

## Pennsylvania Quality Improvement Demonstration Project: Operation Groundswell

Training Webinar

Friday, October 31, 2014 – 11:00AM

Location: Conference Call

Supporting Sponsor in Attendance: Toni Daly, Quality Insights of PA; Kimberly van Haitma, Polisher Research Institute;

TOPIC	DISCUSSION	SUGGESTION/RECOMMENDATION	STATUS
CALL TO ORDER	♦ Joann Zonderwyk welcomed the nursing home participants and conducted a roll-call.	♦ Since several facilities had their mute buttons on during roll call last week, Scott explained the process of muting to everyone.	♦ Closed
Hospitalization Goal		Person Centered Care Goal	
Invited Nursing Home Name	10/24/2014	Invited Nursing Home Name	10/24/2014
St. Ignatius Nursing & Rehab Center	<i>excused</i>	St. Mary Manor	
Abramson Residence	Present	Abramson Residence	Present
The Health Center At The Hill At Whitemarsh	Present	The Health Center At The Hill At Whitemarsh	Present
Masonic Village At Warminster	Present	Ann's Choice	Present
Attleboro Nursing And Rehabilitation Center		Liberty Lutheran Services	
Providence Point	Present	Masonic Village At Warminster	Present
Longwood At Oakmont	Present	Crosslands	
Quadrangle		Frederick Living	
The Mennonite Home		Homewood At Plum Creek	Present
Southmont Of Presbyterian Seniorcare			
Fair Winds Manor	Present		
Passavant Retirement And Health			
Shenango Presbyterian Seniorcare			
Forestview Healthcare Center	Present		
APPROVAL OF MINUTES	The minutes from 10/24/14 were approved by Joann Zonderwyk and seconded by Terri Costa.		♦ Closed
POSITIONS			

<p>OLD BUSINESS</p> <p>NEW BUSINESS</p> <p>LEADING EFFECTIVE MEETINGS (UNIT 3) PRESENTATION</p>	<ul style="list-style-type: none"> <li>◆ The following persons agreed to assume these responsibilities for this meeting: <ul style="list-style-type: none"> <li>◆ Leader: Joann Zonderwyk</li> <li>◆ Facilitator: Karen Alizzi</li> <li>◆ Timekeeper: Maureen Reisinger</li> <li>◆ Scribe: Terri Costa</li> </ul> </li> <li>• Everyone was reminded that they have until next week to complete the NURSING HOME PROFESSIONAL QUALITY SELF-EFFICACY SCALE</li> <li>• Thank you to SPAHQ for their support in use of their website to host Operation Groundswell materials.</li> <li>• LinkedIn was discussed as a wonderful way to communicate our initiative information and connect and network with peers.</li> <li>◆ Dr. Jennifer Lundblad from Status Health's recorded presentation on Leading Effective Meetings was played. The presentation: Facilitation Challenges <ul style="list-style-type: none"> <li>• Conflict Resolution <ul style="list-style-type: none"> <li>Compromise</li> <li>Avoidance</li> <li>Accommodation</li> <li>Dominance</li> </ul> </li> <li>• DESC Script-Approach for managing conflict <ul style="list-style-type: none"> <li>D-Describe specific situation</li> <li>E-Express Concerns</li> <li>S-Suggest other alternatives</li> <li>C-Clear about goal</li> </ul> </li> <li>• Collaboration <ul style="list-style-type: none"> <li>Achieve mutual satisfaction</li> <li>Meet goals without compromising relationships</li> </ul> </li> <li>• Difficult Behaviors <ul style="list-style-type: none"> <li>Exploding</li> <li>Digging</li> <li>Know it All</li> <li>Wet Blanket-Chronically neg, people are often like</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>◆ Joann requested that participants volunteer for responsibilities for next week's, 11/7/14, meeting. Because of the content of next week's meeting, Scott Crespy volunteered to be the Facilitator and Karen Alizzi volunteered to be the Timekeeper.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Open</li> </ul>
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<p>Q&amp;A/DISCUSSION:</p> <p>LEADING EFFECTIVE MEETINGS (UNIT 4) PRESENTATION</p>	<p>this b/c they feel powerless</p> <ul style="list-style-type: none"> <li>• Communication <ul style="list-style-type: none"> <li>Invite &amp; dialogue</li> <li>Meetings should not be just about reporting</li> <li>Send materials in advance</li> </ul> </li> <li>• Barriers <ul style="list-style-type: none"> <li>“We already tried that years ago and it didn’t work”</li> <li>People afraid to talk</li> <li>Bringing up ideas that may cause more work</li> <li>Someone monopolizes meeting</li> <li>Not all members are prepared</li> </ul> </li> </ul> <p>◆ Karen Alizzi recommended using the word “feedback” instead of “complaints”</p> <p>◆ Kelly O’Neill continued the prerecorded presentation on Facilitation Challenges:</p> <ul style="list-style-type: none"> <li>• Have Clear Agenda</li> <li>• 4 Sample Agendas were presented for: <ul style="list-style-type: none"> <li>QI Planning &amp; Prioritizing</li> <li>Performance Improvement Project</li> <li>Topic Specific performance Improvement</li> <li>Root Challenge Analysis meeting</li> </ul> </li> <li>• A facilitator is the custodian of the consensus process, a servant-leader</li> <li>• Prerequisite: <ul style="list-style-type: none"> <li>Pull and review your data sources and bring them for discussion.</li> <li>Introduce participants</li> <li>Clarify meeting roles</li> <li>Review background info</li> <li>Be clear about next step</li> <li>Review project charter</li> <li>Identify process to better identify the problem they are working on</li> <li>Commit to process</li> <li>Develop common plan</li> </ul> </li> </ul>		
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