

# Envisioning the Future 2020 & BEYOND

## Session Takeaways

### **E5 VA Lessons from COVID: Connection is the Antidote to Isolation**

*Guides: Barbara Frank, Co-founder, B&F Consulting*

*Cathie Brady, Co-founder, B&F Consulting*

*Lynn Snow, Research Clinical Psychologist & Professor, Tuscaloosa VA Medical Center*

*Christine Hartmann, Researcher & Professor, Bedford VA Medical Center*

- Good huddle facilitation includes starting and ending huddles on time, using a go-around process to hear from everyone, and redirecting diversions that may occur during a huddle.
- The best way for leaders to respond to the disillusionment phase of disaster recovery is to create ways for staff to be in it together through regular huddles to share information and problem-solve together.
- Consistent assignment, huddling, and deep dives are all practices that can help build strong team foundations.
- Tips for remote facilitation include trying several platforms to find the one that works best for a specific team, describing visual information and documentation during a remote huddle, and having a backup plan in case of a technological failure.
- To most effectively conduct a virtual huddle via teleconference, the facilitator should have a way of hearing from everyone but also keep track of time so that the huddle does not go beyond the agreed upon time. When huddles predictably stick to time, people are less likely to arrive late or try to leave early.
- Leadership practices that may help address staff COVID stress include being available, actively listening, and expressing gratitude and appreciation.
- The practice of self-care includes eating and sleeping well.
- A watch-list huddle, Mini-Root Cause Analysis (RCA) and Targeted Interventions (TI), and deep dive conversations are practices found in the CONCERT Bundle.
- One way in which long-term care staff can lessen resident's sense of isolation in a meaningful way that reinforces connectedness is to facilitate the creation of a community mural, with each resident personalizing one piece of the mural.
- Because of the prolonged timeline of the COVID pandemic, it is likely that people will cycle through the phases of disaster recovery multiple times.