



Thriving in Transition

American College of Healthcare
Administrators
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How's Mom enhances communication in Senior Care by automating care updates, improving efficiency, ensuring compliance, and engaging families, ultimately boosting care quality and reducing risks.



Constellation Quality Health (formerly CCME) is built on a 40+ year foundation of innovation and excellence. Through cutting-edge technology, data analytics, and deep industry expertise, we provide actionable insights and strategic guidance to improve system performance while providing patient-centered, cost-effective care.

Constellation can help:



Protect yourself from financial waste and fraud



Receive expert analysis of care utilization



Develop strategies and framework for quality improvements



Identify gaps and risks in health care delivery

Disclosure Statement

The presenters do not have an actual or potential conflict of interest in relation to this presentation.



- Nursing Home operations is more complex than at any time
- Leaders are faced with increasing challenges, competing in a pool of limited resources
- Incorporating innovative solutions and strategies can result in easier navigation between transitions

2025 Challenges

- Workforce shortages
- Regulatory compliance and updates
- Financial pressures
- Technology advancements
- Quality of care
- Health equity and disparities
- Operational efficiencies
- Resident and family engagement
- **Prioritizing self-care**



Presentation Objectives

- Enhance communication and collaboration
- Implement technological solutions
- Leverage external resources
- Promote self-care and wellness



Enhancing Collaboration & Communication



Nurturing Cultures Where Staff Thrive

Facility leaders should be
“empowered, supported and
inspired to create cultures where
staff thrive”

Carnahan & Unroe (2022)



The One Thing That Matters Most....

- *Round more consistently*
- *Ask residents and families about their experiences*
- *Observe communication with resident and families*
- *Develop stronger relationship with new team members*
- *More time mentoring staff members*
- *Develop supervisor and charge nurse leadership skills*
- *Become more approachable*
- *Talk less and listen more*
- *Become more proficient with technology*
- *Set better boundaries and leave by 5p*

Sherman (2024)

Pareto Principle

- Sherman applies the Pareto Principle as
20% of the actions, inputs, and efforts lead to the majority of results, outputs or rewards
- Upon identifying the contributing factors, focused effort in this area can have the largest impact.

Sherman (2024)



Simply Psychology (2023)

Developing Systems

- Implementing systems for effective communication, teamwork and problem solving.
- Engages employees in recognizing opportunities and problem solving in faster response cycles
- Can be nurtured to keep residents at the center of all decisions, empowering those closest to the residents to make decisions
- “A good system is one that everyone knows about, everyone uses, and everyone benefits from” (p153)

Brady, Farrell & Frank (2018)

Problem Solving

- Communication strategies to support problem solving with informed decisions
- Provide easy access to problem solving information that leads to optimized health, operational, and financial outcomes
- Alleviate staffing issues
- Fostering problem solving leads to a supportive team approach and an engaged workforce.

