Residents have the right to have reasonable access to the use of a telephone, including TTY and TDD services
- The facility must protect and facilitate communication (private/non-private) with external individuals. This includes mail.

COMMUNICATION

- What the LTC Ombudsman Program is hearing from residents and families
 - No one answers the phone when you call – we don't know the status of our loved one or if they are alive
 - The staff say someone will call them back but they don't
 - We get transferred to the unit but no one answers the phone
 - Residents ask what they have done wrong to be treated this way (restricted to their rooms)
 - Residents have said that the staff don't talk to them any longer – they rush in and rush out without making meaningful contact
 - Residents have stated they feel abandoned and would rather catch COVID and die than be isolated and not have visitors

COMMUNICATION

- Suggestions to Support Residents
 - Hire a volunteer or family member to assist with incoming and outgoing calls
 - Support residents in making outgoing calls – schedule a set time so residents can look forward to the call with their family or friends
 - Consider Echo or other hands-free devices for residents to make calls to family/friends
 - Ask family and friends to send short video greetings that residents can watch at any time. Residents can record videos to send in response.
 - Set up Skype or FaceTime so residents can communicate with each other within the facility.
 - Create a newsletter to distribute via email, USPS or post on the website to provide facility updates – don't forget to share this with residents as well
 - Encourage staff to engage with the resident for a few minutes when providing direct care – psychosocial needs are just as important as physical needs

COMMUNICATION

- Suggestions to Support Residents
 - Utilize CMP funds to purchase equipment for virtual visits
 - Purchase stands for tablets or computers so residents can have a private virtual visit – this also frees up staff time
 - Consider using a two-way baby monitor for window visits – this helps residents hear the conversation and some devices have a screen so the resident can see the visitor
 - Consider using visitation booths (plexiglass) to create a designated meeting space to support window visits for residents without an accessible window
 - Support residents with hearing impairments with a personal sound amplifier – this could be purchased by the resident for as little as \$50

VIDEO VISITS

- Virtual Meetings provide an environment for a secure visit, for family or telehealth. Options include:
 - Webex
 - Zoom (if you set a password)
 - Microsoft Teams

SCHEDULING VIRTUAL MEETINGS - RECOMMENDATIONS

- Virtual meeting platforms include a calendar so you can see a record of visits
- Dedicate one email per device
- Email the family member a tip sheet so they can prepare ahead of time
- Attach instructions to the device
- Sample tip sheets for Microsoft Teams are included in the instructions

VIDEO VISIT EQUIPMENT EXAMPLES

- Gooseneck Floor Stand with locking mechanism
- iPad
- School or library headphones with microphone (heavy duty and cleanable)



DOs and DON'Ts

DO

- Help resident look their best
- Get rid of glare
- Keep instructions with the equipment
- Use headphones:
 - Will help resident hear everything
 - Family will hear resident more clearly
 - TEST THE VOLUME before placing on dependent residents
- Clean equipment after every use – use germicidal wipes. **DO NOT** use bleach wipes



DON'T

- Do not broadcast one-way video of the resident. If the remote participant does not share video, make a phone call instead.
- If a resident lacks capacity to consent, do not set up video visits without the POA's/Guardian's consent
- Use the device for other tasks. If your device was ordered with the CMP Funds for Communication Devices, it must be dedicated to this use.

CIVIL MONETARY PENALTY (CMP) GRANT

- CMP Grant funding is available to purchase devices.
- Limit is \$3000 but larger facilities could qualify for more
- The grant documents are included in today's supplemental materials, or by visiting:
- https://www.michigan.gov/mdhhs/0,5885,7-339-71551_2945_73356---,00.html

CIVIL MONETARY PENALTY (CMP) GRANT

- Application is minimal
- Email the grant application and budget (Excel spreadsheet file provided with the grant documents) to MDHHS-CMPGRANTS@michigan.gov
- Patients and families must be notified that devices are available
- Devices must be dedicated to this use
- Facility must observe infection prevention and control practices in using the devices
- After six months, respond to a survey about the residents' experiences with the devices
- The video visit station shown in today's presentation cost about \$500

RESIDENT RIGHTS – ACTIVITIES

- F679 The facility must provide, based on the comprehensive assessment and care plan and the **preferences of each resident**, an ongoing program to support residents in their choice of activities, both facility-sponsored group and individual activities and independent activities, designed to meet the interests of and support the physical, mental, and psychosocial well-being of each resident, encouraging both independence and interaction in the community.

