QIN-QIO Nursing Home Provider Meeting

Nursing Home Project Initiatives

September 20, 2022

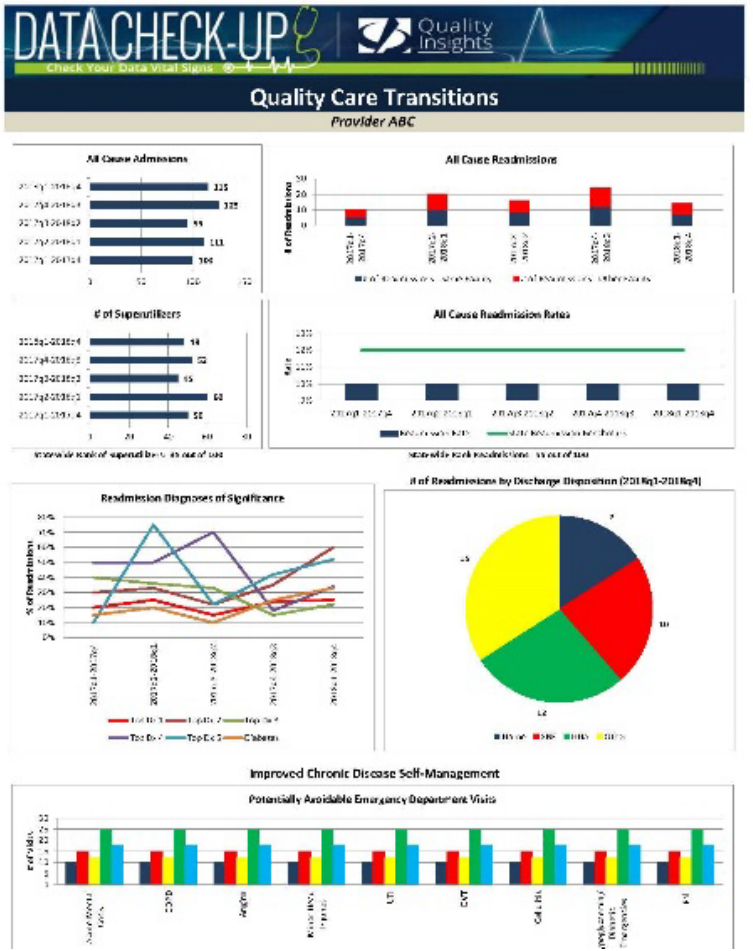
Quality Insights QIN–QIO
Quality Innovation Network - Quality Improvement Organizations
CENTERS FOR MEDICARE & MEDICAID SERVICES iQUALITY IMPROVEMENT & INNOVATION GROUP

Four Key Roles of QIN-QIOs

- Champion local-level, results-oriented change
  - Data-driven: Help us build the free data support you need in your facility
  - Active engagement of residents and other partners
  - Proactive, intentional innovation and spread of best practices that “stick”
- Facilitate Learning and Action Networks (LANs)
  - Create an “all teach, all learn” environment
- Teach and advise as technical experts
  - Consultation and education
  - Management of knowledge so that learning is never lost
- Communicate effectively
  - Optimal learning and sustained behavior change

Working Together

- Alignment and collaboration
- Resources and education
- Measures focused groups
- Data
  - Data sharing
  - Reports
- Interventions/improvements



