Learn and apply Leadership & Quality Improvement principles from experts!
Share and get practical tips from colleagues!

✓ Community of Learning
✓ Confidential Case Sharing
✓ Practical
✓ Interdisciplinary
✓ On-line Learning
✓ Free CME and CE

Project ECHO University of Hawaii
Long-Term Care Learning Action Network
A Collaborative Partnership to Provide Education from Quality Improvement and Leadership and Implementation Experts with Case Discussion to build a Community of Learning

Long-Term Care Learning Action Network

This series is made possible through GWEP funding to the University of Hawaii Department of Geriatric Medicine from the Health Resources and Services Administration (HRSA): Grant Nos. U1QHP28729 and T1MHP39046 and the support from generous our donors- AlohaCare and UnitedHealthcare
We commit to maintain and safeguard the confidentiality of information shared. All case presentations are required to be de-identified and HIPAA compliant. In order to create a safe learning environment, we will foster a culture of mutual learning and encouragement, rather than negativity, shame and blame.

ECHO case consultations do not create or otherwise establish provider-patient relationships between any ECHO specialists and patients whose cases are being presented in an ECHO setting.
Learning Objectives

• Explore strategies for well-being during the Pandemic and recovery
• Practice Age Friendly Health Systems strategies
• Identify QI strategies to improve nursing home care.
• Increased knowledge for regulatory guidance for COVID and QMs
The Hawaii Consortium for Continuing Medical Education is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

This program is approved by the National Association of Social Workers - Hawai'i Chapter (Approval HI6792021-190) for up to 1 Social Work continuing education contact hour(s).

In order to receive CMEs please:

1. Register:
   https://echo.zoom.us/meeting/register/tJUqcuysrjsvGtE2kmw9k4Au9cPoOGB

2. Complete an Evaluation:
   https://geriatrics.jabsom.hawaii.edu/nhecho-ian/

** Some systems do not allow access to google forms. Fillable PDFs can be found on our website. Please send to Jon at nakasone@hawaii.edu.
HRSA is encouraging Nursing Facilities to adopt AFHS
There will be an Opportunity for AFHS Recognition through IHI

Stay tuned...
What Matters Series - 4 Parts

<table>
<thead>
<tr>
<th>DATE</th>
<th>TOPIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feb</td>
<td>Who Knows What Matters?</td>
</tr>
<tr>
<td>Mar</td>
<td>Understanding What Matters</td>
</tr>
<tr>
<td>Apr</td>
<td>Addressing What Matters</td>
</tr>
<tr>
<td>May</td>
<td>Care Plans that Matter</td>
</tr>
</tbody>
</table>

LTC ECHO LAN
Schedule
2nd Tuesday of each month
2:00-3:00 pm

** Session Topics subject to change
## Introducing: The Hub Team

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aida Wen, MD, CMD</td>
<td>UH Dept of Geriatric Medicine</td>
<td>Course Director</td>
</tr>
<tr>
<td>Cody Takenaka, MD</td>
<td>UH Dept of Geriatric Medicine</td>
<td>Speaker</td>
</tr>
<tr>
<td>Gayle Rodrigues, MSN, RN</td>
<td>Director of Nursing, Oahu Care Facility</td>
<td>Facilitator</td>
</tr>
<tr>
<td>Dana Mitchell, RN</td>
<td>Mountain Pacific Quality Health</td>
<td>QI Coach</td>
</tr>
<tr>
<td>Lori Henning, LNHA</td>
<td>HAH-Quality &amp; Education Program</td>
<td>COVID and Regulatory updates</td>
</tr>
</tbody>
</table>

*Our speakers report that they have no conflicts of interest.*
Regulatory & COVID-19 Updates

Healthcare Association of Hawaii
What Matters Series – Part 2

Understanding What Matters Most

Starting the Conversation
Your turn to chat: Why are ACP Conversations Hard to Have?
Core Principles of Trauma Informed Care

Safety
Throughout the organization, patients and staff feel physically and psychologically safe