ACTIVITIES SUGGESTIONS

- Connect with community leaders to host a car parade in the parking lot – great way to celebrate birthdays, holidays, or other events and to bring the community to the residents
- Work with community groups to offer performances in the parking lot with physical distancing (choirs, bands, theatre, dance, cheerleaders, etc.) **perform outdoors**
- Reach out to your local businesses for support - Bucket truck used to lift visitors for window visits for residents on upper floors
- Use the intercom system to play music or conduct sing-a-longs

ACTIVITIES SUGGESTIONS

- Video chat with local performers or friends, family members, and staff who have hidden talents
- Discover new books, audio books and magazines to read, and make use of free online resources to access them, like the app, Libby
- Utilize free online resources like performances from The Metropolitan Opera, Paris Opera, Philharmonie Berlin, Broadway performers and more
- Visit world-famous museums or libraries (Library of Congress; UN World Digital Library) virtually
- Stay connected to the outside world by watching webcams from all over the world, including zoos, volcanoes, the International Space Station, and more.
- Live stream church services

BINGO ON TV

Thursday, August 20, 2020

BREAKFAST Aug 21

Cream of Wheat
Egg & Canadian Bacon
Sandwich

LUNCH Aug 20

Country Fried Steak w/ Gravy
Whipped Sweet Potatoes
Lima Beans
Cheese Biscuit
Butterscotch Brownie Parfait

**BINGO starts at
2:30 today!**

00:00:59:50

**Get your card
and marker
ready!**

SUPPER Aug 20

French Dip Sandwich
Beef Barley Soup
Wax Beans
Cinnamon Applesauce

**Please order
breakfast by 7 pm
the day before**



Toolkit included with supplemental materials

Welcome to

BINGO

Caller: Cindy

ACTIVITIES DURING COVID-19 WHEELCHAIR RACES!



The resident loved when the staff got involved! This also helped staff spirit during this time!