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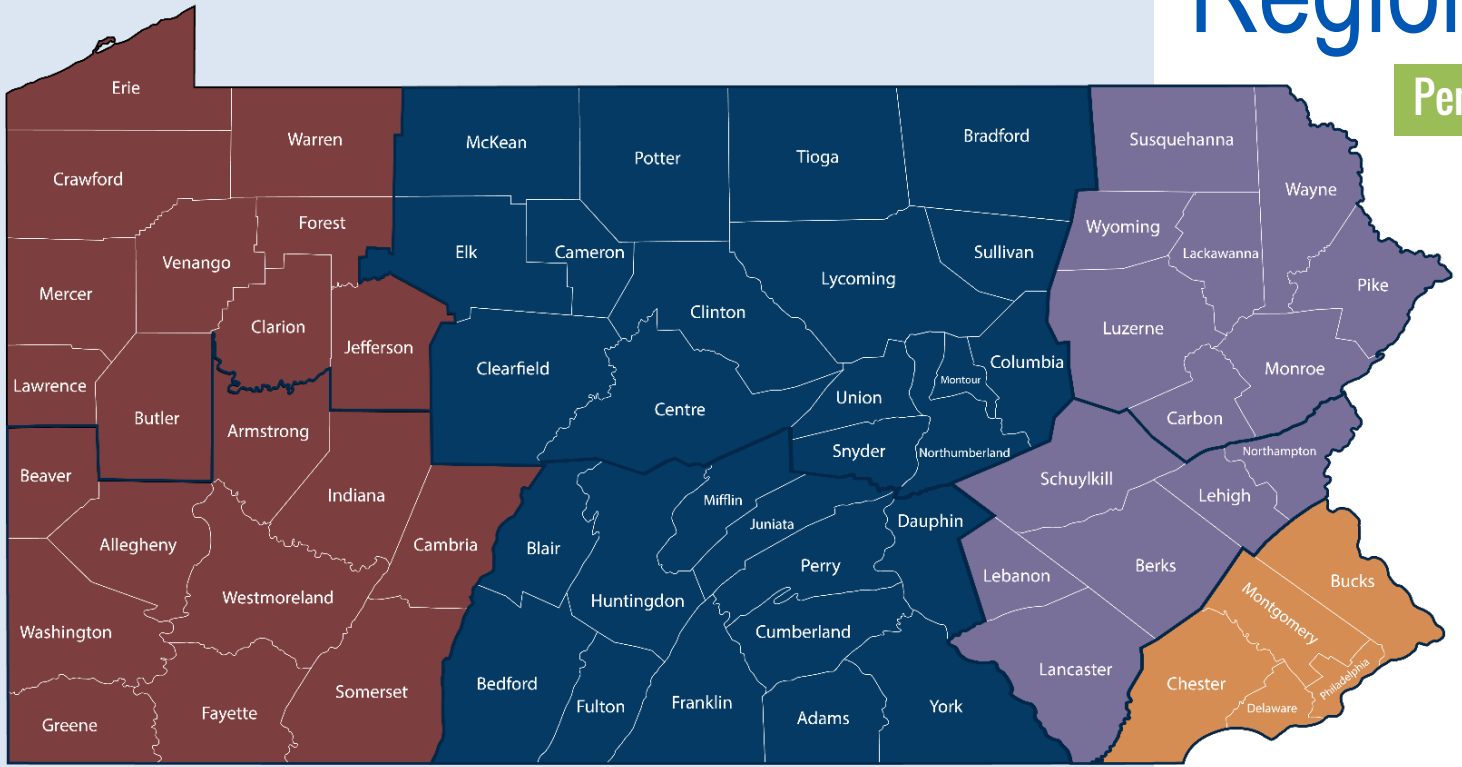
Regional Map



