

Department of Health Care Finance (DHCF) Nursing Facility Quality Improvement Collaborative

Learning Session
March 28, 2019

*“A Collaborative is a systematic
approach to quality improvement”*



Today's Agenda

- Collaborative Overview
- Quality Improvement Science
- Break and Visit Story Boards
- Quality Improvement Game
- Prompted Voiding Intervention
- Team Time
- Wrap Up – Next Steps

Background

- New contract reprocurement process for Quality Improvement Organization (QIO) in 2018
- Contract with Qualis Health includes new technical assistance (TA) for Nursing Facility Quality Improvement (QI) Program including:
 - Customized TA for individual facilities
 - Learning Collaborative
 - Nursing Facility Satisfaction Survey



What is the problem and what are the opportunities for improvement?

- Quality of Care
- Infrastructure Domain
- Quality of Life Domain
- Utilization Domain

What is the problem and what are the opportunities for improvement?

Quality of Care	DC Baseline Average	National Baseline Average	25 th Percentile
Pressure Ulcers	10.70%	5.60%	7.60%
Falls with Major Injury	1.10%	3.40%	0.50%
Antipsychotic Medication	11.30%	15.20%	9.80%
Urinary Tract Infections	2.50%	3.20%	0.90%
Loss of Bowel and Bladder	63.90%	48.10%	55.65%

What is the problem and what are the opportunities for improvement?

Infrastructure Domain	DC Baseline Average	National Baseline Average	75 th Percentile	25 th Percentile
MDS Training	77.50%		100.00%	
RN Hours Per Resident Day	2.30%	0.80%	2.40%	
Quality Assurance and Performance Improvement (QAPI) Plan	64.50%		89.00%	
Staff Turnover	-2.63			-16.50%



Source: Department of Health Care Finance

What is the problem and what are the opportunities for improvement?

Quality of Life	DC Baseline Average	75 th Percentile
End of Life Program	37.67%	63.75%

What is the problem and what are the opportunities for improvement?

Utilization Domain	DC Baseline Average	25 th Percentile
Low Acuity Non-Emergent ER Visits (LANE)	30.99%	2.08%
Plan All Cause Readmission	6.77%	0.00%
Potentially Preventable Admissions	407.89%	0.00%



Source: Department of Health Care Finance

How Will We Make Improvement Together?

- The Break Through Series Model Learning Collaborative was developed by the Institute for Healthcare Improvement (IHI)
 - Time limited effort to come together with participants to learn about and create improved processes for specific topic areas
 - Expectation that teams share expertise, data and lessons learned with each other

What is a Collaborative?

- Includes a vision of the ideal system of care or “change package” which lists essential process changes that will help lead to breakthrough improvement
- Training in rapid-cycle QI methodology (Model for Improvement)
- Unique team structure in which each NH designates staff for a multi disciplinary team
- Monthly tracking of process and outcome measures to be shared internally and with participating teams
- Interactive shared learning between participating teams

Benefits

- Practice quality improvement methodology which aligns with the Quality Assurance and Performance Improvement (QAPI) program
- Improve resident quality of life and staff satisfaction
- Enhance preferred provider relationships via publically reported quality indicators
- Improve ability to maximize revenue for pay for performance, incentives, and other payment reform
- Avoid performance based sanctions