FATHERS DAY



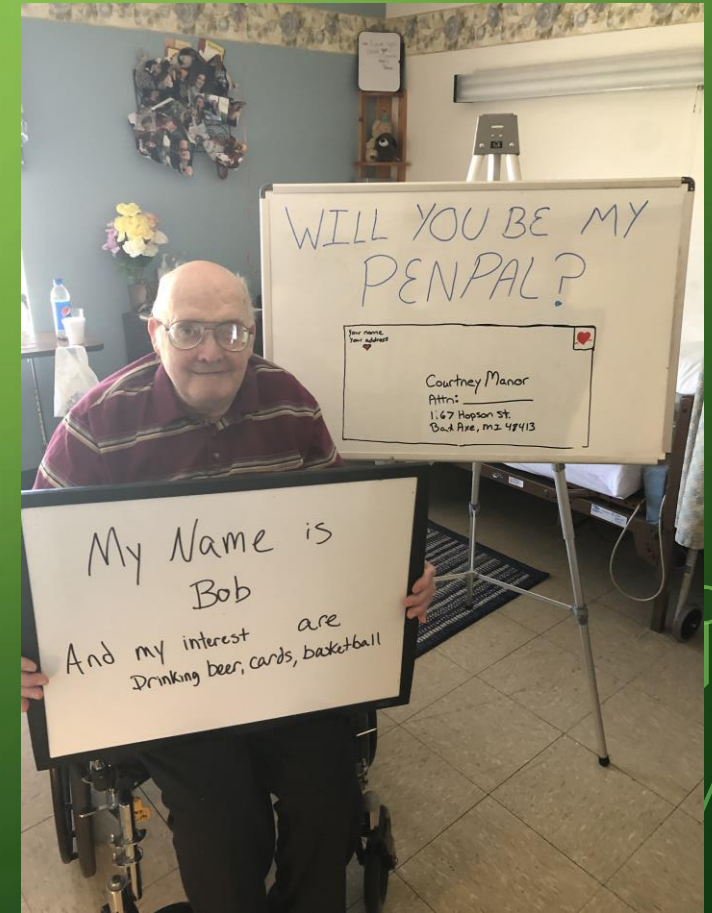
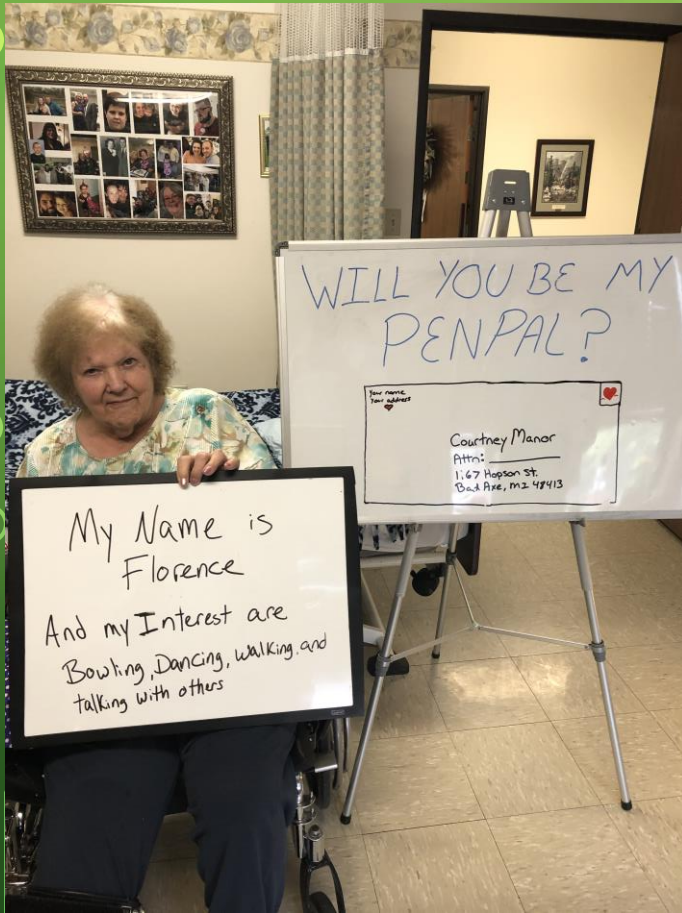
We had a classic car show, beer tasting from local brewers and we gave all the guys a bag of goodies!

FISHING AND OUR FAMOUS 10FT BANANA SPLIT



RESIDENTS LOVED GETTING PENPALS

WE received penpal letters from all over the country and our residents loved righting back and forth.



WHAT'S IN YOUR ROOM?

- This is played like what's in your purse but the residents try to find the different items on the list in their room.
- We called out an item and the first person to ring their call light and had the item, won that round. At the end whoever had the most items won a prize.
- When COVID hit our building, we had to change this game by passing out a sheet with all the items on it and the staff would go room to room and count how many items each person had. Whoever had the most won a prize.
- Each time we play we change the list to different things that fit the season or holiday we were close to. For example for the fourth of July, we looked for stars, flags, eagle, red, white, blue, patriotic decorations and etc.
- We also made sure there were basic things like a blue pen, calendar, solar item, tissue box and etc.



THE RESIDENT'S WAY, NOT OUR WAY

Use the resident's assessments and
Resident Council to plan activities,
especially during Covid



ACTIVITY ASSESSMENTS

- Do more than just give us insight into the resident
- Write the care plans for you
- Tells you what their goal is, not what we think it should be
- Plans your community activity calendar

Activity Evaluation		
Resident:	Effective Date:	Location:
Admission:	Date of Birth:	Score: NA
Category: NA	Physician:	

I. Background Information

1. Are there any groups in which you participate in the community with which you prefer to continue?

1. Yes
 2. No

1a. Specify: **(S)**

2. Religion/Church

2a. Should the facility contact their church?

1. Yes
 2. No

2b. Contact Information: **(S)**

3. Is the resident a registered voter?

1. Yes
 2. No

4. Is the resident interested in voting?

1. Yes
 2. No

4a. Explain where they are registered to vote:

5. Preferred Name:

6. Did the resident have any pets?

1. Yes
 2. No

6a. If yes to pets, what type(s) and name(s)? **(S)**

II. Daily Routine and Activity Preferences

1. Should Interview for Daily and Activity Preferences be Conducted? - Attempt to interview all residents able to communicate.

