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## **Safe Care in the Age of COVID Virtual 3-Part Workshop**

*For New and Existing Safe Care for Seniors Participants*

**Session #1: October 22; 9:30 a.m. – Noon**  
**Session #2: October 29; 9:30 a.m. – Noon**  
**Session #3: November 5; 10 a.m. – Noon**

### **Purpose:**

This series is designed to help aging services providers apply core Safe Care concepts and skills to key COVID-related issues by enhancing their knowledge and providing practice opportunities through case study examples.

### **Benefits of Attending:**

Learn and apply actionable strategies to improve outcomes in key COVID-related safety areas such as infections, adverse events, resident quality of life and staff safety.

### **Suggested Audience**

All interdisciplinary team members across the continuum of aging services settings  
*Safe Care Champions, LTC administrators, Campus directors, Clinical services directors/directors of nursing, AL/HWS managers, HR Directors, Direct Care Staff; other interested or involved team members*

## **Schedule of Events**

### **Session 1: October 22 (9:30 a.m. – Noon)**

9:30 a.m.

#### **Safe Care for Seniors and Safe Care in the Age of COVID**

Update on the Safe Care for Seniors program and application of the framework to COVID-related topics.

- **Safe Care Pledge:** Peer-to-peer sharing of strategies for leveraging the Safe Care Pledge during COVID-19.
- **Safe Care Action 1 - Effective Leadership Practices to Support a Safe Care Culture:** Peer-to-peer sharing of leadership approaches to support Safe Care practices during the pandemic.
- **Safe Care Action 2 - Safe Care Champions:** Peer-peer sharing of effective strategies to support and engage your Safe Care Champions.

*Julie Apold, Vice President of Quality & Performance Excellence, LeadingAge Minnesota, St. Paul; Erin Hilligan, Vice President of Operations, Ebenezer, Edina; and Cheryl Gustason, Administrator, Field Crest Care Center & Assisted Living, Hayfield*

- 10:15 a.m.     **Just Culture in the Age of COVID**  
 Review of Focused Infection Control Surveys support the importance of managing both effective infection control processes and staff behavior with those processes, to prevent infections. Learn and apply a Just Culture framework to distinguish between human error, risky behavior and reckless behavior, and effective responses to manage behaviors.  
*Barbara Olson, Chief Clinical Officer, Executive Lead, Healthcare Operations, The Just Culture Company, Fort Lauderdale, Fla.*
- 10:45 a.m.     **Break**
- 11 a.m.        **Peer-Peer Sharing of Effective Strategies to Build A Just Culture Within Your Organization**  
 Take away strategies you can use in building a Just Culture in your setting.  
*Brian Pattock, Administrator, Benedictine Living Community of Duluth*
- 11:15 a.m.     **Responding to “Risky” Behavior: How to Effectively Provide Coaching to Staff**  
 We know that “to error is human”, but we also know that “to drift is human”. The typical advice for managing drift and “risky behavior” is to provide coaching to re-direct behavior to expected behavior. However, providing effective coaching isn’t as easy as it sounds. Learn the elements of effective coaching and take-home strategies to apply within your organization.  
*Ellen Schneider, Independent Human Resources Consultant, St. Paul*
- 11:50 a.m.     **Setting the Stage for Day 2**
- Noon:          **Adjourn**

## **Session 2: October 29 (9:30 a.m. – Noon)**

- 9:30 a.m.     **Maintaining a Culture of Reporting & Learning to Keep Residents Safe from Harm**  
 During the COVID-19 pandemic, we have been inundated with the “What” (practice requirements and guidelines) for infection control, social isolation, emergency response and other key topics. Just as important as the “What” is the “How” of consistent and effective application of those practices. Practice applying key patient safety and continuous quality improvement strategies to common COVID-19 quality and safety issues.  
*Julie Apold, Vice President of Quality & Performance Excellence, LeadingAge Minnesota, St. Paul*
- Safe Care Action #3: Topic-Specific Collaborative Learning & Improvement – Quick-Fire Sessions**
- 10 a.m.        **Infection Prevention**  
 Learn key strategies identified by the Safe Care Infection Prevention Advisory Group to implement a consistent and effective approach to key infection prevention practices during COVID-19 and beyond.  
*Kari Everson, RN, MSN, MHA, LNHA, Director of Clinical Care & Clinical Consultant, LeadingAge Minnesota, St. Paul*
- 10:30 a.m.     **Stretch Break**