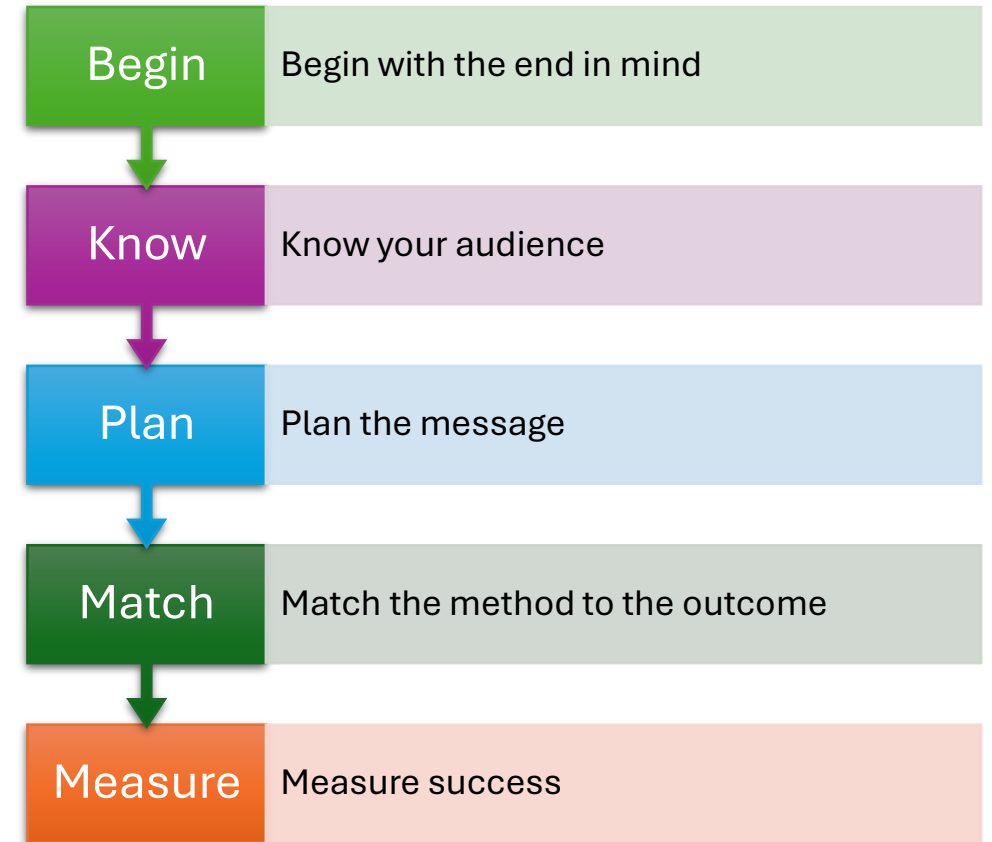
Bundling for Efficacy

- Structured manner of implementing evidenced based approaches collectively and reliably for an outcome
Resar et al. (2012)

- Bundles can be applied with systems approaches – where two similar items are implemented for a greater outcome
Brady, Farrell & Frank (2018)

Communication Systems

- Considerations
 - The Who, What, When, and How
 - Formal vs. Informal
 - Determine goal or outcome (root cause, engagement, service recovery, etc.)
 - Define customer (resident, family, colleague, stakeholder, consultant etc.)



Wright Engage (2024)

The 5 Rights of Delegation

- Right Task
- Right Circumstance
- Right Person
- Right Supervision
- Right Direction and Communication



Time-Saving Benefits of Enhanced Communication



- Improved information flow reduces miscommunication and delays.
- Streamlined processes save time and increase productivity.
- Effective communication systems enhance teamwork and collaboration.

Implementing Technological Solutions



Implementing Technology Solutions

- Alexander and Madsen (2020) Classify technology solutions into categories of Resident Care, Clinical Support, and Administrative Activities
- Research indicated health leader concern about how technology is implemented and its negative impact on outcomes, work-arounds or sentinel events.
- Health IT Legislation continues to be a focus , most recently 21st Century Cures Act (Cures Act) (ASTP, 2024)

Evaluating Technology



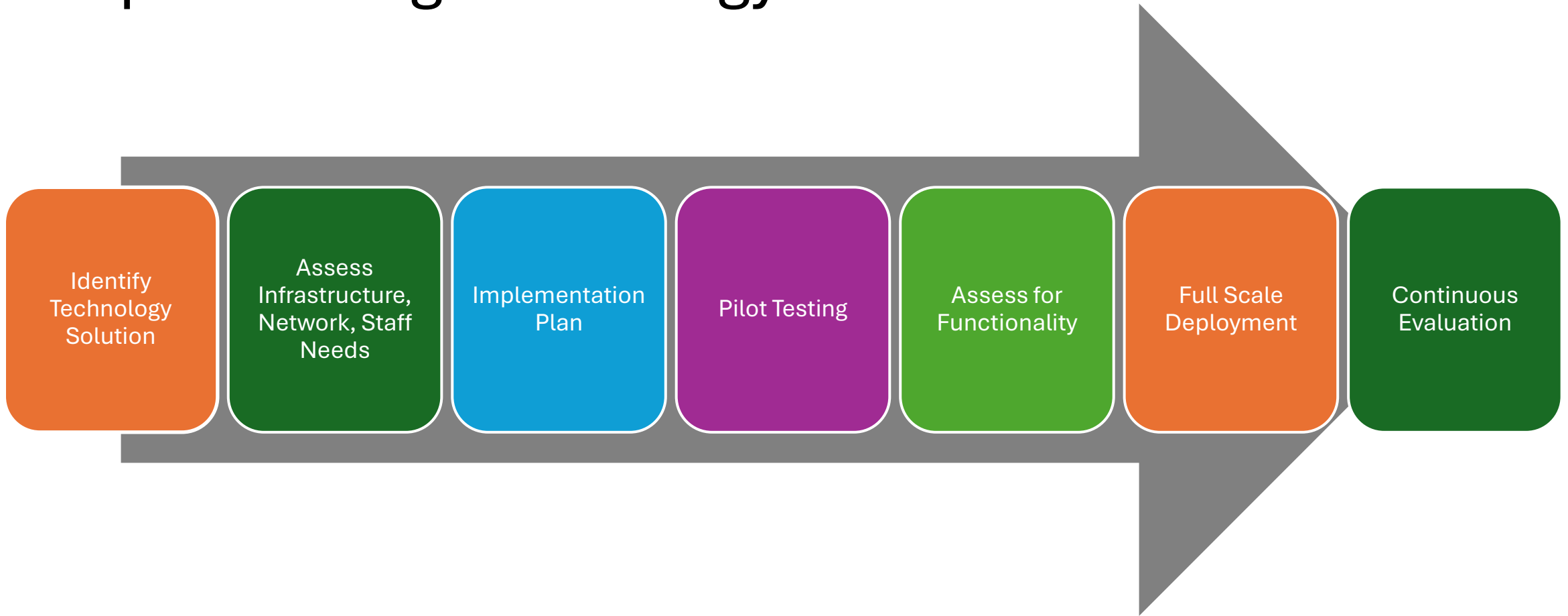
- Adaptable and flexible
- Ease of use and easy implementation
- Coverage and depth of product
- True customer service
- Infrastructure and interface needs
- Compliance and outcomes