Pennsylvania

Patty Austin
North/Southwestern PA

Penny Imes
North/South Central PA

Debra Wright
Northeastern/East Central PA

Shirley Sullivan
Southeastern PA

Jennifer Brown
Infection Preventionist, All PA

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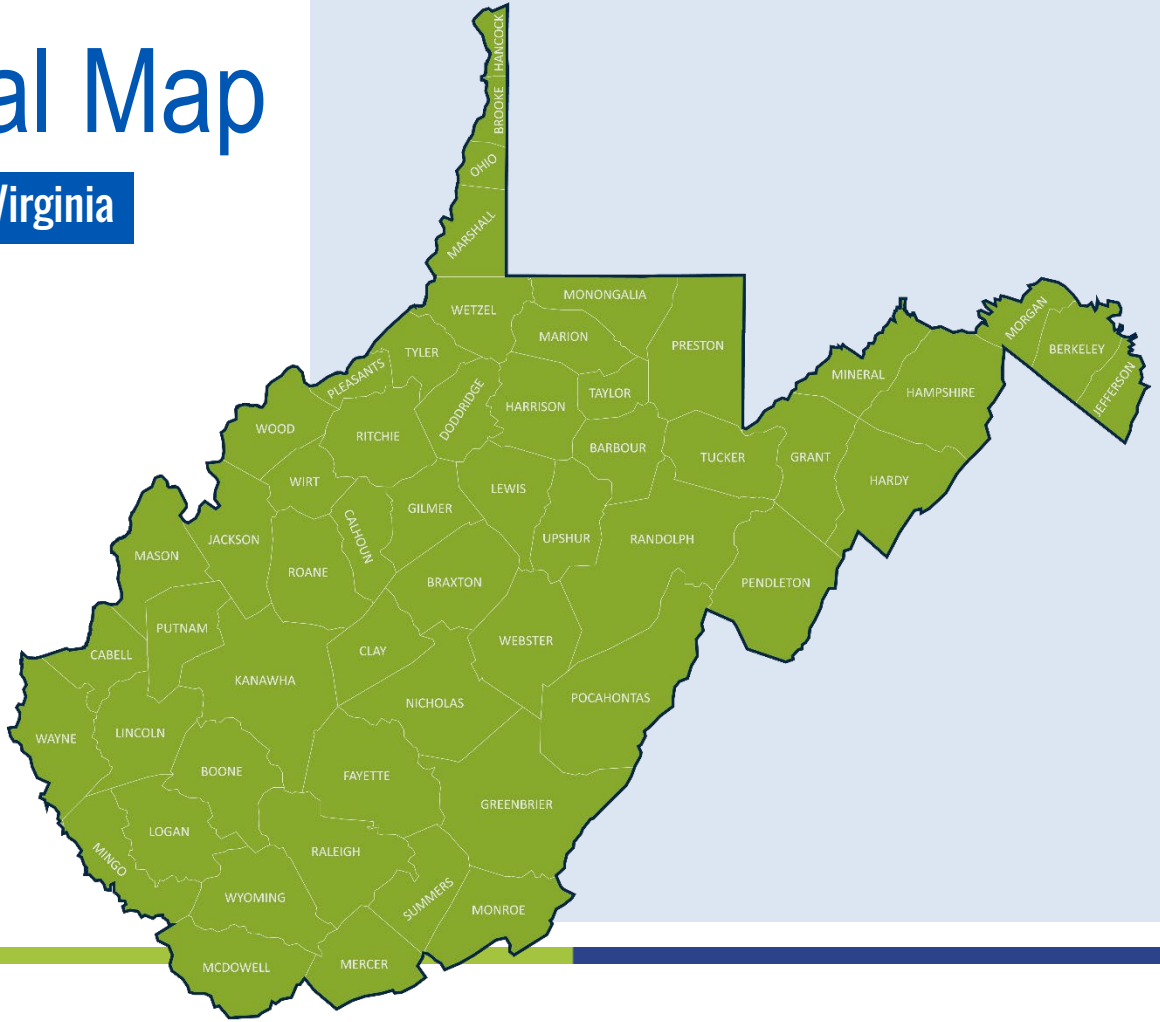
Regional Map

West Virginia

Cindy Wandling
All WV Counties

Jennifer Brown
Infection Preventionist, All WV



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QAPI

- Goal: Use QAPI to identify opportunities for improvement before adverse events occur.
- Action plan:
  - Provide tools and education on incorporating QAPI processes to adopt sustainable solutions for improving resident care.

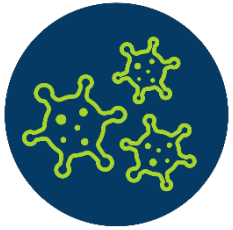
Quality

Assurance

Performance

Improvement

COVID Bundle for Infection Control



- Goal: Enhance infection control programs to prepare for future health threats.
- Action plan:
  - Ensure updated safe visitor, cohorting, and emergency preparedness plans are in place.
  - Provide educational opportunities to stay up-to-date on regulatory changes and best practices.

Opioid Utilization and Misuse

- Goal: Decrease opioid adverse drug events for high-risk residents.
- Action plan:
  - Use Quality Assurance and Performance Improvement (QAPI) process framework to implement pain management best practices aimed at opioid use reduction.
  - Assist in implementing communication techniques with prescribers to decrease unnecessary use of opioids.

Patient Safety

- Goal: Decrease hospitalizations due to health care-related infections and adverse drug events.
- Action plan:
  - Enhance antibiotic stewardship programs and infection prevention principles and practices to address high-risk infections such as UTIs, Pneumonia, Sepsis, and C. diff.
  - Implement tools to track high-risk medications such as Anticoagulants and Diabetic Agents and identify best practices to reduce adverse events.

Care Coordination

- Does your facility have a process that assesses readmission risk prior to admission?
- Does your facility have a process in place that follows a resident 30 days post discharge?