- 10:45 a.m.     **Rapid Evaluation Teams**  
Learn how to leverage Rapid Evaluation Teams during COVID-19 to improve responsiveness to emergent resident issues and improve safety.  
*Amanda Thorson, MSN, BSN, CMSRN-DON, Carris Health Care Center and Therapy Suites, Willmar*
- 11:15 a.m.     **Social Isolation**  
COVID-19 has led to innovation out of necessity to address resident psychosocial needs. Explore strategies that have been put in place that we can build on to address social isolation issues long-term.  
*Jane Danner, Director of Resident Engagement and Development, Volunteers of America, Eden Prairie*
- 11:45 a.m.     **Set the Stage for Day 3**
- Noon:           **Adjourn**

### **Session 3: November 5 (10 a.m. – Noon)**

- 10 a.m.         **Safe Care Action 4: Resident/Family Engagement**  
COVID-19 has taught us important lessons about the importance of transparency and effective on-going communication with residents and families. We will share examples of successful and not so successful approaches to engaging residents and families during COVID-19 and discuss strategies to build on during COVID-19 and beyond.  
*Jodi Boyne, Director of Public Affairs, Minnesota Judicial Branch, St. Paul; Annette Greely, CEO, Jones-Harrison, Minneapolis; and Lisa Juliar, Patient Partner/Engagement Specialist, Minnesota Alliance for Patient Safety, Bloomington*
- 10:50 a.m.     **Safe Care for Staff**  
Our staff have faced many challenges during COVID-19, from the lack of Personal Protective Equipment (PPE) to staffing shortages, and the emotional toll of facing the risk of COVID-19 to themselves, their co-workers and those they serve. Learn the responses of direct care staff when asked about the support they are receiving from COVID-19 from their co-workers, leaders and community, and discuss strategies for addressing opportunities to improve the culture of staff safety in your organization.  
*Kevin Lawrence, CEO, Smart Patients, Inc., San Diego, CA; and Pat Merryweather-Arges, Executive Director, Project Patient Care, Chicago, Ill.*
- 11:50 a.m.     **Next Steps with Safe Care in the Age of COVID and Safe Care in Aging Services**  
*Julie Apold, Vice President, Quality & Performance Excellence, LeadingAge Minnesota, St. Paul*
- Noon:           **Adjourn**

#### **Continuing Education Credits**

This program meets the CEU approval criteria for the Minnesota Board of Executives for Long Term Services and Supports (MN-BELTSS). CEUs will be available for AL/HWS managers. General certificates of attendance will also be available. CEUs may be earned only by the registered individual.

#### **CONFERENCE REGISTRATION FEES**

LeadingAge Minnesota Members – **\$90 per person**

Prospective Members – **\$150 per person**

**REGISTRATION INFORMATION**

This in-depth educational program is designed to be attended in its entirety and for all three days. The registration fee includes a comprehensive set of handouts provided electronically.

Click [here](#) to register online. Contact Ashley Rogers at [arogers@leadingagemn.org](mailto:arogers@leadingagemn.org) for assistance or if your registration has not been confirmed.

**CUT-OFF/CANCELLATION**

Register/cancel by Thursday, October 15, 2020. Cancellations must be made in writing and are subject to a \$25 processing fee. LeadingAge Minnesota reserves the right to cancel this conference or any individual sessions.

**FOR FURTHER INFORMATION**

Ashley Rogers, Education Coordinator [arogers@leadingagemn.org](mailto:arogers@leadingagemn.org) 651.603.3559