Ability to Adapt & Respond

- Track residents' health and wellness in real time, including vital signs, movement, and other key health metrics.
- Streamline how nurses, doctors, and caregivers communicate and support a faster response.
- Simplify the documentation process/reduces the administrative burden on staff.



Implementing Technology



Implementation Considerations

- Stakeholder involvement is critical to the success of the program
 - Leadership drives and supports implementation
 - Identify process champions
 - Consider training needs, including sandbox feature
 - Engage with residents and families
- Maintain open door policy for issue identification
- Consider support for those individuals resistant to the change
- Measure and celebrate the successful implementation steps

Maximizing Efficiency Through Technology



- Incorporating technology streamlines communication and information sharing.
- Automated processes reduce manual errors and save valuable time.
- Technology enables real-time data access, enhancing decision-making speed.
- Digital tools improve task management and tracking for better productivity.
- Remote collaboration platforms allow for flexible work arrangements.

Leveraging External Resources



Professional Development Benefits

- Assist in learning new skills or approaches
- Boosts confidence and improves credibility
- Builds professional network for resources and support

Parsons (2024)



Build a Toolbox of Resources

Academic Organizations

Coalitions & Action Networks

Center of Excellence designees

Community Based Organizations

Federal Guidance Agencies

Federal Research Organizations

Family & Resident
Council/Organizations

Health System Partners

Media Sources/ List Servs

Ombudsman

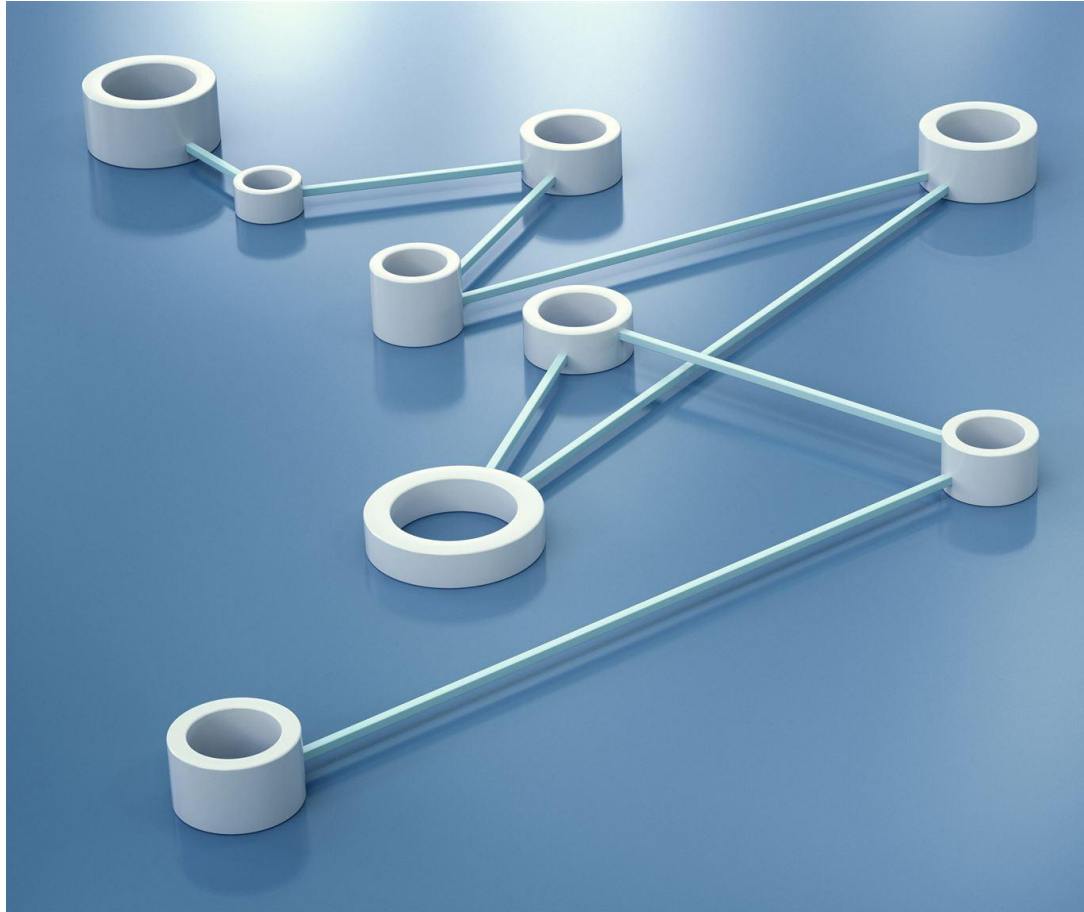
Professional Organizations

State Agencies

Quality Improvement Networks (QIN-QIO)

Vendors & Contractors

Maximizing Efficiency with External Resources



- Leverage community networks to access shared resources.
- External partnerships can enhance service delivery and quality.
- Utilizing online platforms can streamline communication and collaboration.
- Engaging with professional organizations provides valuable insights and support.
- Resource sharing reduces duplication and saves time for staff.

Prioritizing Self-Care



Why is Self-Care Important

- Reduces stress
- Increases ability to demonstrate compassion and empathy
- Promotes safety in the workplace
- Results in higher-quality of care for patients