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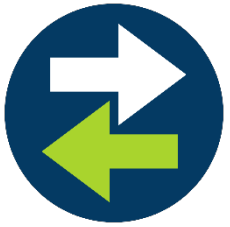
Care Coordination



- Goal: Decrease preventable emergency department (ED) visits and 30-day readmissions to hospitals.
- Action plan:
  - Use provider feedback to assist with developing education and resources to improve disease management.
  - Implement tools to streamline provider-to-provider communication.

Immunizations

- Goal: Increase influenza, pneumococcal, and COVID-19 vaccination rates.
- Action plan:
  - Provide the most up-to-date information on immunizations in long-term care settings.
  - Develop tools to assist with tracking and education of staff, residents, and families

Scenario Based Training

- Goal: Complete CMS approved COVID-19 Infection Control Training
- Action plan:
  - Provide information and education to assist with training and certification of both management and frontline staff for targeted infection control measures.

Scenario Based Training

- Are you interested in receiving a recycled laptop?

Results for this poll will not be publicly shared. Those who answer "Yes" will be contacted by our team at the email address used to register for this webinar.

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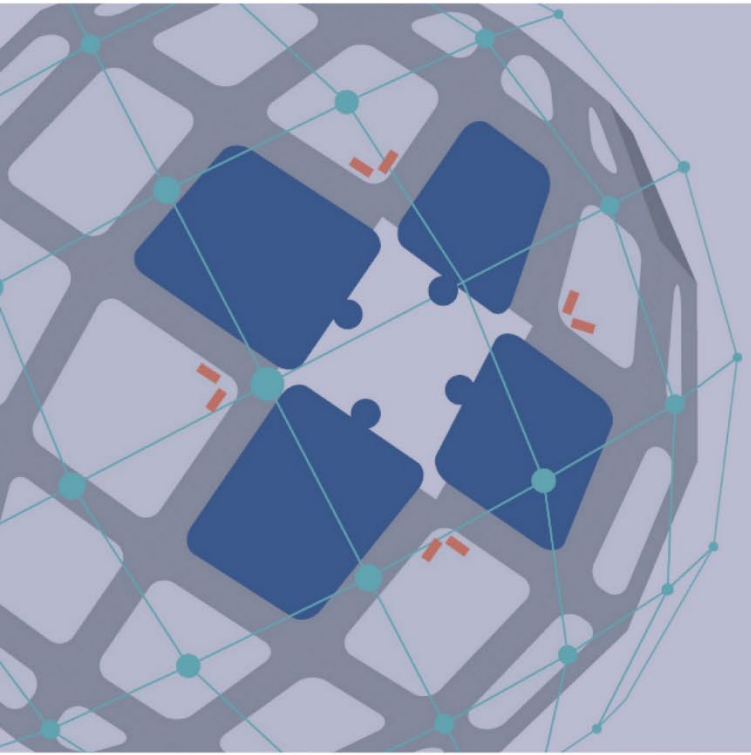
Initiatives

Poll

What initiatives are your facility interested in participating in? (Select all that apply.)

- ✓ **Opioid Reduction –** Decrease opioid adverse drug events
- ✓ **Patient Safety –** Refocus on antibiotic stewardship to reduce facility-acquired infections such as Sepsis, UTIs, C. diff, and Pneumonia
- ✓ **Care Coordination –** Reducing avoidable 30-day hospitalizations and preventable ED trips
- ✓ **COVID Bundle –** Preparing for future health threats / Emergency Preparedness / Best Practices
- ✓ **Immunizations –** Current guidance for vaccines, such as Flu, Pneumonia, & COVID
- ✓ **Scenario Based Training –** Increase certification rates for CMS' Targeted COVID-19 Training for Nursing Homes
- ✓ **QAPI –** Creating sustainable change