Let's Celebrate Your Collaborative PreWork

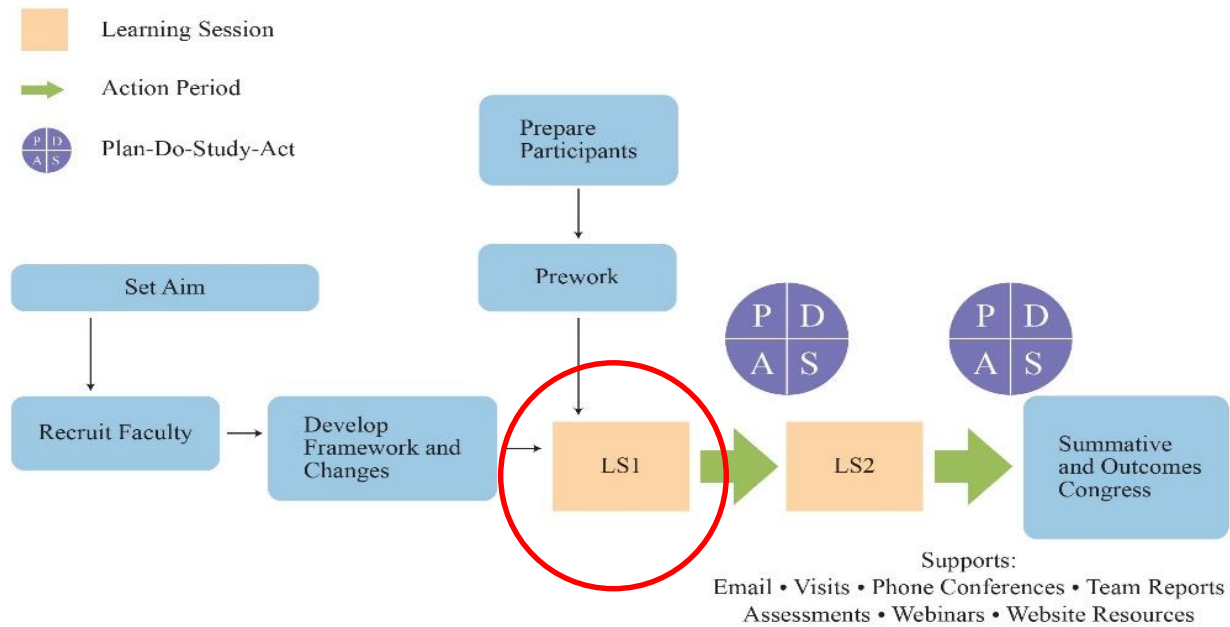
- Reading the Collaborative Handbook
- Forming a team (or review current team)
- Completing the pre-work activities worksheet which includes developing an aim statement and defining a population of focus (unit, floor, etc.)
- Planning for preparing senior leader reports
- Preparing a storyboard for this Learning Session

Schedule of Events

- Schedule individual NH site visits – February / early March
- Collaborative Handbook & Change Package distributed to participants – February
- Learning Session 1 – March 28, 2019 (1:00 pm – 4:00 pm)
- Action Period 1 (March – May 2019)
 - NHs complete pre-work – February / early March
 - Webinar #1 - April 2019
 - Webinar #2 - May 2019
 - Reports due monthly starting in early April
 - Individual TA to be scheduled with each facility
- Learning Session 2 - June 26, 2019 (8:00 am – 12:30 pm)
- Action Period 2 (June - August 2019)
 - Reports due monthly
 - Individual TA to be scheduled with each facility
 - Webinar #3 - July 2019
 - Webinar #4 - September 2019
- Outcomes Congress – October 22, 2019 (8:00 am – 12:30 pm)



Department of Health Care Finance Nursing Facility Quality Improvement Collaborative



Where to Find Nursing Facility Quality Improvement Collaborative Resources



The screenshot shows the DC.gov website for the Department of Health Care Finance (DHCF). The page is titled "Nursing Facility Collaborative" and lists several resources:

- Nursing Home Quality Improvement Plan Collaborative - Letter [PDF]
- Nursing Home Quality Improvement Plan Collaborative - Handbook [PDF]
- Learning Session 1 - Invitation [PDF]
- Nursing Facility Quality Improvement Plan [PDF]
- QAPI At A Glance: A Step by Step Guide [PDF]
- QAPI Plan-How to Guide [PDF]
- Qalis Learning Collaborative Presentation [PDF]
- Vanderbilt Incontinence Management Module [PDF]
- Nursing Home Performance Measures Tool [XLSX]

Additional information on the page includes the DHCF logo, office hours (Monday to Friday, 8:15 am to 4:45 pm), contact information (441 4th Street, NW, 900S, Washington, DC 20001), and a photo of Wayne Turnage, M.P.A., Director.

This is DHCF's new Nursing Facility Quality Improvement Collaborative website. At this site you will find resources for the Collaborative, including the Collaborative Handbook and PowerPoint presentations.

<https://dhcf.dc.gov/node/1390591>

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