

Nursing Excellence in the Aftermath of the COVID-19 Pandemic: Where Do We Go From Here?

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Learning Objectives

- Describe the critical role of nursing during and after the COVID-19 pandemic.
- Outline challenges and mitigation strategies to support excellence in nursing.
- Describe the long-term approach towards nursing excellence in the care of older adults in America.

Role of Nurses

Integral to virtually every aspect of the crisis response and ongoing care delivery

Leadership roles

- incident command

- testing

- vaccination

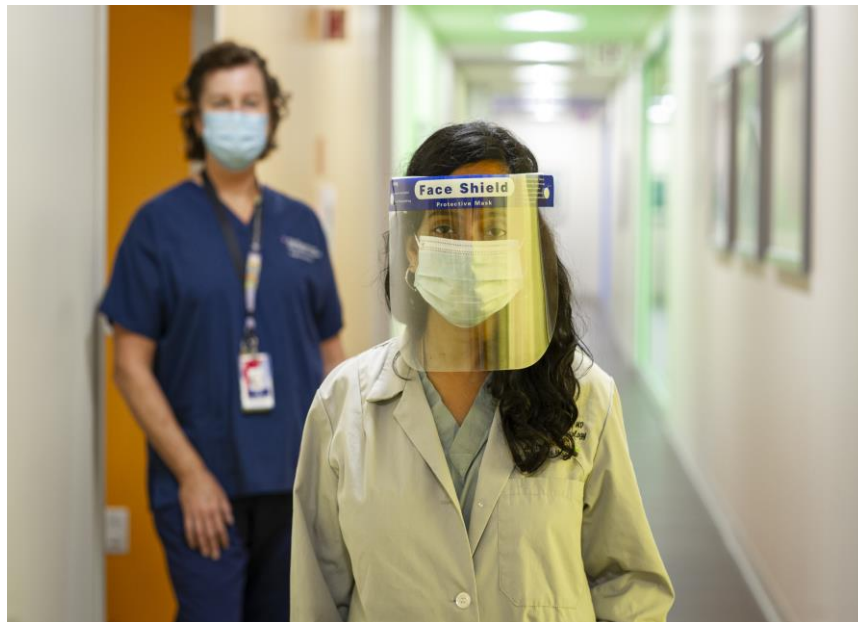
- clinical protocols

Care delivery – power of collaboration



Challenges

- Not new – just magnified
- Factors causing stress have been well-documented, including fear for personal and family safety, physical and mental exhaustion
- Childcare/Family
- Changing practices and protocols
- Lack of consistent information
- Supply chain issues - PPE
- Work Environment – staffing, workplace violence





