AMDA

SURVEY RESULTS SUMMARY

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Q1- VACCINATED STAFF interacting with unvaccinated staff who tested positive which led to negative consequences for residents.

- 23%: You should continue to do your job as usual, focusing on the tasks at hand
- 20%: Protect yourself by not getting too close physically to the unvaccinated staff member
- 20%: Find a place of empathy in yourself, acknowledge that there’s a lot they don’t know about that other person, give them benefit of the doubt and interact with them as usual
- 17%: Calmly give the unvaccinated staff member what you believe to be accurate vaccination information
- 20%: Take a moment to have self-compassion and separate your pain from the other person’s actions or choices, interact as usual

Majority of additional responses from respondents included listening, trying to understand, respecting privacy, offering support. Several highlighted staying calm. Some responses focused solely on the procedures.
Q2- VACCINATED STAFF interacting with unvaccinated patients with COVID who do not express regret for not being vaccinated.

- 28% "Tell them the benefits of the vaccine and share how scientific research contradicts their objections"
- 17% "Ask them how they feel about putting other people at risk"
- 13% "When you notice that you get reactive, find a way to take a small break to offer some self-compassion to yourself, and clarify your intention on how to navigate the situation"
- 22% "Engage in dialogue with them about vaccines’ pros and cons"
- 20% "Approach the patient with understanding, act cordially and avoid the topic of vaccination"

Majority of additional responses from respondents included remaining calm, listening, trying to understand through dialog, respecting privacy, offering support. One highlighted clarifying your intentions, another mentioned sharing their own experience about making their own personal vaccine decision. Some responses focused solely on the procedures.
Q3- VACCINATED STAFF interacting with visitors who might be unwilling to mask up and display aggressive words or actions

- Calmly tell them they can’t come in unmasked, call security if necessary (20%)
- Find a place of empathy in themselves, acknowledge that there’s a lot they don’t know about that other person, give them benefit of the doubt and interact with them as usual (22%)
- Provide advance notification of visitation requirements. Request visitors to sign a copy to acknowledge they’ve read the document. Act calmly when an unmasked visitor arrives at the facility (14%)
- Engage in dialogue and de-escalate the situation if necessary (22%)
- Briefly and calmly acknowledge their preference, check if you understood correctly, ask them if despite their preference they are willing to put masks on during their visit (22%)

Majority of additional responses from respondents included attempting to establish connection through dialog, and offering alternative visiting options. Many highlighted remaining calm. Some responses focused solely on stating the procedures in place.
Q4- ADMINISTRATION interacting with staff not wanting to be vaccinated

- Block a time to talk to them to make sure that the staff person can have a safe place to express their concerns
- Try to convince them of the importance of being vaccinated and that the residents deserve to live in a safe environment
- Get support from conversations with other peers about how to approach the situation
- Engage in dialogue, and if necessary, exert more pressure for the staff member to get vaccinated
- Put your energy in more productive areas because talking about this issue is useless and everyone is exhausted

Majority of additional responses from respondents included care for privacy and safety in conversations, seeking and sharing understanding, respecting decisions, and offering options. Several responses related to explaining staff procedures and sharing info about vaccines. Some expressed discouragement about previous attempts at dialog that were unsuccessful.
Q5- ADMINISTRATION interacting with operational or medical staff not equipped for so much death and grief

- 26%: Distribute a memo that includes several resources that staff can use to support their mental health
- 23%: Put together a moment when everyone can share and be heard about their grief
- 23%: Make it a priority to find resources to help better equip them
- 15%: Take some time to share how death and grief has been hard for you and create a safe space to invite staff to share their experiences
- 13%: Tell inspiring stories about how to better deal with grief and death

A small majority of additional responses included support strategies with some expression of personal care for staff. The rest included organizational support strategies recommended or in place. Concerns were expressed that often these supports go unused for various reasons.
Q6- ADMINISTRATION interacting with staff close to or in burnout

- 24% Keep an eye on the situation without going into panic
- 20% Ask staff for ideas to reorganize the workflow to allow the person struggling to have a little break
- 23% Post best tips on avoiding burnout in the company newsletter
- 25% Meet with the staff member as soon as possible to hear about their struggles
- 8% Identify the structural issues at play and aim at increasing capacity for everyone

Majority of the additional responses included care for safety in private conversations and seeking understanding about what is happening for staff. Several mentioned offering ways to provide staff with breaks / mental health days / changes in routine / flex in hours / support with personal needs, etc. Lots of ideas were mentioned and getting more input from staff about what would help was also highlighted.
Q7- ADMINISTRATION interacting with residents unhappy to have unvaccinated staff

- Sit down with resident and explain that the risk is low and that soon, all staff will be vaccinated (10%)
- Sit down with resident and truly hear how scary this is for them and show that you understand their concerns (21%)
- Mention that the policies about having vaccinated staff are clear and that there are several strategies in place to reach this goal (33%)
- Explain in a non-judgmental way reasons why staff members choose to not get vaccinated (26%)
- Make sure that you understand the resident and document clearly the concerns and agree on a time to have a follow-up conversation (10%)

Majority of the additional responses included acknowledging residents’ concerns and offering reassurance about what steps are being taken to keep residents safe. Some focused on sharing information about staff vaccination rates/compliance. A couple highlighted honoring residents’ preferences for working with vaccinated staff whenever possible and having unvaccinated staff perform alternate duties.
Large majority of additional responses included different ideas about caring for yourself, finding ways to keep things in perspective, and identifying things that can support rejuvenation. Paying attention to your own needs and listening to yourself was highlighted. One response also specifically mentioned partnering with other health care organizations and colleagues to learn through collaboratives and town hall meetings.
Several additional responses focused on connecting to gratitude, compassion for self, and acknowledging places where you have made a difference. Some highlighted mindfulness meditation, and one specifically mentioned the value of lament/mourning.
Several additional responses focused on the value of connecting with others, honoring the experiences together. One highlighted rituals that the community can engage in together. Several more focused on individual ways to support themselves - including acknowledging their own feelings and asking for help when needed.