



# Welcome to Telligen's High-Risk Medication ECHO<sup>®</sup> Series

**We will get started momentarily.**

- Using Chat, please enter your organization and state.
  1. Click on the Chat icon.
  2. Select who you want to send your message to (individual or everyone).
  3. Type and send your message.
- Please complete the poll.

# High-Risk Medication ECHO<sup>®</sup> Series

**Session IV: Beyond Meds: Meeting the Needs of Elders**

**Wednesday, March 8, 2023**

Facilitator: Micki Reyman, RN, Senior Quality Improvement Facilitator

Guest Speaker: Denise Hyde, PharmD, Community Builder at The Eden Alternative<sup>®</sup>



# Project ECHO® Disclaimer

- Project ECHO® collects registration, participation, questions/answers, chat comments and poll responses for some ECHO® programs. Your individual data will be kept confidential. These data may be used for reports, maps, communications, surveys, quality assurance, evaluation, research and to inform new initiatives.

## Before We Begin

- Be sure to add [qiconnect@telligen.com](mailto:qiconnect@telligen.com) to your trusted list of email contacts
  - If you unsubscribe, you'll miss out on every communication we share
- We're on social media, follow us for updates and events!



Facebook: <https://www.facebook.com/telligenqiconnect>



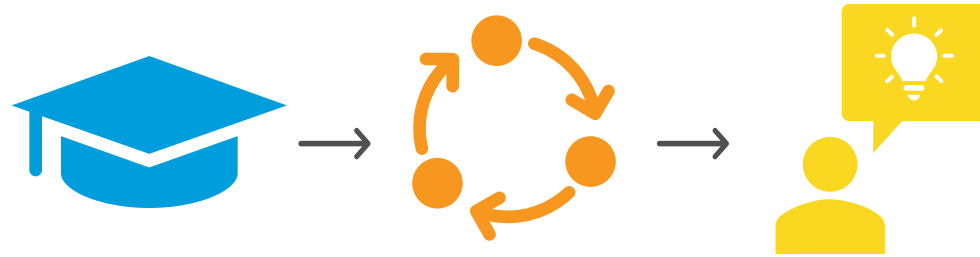
LinkedIn: <https://www.linkedin.com/company/telligen-qi-connect>



Twitter: <https://twitter.com/TelligenQI>

Visit [Telligen QI Connect™](#) to learn more about our services, view featured stories, access resources, watch recorded events and register for upcoming events.

## Begin With the End in Mind



### **During the presentation, visualize and plan how you will use the information:**

- What impactful actions can you take as a result of the information shared today?
- How are you able to increase collaboration within your network to ensure a true change in patient safety?
- Based on what you heard today, what activities do you currently have underway that can leverage immediate action over the next 30, 60 and 90 days?

# Objectives

1. Explain why medication is not the only remedy for elders who may experience distress when their needs are not met
2. Describe at least two person-centered strategies that can alleviate an elders' distress

## Today's Speaker(s)



**Denise Hyde, PharmD**  
Community Builder  
The Eden Alternative®

[dhyde@edenalt.org](mailto:dhyde@edenalt.org)

# Eden Alternative Domains of Well-Being®

- Identity
- Connectedness
- Security
- Autonomy
- Meaning
- Growth
- Joy

<https://www.edenalt.org/our-framework>



# Artie's Story

- Artie has worsening cognitive ability due to dementia. He has a bad day with little to stimulate him and his wife is unable to visit due to a stomach illness. He is restless and agitated, and efforts to redirect him do not allay his distress. Artie resists any attempts to have him sit still. Agency weekend nurses and CNAs are unfamiliar to him and don't know his wife is sick. He continues to pace throughout the evening and is up repeatedly looking for his wife.
- On Monday, Artie continues to look a bit anxious, but the regular CNAs are back on duty, and he eats some breakfast. His wife feels better and visits at lunchtime. He eats a bit better and feels calmer. That evening, he falls asleep and sleeps heavily through the night.
- The next day, Artie becomes upset when the shower he is given is too cold. The water is eventually warmed, but he is combative for the rest of his bathing and dressing. He is out of sorts during the day. After a visit with his wife, Artie is temporarily calmed, but the commotion of staff leaving at the end of day shift makes him upset because he thinks he needs to go to work. Staff attempt to convince him to stay, he becomes more upset and is restless that night, getting little sleep.

# Action Tool: Using the Domains of Well-Being

## Exploring Identity: Artie's Story

### How does your team:

- Get to know each resident in a way that highlights their person's unique identity?
- Have conversations among the team members that reflect knowing an individual's identity?
- Help people continue to become well-known to one another?
- Reveal an individual's identity, in written language?
- Acknowledge and share individual strengths?

Revolutionizing the Experience of Home by Bringing Well-Being to Life:

The Eden Alternative Domains of Well-Being®



# All About Me! Transitions Tool

- Tool for loved ones of those living with dementia to tell staff information about the history of their loved one so staff can provide person-centered, supportive care.
- Tool provides a quick reference for staff to meet the personal needs of those living with dementia.
- Tool includes a place to add a photo of the loved one.



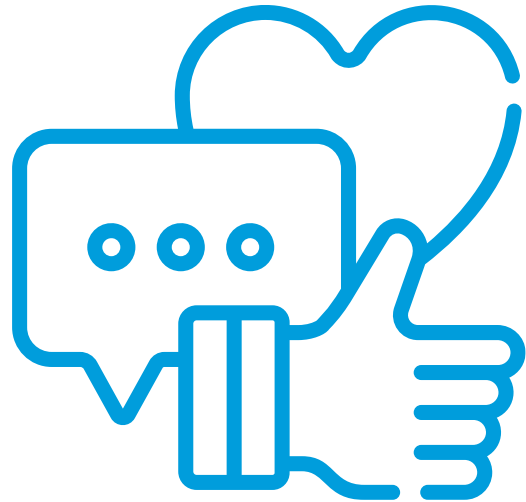
# Next Steps – Lead into Action

Review and discuss the Domains of Well-Being with your team

Evaluate 3 care plans  
Are they **individualized** focusing on *strengths, preferences, goals and growth*?

**Discuss opportunities to ensure well-being is addressed in the care plan process**

## How Did We Do? Let Us Know:



Please fill out the poll before logging off

# Upcoming High-Risk Medication ECHO® Series Sessions

Join us on the following Wednesdays beginning at 7:30 a.m. MST/8:30 a.m. CST  
ECHO® Session Dates and Topics:

- Session 5: 3/22/23 – Gradual Dose Reduction for High-Risk Medications
- Session 6: 4/12/23 – Communication Across the Care Continuum
- Session 7: 4/26/23 – Communicating with Residents and Families



Register here: <https://www.telligenqiconnect.com/calendar>



## Secure Portal

The Telligen QI Connect™ Secure Portal provides users exclusive access to events, tools, resources and data reports to support your healthcare quality improvement work with Telligen.

The online network offers an opportunity to share and learn about innovative practices, all at no cost.

[Access the Portal](#)

[Need Portal Help?](#)

# Contact Us



- Nursing Home Team [nursinghome@telligen.com](mailto:nursinghome@telligen.com)
- General Inquiries | [QIConnect@telligen.com](mailto:QIConnect@telligen.com)
- [www.telligenqiconnect.com](http://www.telligenqiconnect.com)





This material was prepared by Telligen, a Quality Innovation Network-Quality Improvement Organization, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. This material is for informational purposes only and does not constitute medical advice; it is not intended to be a substitute for professional medical advice, diagnosis or treatment. 12SOW-QIN-02/23/23-4721