



***Welcome to our  
roundtable series.  
We're glad you're here.***

# Our Work Together

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# To Level Set....

- We are a community focused on co-design
- “All teach, all learn”<sup>1</sup>
- Small tests of change
- Collation and dissemination of insights



<sup>1</sup>Project ECHO. (2022). <https://hsc.unm.edu/echo/what-we-do/about-the-echo-model.html>

# The Format...

- 6 monthly gatherings
- 45 minutes
- Short presentation to stimulate innovative thought
- Q & A
- Breakout sessions
  - Facilitated
  - Smaller groups
  - Generate and collect experiences, ideas and insights
- Debrief
  - Summarize themes and key insights
  - Select a strategy and conduct a small test of change



# Coming Up....

Dr. Beth A. Lown

*Chief Medical Officer, The Schwartz Center for Compassionate Healthcare*

*Associate Professor of Medicine, Harvard Medical School*

Beth Lown has been interested in empathy, compassion, collaboration and relational and communication skills since beginning medical school four decades ago. This interest has deepened over her many years of clinical practice, and as a health professional educator and researcher. She has been an active participant in many national organizations dedicated to improving these attributes and skills.

She is the chief medical officer of the Schwartz Center for Compassionate Healthcare, a nonprofit dedicated to strengthening the relationships among patients, families and clinicians and advancing compassionate health care. In this role she develops and implements programs, curricula and research. She speaks locally, nationally and internationally about empathy, compassion and communication, and teaches these attributes and skills to health professionals across the continuum of learning.

<https://www.theschwartzcenter.org/speakers/beth-a-lown-md/>

More of a   
*Good Thing*



THE SOCIETY  
FOR POST-ACUTE AND  
LONG-TERM  
CARE MEDICINE™

# Today's Presentation....



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Emily Nicoli, MS, RN,  
CRNP, AGPCNP-C,  
ACHPN

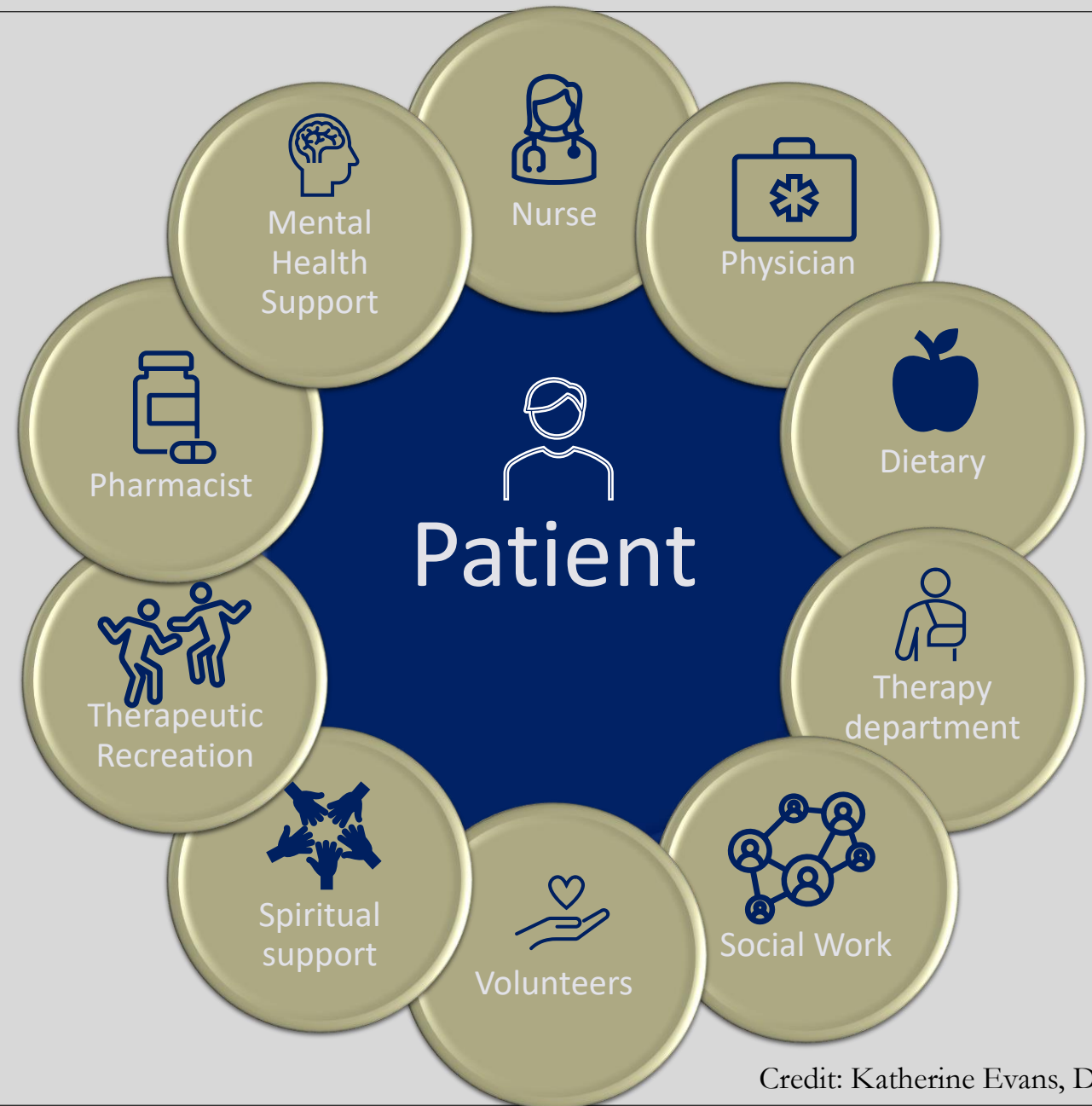
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Chief Nursing Officer,  
UnitedHealthcare  
Retiree Solutions