Trustworthiness + Transparency
Decisions are made with transparency, and with the goal of building and maintaining trust

Peer Support
Individuals with shared experiences are integrated into the organization and viewed as integral to service delivery

Collaboration
Power differences — between staff and clients and among organizational staff — are leveled to support shared decision-making

Empowerment
Patient and staff strengths are recognized, built on, and validated — this includes a belief in resilience and the ability to heal from trauma

Humility + Responsiveness
Biases and stereotypes (e.g., based on race, ethnicity, sexual orientation, age, geography) and historical trauma are recognized and addressed
What is Trauma?

Exposure to an event or series of events that cause an emotional or physical threat with lasting effects on an individual’s well-being.

- Individual: Physical, Sexual, or Emotional abuse
- Natural disasters
- Region: Local events
- Culture/group: Violence in the community, discrimination, war or terrorism
How Does Trauma Affect Health?

**ACE study**

- The number of traumatic events experienced prior to age 18 found that participants with “ACE score” >4

Vincent J. Felitti, Robert F. Anda, Dale Nordenberg, David F. Williamson, Alison M. Spitz, Valerie Edwards, Mary P. Koss, James S. Marks,
Always Use Trauma Informed Care
Universal Precautions

• Be aware of your body language
• Inform the patient who you are, and what you are going to be doing
• Don’t be authoritarian in your communication. Use a collaborative approach
• Don’t be rushed
• No blame/shame, no judgements
• Identify strengths and build on them
• Don’t ignore their needs, help find solutions
• Keep noise levels low
What Makes a Person Who they Are?

- Identity & Culture
- Relationships
- Personality
- Likes and dislikes...
Be mindful on how culture affects if they trust you enough to have the conversation...

Understanding Life Contexts and Priorities

<table>
<thead>
<tr>
<th>Guiding Questions: Understanding Life Context and Priorities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• What is important to you today?</td>
</tr>
<tr>
<td>• What brings you joy? What makes you happy? What makes life worth living?</td>
</tr>
<tr>
<td>• What do you worry about?</td>
</tr>
<tr>
<td>• What are some goals you hope to achieve in the next six months or before your next birthday?</td>
</tr>
<tr>
<td>• What would make tomorrow a really great day for you?</td>
</tr>
<tr>
<td>• What else would you like us to know about you?</td>
</tr>
<tr>
<td>• How do you learn best? For example, listening to someone, reading materials, watching a video.</td>
</tr>
</tbody>
</table>
Understand Anchoring Treatment Goals and Preferences

<table>
<thead>
<tr>
<th>Guiding Questions: Anchoring Treatment in Goals and Preferences</th>
</tr>
</thead>
<tbody>
<tr>
<td>• What is the one thing about your health care you most want to focus on so that you can do [fill in desired activity] more often or more easily?</td>
</tr>
<tr>
<td>• What are your most important goals now and as you think about the future with your health?</td>
</tr>
<tr>
<td>• What concerns you most when you think about your health and health care in the future?</td>
</tr>
<tr>
<td>• What are your fears or concerns for your family?</td>
</tr>
<tr>
<td>• What are your most important goals if your health situation worsens?</td>
</tr>
<tr>
<td>• What things about your health care do you think aren’t helping you and you find too bothersome or difficult?</td>
</tr>
<tr>
<td>• Is there anyone who should be part of this conversation with us?</td>
</tr>
</tbody>
</table>
Who Can initiate the *Conversation*?

- Patient
- Family
- Caregivers
- MD
- ANYONE else on the IDT: nurse, social worker, pharmacist, activities, housekeeping, dietary, chaplain, PT/OT

Whoever the patient is most comfortable with...
And has the time and availability
(need lots of listening!)
When Should We Ask? And Re-visit?