0. No
 1. Yes
 -. Not assessed

RESIDENT COUNCIL

- Let the Resident Council decide what they want to do
- Ask them to vote on their favorite activities, outings, cookouts, special parties, family parties/events
- Even during Covid restrictions, they should still be deciding what activities they want to do in their rooms through the Council minutes



Instead of having a group gather for the Council meetings, the agenda could be printed out and given to them to fill out with areas that allow their choices/voices to be heard

Taking the majority of what is voted on you can plan your activities

For the unusual request, you can personalize it for that individual-if you are able

Resident Council Date: 8/3/2020

Name: _____

Old Business:

**New Business-
The Fair-**

We are planning a fair week here at the Center! Each day will be themed, we will play fair games, and serve fair food. It will be a fun alternative to going to the fair.

Church-

We know it's hard not being able to participate in church services. We are able to set up a church service or Catholic mass on the tablet for anyone who would like to watch a live stream of it. If you want to participate in a live stream church service please check which one below.

___ **Barron's Bible Study**

___ **Church Service**

___ **Catholic Mass**

___ **Have Cindy come pray**

Activities-

We want your input, please let us know the activities you like the best and the ones you dislike the most.

I like these activities:

I don't like these activities:

Friday Cookout Lunch Suggestions:

Resident Right Review:

The right to.....

Any other Concerns/Suggestions:

ACTIVITY ROOM SERVICE MENU

To help the residents continue to determine their activities for the day, consider using an Activity Room Service Menu

This allows the residents to pick the activities/items they want each day to pursue their own independent activities



Activity Room Service-We're here to help you!

We know it's hard staying in your room, but we offer many fun things that can help keep your spirits high, as you pass the time.

Please look over the menu items. If there is something you would like, make your selections, and we'll bring you your request.

If there is something you want, but don't see it listed, write it down and we'll do our best to accommodate you.

Name _____

Ala Carte` (By yourself)

Cards

Dice

Crafts

Woodcraft

Yarn

Sand art

Coloring

Painting

Nail polish

Word search

Crossword

Sudoku

Jigsaw puzzle

Magazines



Party of Two (With an activity member)

Cribbage

Scrabble

Manicure

1:1 Visit



Today's Specials (Specific interest articles)

Birds & Blooms

Sports-specify _____

Celebrity gossip

Religious

Travel

Recipes

Outdoors

Reminisce

Fishing

Hunting

Jokes

Newspaper-

Obituaries

Headlines

Comics/Puzzle Page

Local

Community



I would like something else: _____

Activities is here to serve you!

USING OTHER GROUPS AROUND YOU



- Use another SNF or Assisted Living facility that is close by
- Do senior social get-togethers, nursing home week events, special activities, outdoor concerts, car parades, etc.
- Use the local high school, college, or elementary schools for intergenerational activities/events
- Have them bring students over for pep rallies, concerts, homecoming, cookouts, scrimmage games in the parking lot, etc.
- Have the mascot come over to cheer up everyone

The background is a solid green color with a subtle gradient. In the four corners, there are decorative white line-art elements resembling circuit traces or a network diagram. These lines connect to small white circles, creating a sense of connectivity and technology.

RECORDED PRESENTATION

START HEATHER'S YOU-TUBE VIDEO

INFECTION CONTROL AND PREVENTION: COMMUNICATION AND ACTIVITY DEVICES

- American Journal of Infection Control [https://www.ajicjournal.org/article/S0196-6553\(13\)00193-4/pdf](https://www.ajicjournal.org/article/S0196-6553(13)00193-4/pdf) Based on this information and the cleaning agents we have in-house, my plan is listed below.
 -
 - 1. All devices used by residents will be covered with a durable, non-porous case.
 - 2. Devices will be cleaned between each use with alcohol swab and hand washing will occur between each use.
 - 3. Any device used with known or potential C.Difficile infected individuals will be cleaned with bleach wipe.
 - 4. Every used device will be cleaned with a microfiber cloth dampened in sporocidal agent and rubbed vigorously to create friction, at end of day.
 - 5. Employees will initial a log indicating which devices were cleaned.



Q&A

MEETING RESIDENTS' PSYCHOSOCIAL NEEDS DURING A
PANDEMIC THROUGH COMMUNICATION & ACTIVITY