# Roll call

- Physicians?
- Advanced Practice Providers?
- Nurses?
- Aides?
- Social workers?
- Others? (Behavioral Health, Registered Dieticians, Rehab Therapy, etc)
- Average length of practice in PALTC setting?



Credit: Katherine Evans, DNP

# 4 Ms Framework of Age-Friendly Health Systems

## **What Matters Most**

aligning goals of care and preferences with care provided

## **Medications**

using age-friendly medication that does not interfere with What Matters, Mobility or Mentation

## **Mobility**

ensure movement is performed safely to maintain function and do What Matters

## **Mind**

prevent, identify, and manage behavioral health needs and cognitive decline



# 4 Ms Framework Applied to Staffing

## **What Matters Most**

facility culture, respect

## **Mobility**

opportunities for growth and  
career advancement

## **Medications**

collaboration to streamline task-  
oriented activities, health  
promotion/safety

## **Mind**

wellbeing of staff to reduce  
burnout



# What Matters Most

- Be kind
- Diversity, Equity and Inclusion (DEI) interdisciplinary workgroup
  - April is National Minority Health Month
- Corporate Social Responsibility (CSR)
  - Give back and have teambuilding at the same time!
- Collaboration
  - What can we learn from one another?
  - How can we better collaborate to improve the staff and patient experience?
- If you aren't sure if you're meeting or missing the mark – elicit feedback!

**“You encourage what you tolerate”**

# Medication → Health Promotion

## **Back to the Basics**

- Work to ensure your staff are provided adequate PPE
- Proper equipment in good working order and available
  - Gait belts
  - Hoyer lifts
  - Bladder scanners

## **Health/Wellness**

- Good medical/dental benefits
  - Many insurance carriers offer fitness and wellness benefits included at no cost to the plan
- More robust parental leave
- Social meeting (ex: book clubs, walking/yoga)
- Healthy snacks in break room
- Encourage a non-working lunch!





# Medications

- Care is often very task oriented in the PALTC setting
- How do we minimize the number of tasks staff are performing to allow them time to focus on What Matters Most to the older adult?
  - Daily weights
  - TID temp checks
  - QID fingersticks
- When placing orders, what is the impact to TIME
  - Don't know? Elicit feedback!



# Mobility

## Opportunities for growth and career advancement

- Continuing education funds, specifically focused on care of the older adult
  - Great opportunity to have more involvement within AMDA!
- Glide path/clinical ladder for professional growth within your facilities
  - Leadership does not have to equal management!
- Elicit feedback – understand the professional goals of facility staff
  - What support can you offer?
  - What barriers can you remove to help them achieve these goals?



# Mind



Paid Time Off – who is using it and who is losing it?



Regular check-ins with debriefs following stressful/emotionally charged events



Elicit feedback – how can we better show compassion for our teams?





THANK YOU!

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