• Admission
• Annual visit
• New Diagnosis
• Change in Condition/ Chronic Disease Progression
• Inpatient visits
Sharing “What Matters”

• Complete documents (DPOA HC, ACP, POLST)
• Document the Conversation in the EMR
• Discuss with the care team
• Incorporate into resident Care Plan
• Continue the Conversation
CHECK THE CHART:

GENERAL POWER OF ATTORNEY
OF
Jane Doe

I, ________________, the Principal, of __________________________ [street address], City of ____________, State of ____________, hereby designate __________________________, [attorney-in-fact’s name], of __________________________ [street address], City of ____________, State of ____________, my attorney-in-fact (herein referred to as the “Attorney-in-Fact”) to act as set forth below, in my name, in my stead and for my benefit and all powers of attorney I may have executed in the past:

[Advance Health Care Directive]

You have the right to give instructions about someone else’s medical care decisions, donation of organs, and the designation of a health care agent.

Part 1 — Power of Attorney

You have the right to designate someone to make health care decisions on your behalf. You can change or part of it. You are not required to name a health care agent. You can change or remove your health care agent at any time.

Name: __________________________
Date: __________________________
Power of Attorney: __________________________

[Additional forms and instructions]

[Signature and Witness Information]
LOOK FOR 3 THINGS:

#1

GENERAL POWER OF ATTORNEY

OF

Jane Doe

I, ______________________, the Principal, of __________________________ [street address], City of ______________________, State of ______________________, hereby designate ______________________, [attorney-in-fact’s name], of __________________________ [street address], City of ______________________, State of ______________________, my attorney-in-fact (herein referred to as the “Attorney-in-Fact”) to act as set forth below, in my name, in my stead and for my benefit and for the purpose of exercising all powers of attorney I may have executed in the past.

#2

#3
You will receive a link to fill out an online survey form to share how many of your residents have these 3 documents.

Please try have someone screen all your residents before our next session.

If you are too busy this month, it's okay to do this next month as well.

<table>
<thead>
<tr>
<th>DOCUMENT</th>
<th>HOW MANY HAVE?</th>
<th>TOTAL# RESIDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power of Attorney</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced Care Planning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(e.g. DPOA HC)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>POLST form</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Please Share with our Team:

As we provide ideas to help your residents & families complete these we hope that all these scores will improve.

We will ask you to do this again at the end of May.

This will demonstrate that you are doing a good job helping residents achieve their wishes!

Completing this will help you get your Continuing Education Credits!
Local Resources

Online at kokuamau.org

• Tube feeding handout
• What is CPR?
• Kokua Mau Booklet “A Guide to Advance Care Planning: Making Life Decisions”
Deciding What to Do and Why Not Now?

A Legal Handbook for Hawai‘i’s Older Persons, Families and Caregivers

By James H. Pietsch, JD and Lenora H. Lee, PhD
University of Hawai‘i Elder Law Program
William S. Richardson School of Law

Available at [www.hawaii.edu/uhelp/](http://www.hawaii.edu/uhelp/) or as hardcopy.
Toolkits

• IHI AFHS
  • (http://www.ihi.org/Engage/Initiatives/Age-Friendly-Health-Systems/Documents/IHI_Age_Friendly_What_Matters_to_Older_Adults_Toolkit.pdf)

• The Conversation Project

• 5 Wishes

• Vital Talks
Wellness

What Matters Most to YOU?

Your immediate family
Your grandchildren
Your church Family
Your pet
Your mango tree...
What Things do you ENJOY?

Music, Dancing, Zumba...
Fresh vegetables from the garden
Good Barbeque
Beach

These are important to put back into your life – DO IT THIS WEEK!
And don’t forget to Plan for your own healthcare

This will help everyone have peace of mind!

Templates | Letter Project | Stanford Medicine about writing a letter to the doctor of what matters most.
NEED HELP?

• FRIDAY 3/11/22
  • 10am
  • 2pm

Mibrao@hawaii.edu
May you always have
Walls for the winds,
A roof for the rain,
Tea beside the fire,
Laughter to cheer you,
Those you love near you,
And all your heart might desire!

THANKS FOR CARING!