- Decreased prevalence of depression
- Promotes better sleep, resulting in improved energy and performance
- Leads to healthier lifestyles and decrease risk of health-related problems

Faubion (2025)

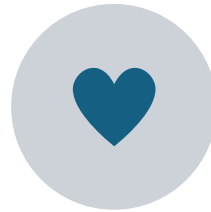
8 Areas of Self-Care



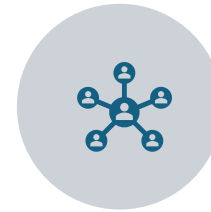
PHYSICAL



PSYCHOLOGICAL



EMOTIONAL



SOCIAL



PROFESSIONAL



ENVIRONMENT



SPIRITUAL



FINANCIAL

Faubion (2025)

8 Pitfalls to Self-Care

GUILT

UNREALISTIC
EXPECTATIONS

NOT ADJUSTING
WELL TO
CHANGE

LACK OF
MOTIVATION

LACK OF TIME

BEING
UNAWARE OF
YOUR NEEDS

UNDERVALUING
SELF-CARE

THINKING
SELF CARE IS
WEAKNESS

Success Tips – Personal Focus



- Prioritize sleep and rest
- Take regular breaks
- Take time for a healthy diet
- Incorporate regular exercise
- Maintain boundaries & delegate
- Practice gratitude and positive thinking
- Incorporate professional support when needed

Industry Leaders (2021)

Success Tips – Work Focus

- Prioritize daily tasks by importance
- Plan out your work week – including buffers
- Review and assess your calendar regularly
- Practice punctuality
- Take breaks when you can
- Leave work at work
- Maximize your time off



American Nurse Enterprise (2023)

When Prioritizing Daily Tasks

- Identify the highest priority tasks
 - Safety, compliance, workforce support, business operations, family & resident satisfaction
 - Pareto Principle applies in identifying the 20% of the focus driving 80% of the challenges.
- Delegate
- Avoid multi-tasking
- Reduce distractions
- Address lower priority items during quiet periods

American Nurse Enterprise (2023)

Take-Aways



Key Takeaways

To Thrive in Transitions:

- Incorporating innovative solutions and strategies can result in easier navigation between transitions
- Enhance communication and engage in collaborations
- Engage in consistent and effective communication
- Implement technology solutions for efficiencies and improved outcomes
- Leveraging external resources
- Prioritize self care
- Build a toolbox of resources, supports, and professional relationships

Tools

- Bundle Approach
- Team member skill assessment – mentoring, employee development
- Delegation
- Communication systems - Communicating with a Purpose, Formal vs. Informal
- Identifying Priorities – Pareto Principle, the ONE Thing
- Self-care Apps
(Meditation, Exercise, Financial Planning, Professional Engagement, Emotional Support, etc.)

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