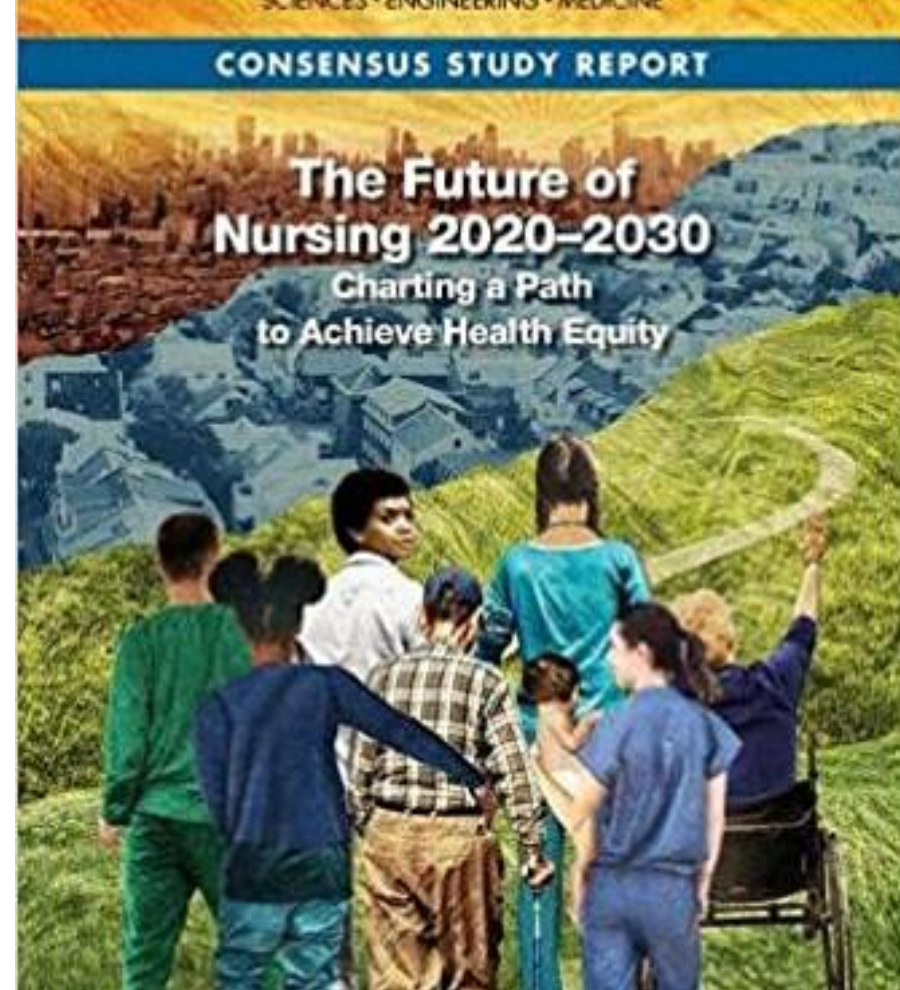
Moral Distress

Knowing the right thing to do, but being constrained to pursue the right course of action

Examples: visitation restriction, particularly at end of life, medical futility

Health and Well Being

“Ultimately, the health and well-being of nurses influence the quality, safety, and cost of the care they provide, as well as organizations and systems of care.”



Healthcare System and Care Delivery

Inequities in healthcare access,
delivery and outcomes

Ethical decisions in the face of
inadequate resources

Gaps in healthcare system,
including post-acute and long-
term care

Critical labor shortages

Financial stability

Ability to respond to crises

Quick pivot to telemedicine



Where do we go from here?

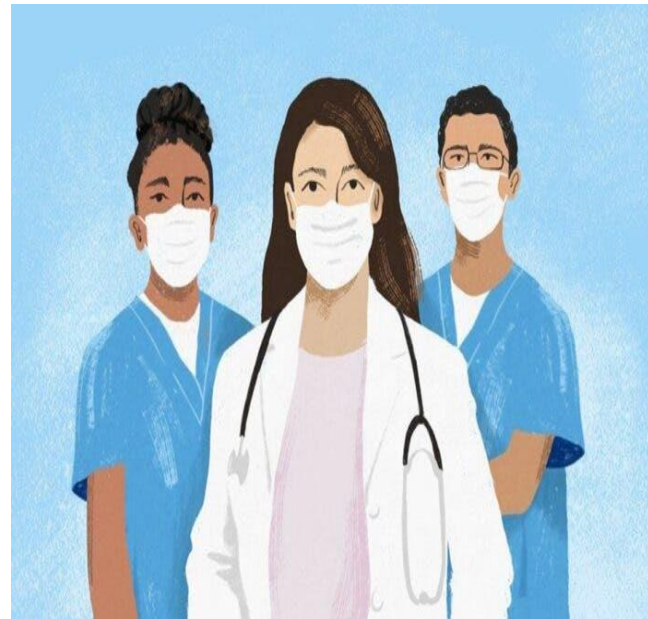


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Stabilize and Strengthen the Nursing Workforce

Address current issues to stabilize and strengthen nursing workforce

- Connect to purpose – change the current narrative
- Supply/Demand
- Integrate health and well-being
- Address work environment issues
- Focus on DE&I in the workforce
- Recognition of the value of nursing
- Engage clinical nurses in developing meaningful and impactful strategies



Care Delivery

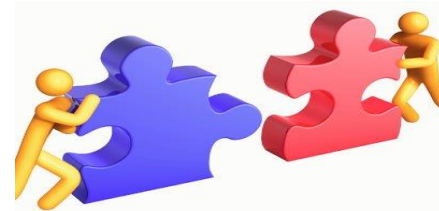
Incorporate “lessons learned” into care delivery moving forward

Telemedicine

- Remote monitoring, hospital at home and virtual visits
- Develop standardized approaches to improve clinical outcomes and patient experience – utilizing registered nurses and APRNs.
- Efforts to facilitate technology for older adults

Develop strategies to identify and address social isolation

Engage older adults to improve person-centered experience



Nursing Excellence



Integrate “Social Drivers of Health” assessment and referral process into all care settings



Collaborate with education colleagues to increase focus on care of older adults



Expand competencies in care of older adults on a broad scale, including Age Friendly Health Systems



Develop partnerships with our post acute and long-term care nursing colleagues



- Create an adequately prepared workforce
- Strengthen the role of public health
- Address disparities and inequities (including environmental issues)
- Develop new approaches to care delivery
- Allocate resources to palliative and end-of-life care
- Redesign long-term care services and supports

Fulmer, T., Reuben, D. B., Auerbach, J., Fick, D. M., Galambos, C., & Johnson, K. S. (2021). Actualizing Better Health And Health Care For Older Adults: Commentary describes six vital directions to improve the care and quality of life for all older Americans. *Health Affairs*, 40(2), 219-225.



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