Real Time MEDICAL SYSTEMS



QIN/QIO-Real Time-SNF
A Partnership for Success

- August 2022

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How Real Time is Different

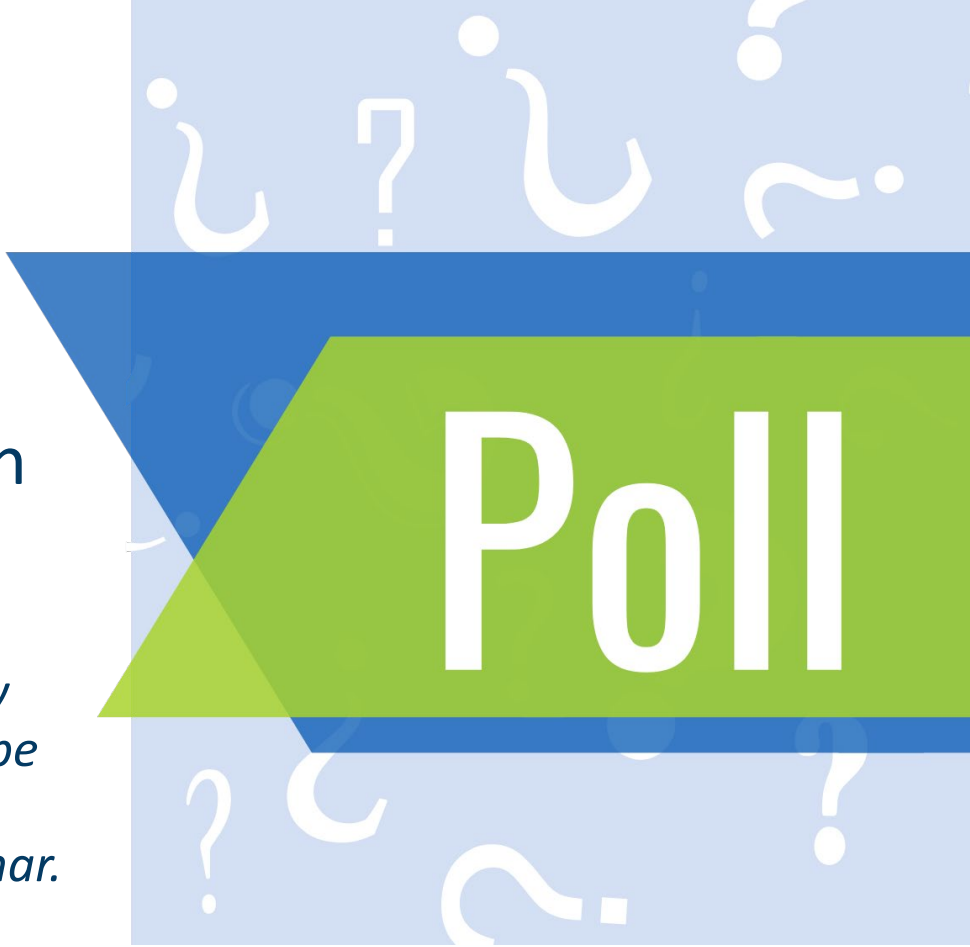
Real Time	EHR Vendors	MDS Scrubbers	Data Analytics Solutions	Operations Solutions
✓ Captures *live* clinical data from all major SNF EHRs	× Not compatible across EHRs	× Rely on old MDS data	× Limited clinical data informs predictive analytics at best	× Limited clinical data informs predictive analytics at best
✓ Uses interventional analytics	× Offer predictive analytics at best	× Offer predictive analytics at best	× May not analyze key words from nursing / progress / narrative notes	× May not analyze key words from nursing / progress / narrative notes
✓ No duplicate data entry	× May not analyze key words from nursing / progress / narrative notes	× Do not analyze key words from nursing / progress / narrative notes	× Cannot customize alerts	× Cannot customize alerts
✓ Analyzes key words from nursing / progress / narrative notes	× Cannot customize alerts	× Do not optimize PDPM reimbursement outside of initial assessment	× Do not provide true real-time readmission risk scoring	× Do not optimize PDPM reimbursement
✓ Provides suggested clinical interventions	× Do not optimize PDPM reimbursement (rather focus on PDPM documentation collection, preparedness, compliance)	× Do not provide live readmission risk scoring or suggested clinical interventions	× Do not optimize PDPM reimbursement	× Lack depth in clinical data analytics
✓ Customizable alerts	× Do not provide live readmission risk scoring	× Lack depth in infection control & antibiotic stewardship	× Lack of depth in infection control & antibiotic stewardship	
✓ Calculate QMs before CASPER report	× Lack depth in clinical data analytics			
✓ CNA illogical coding analysis	× Infection control and antibiotic stewardship tools require duplicate data entry			
✓ QRP compliance reporting				
✓ Identify MDS care changes during lookback				
✓ *Live* PDPM IPA alerts with $PPD estimates				
✓ *Live* risk assessment, readmission risk scoring, readmit and LOS trending by diagnosis				
✓ Infectious disease outbreak monitoring				
✓ Automated, centralized infection control and antibiotic stewardship				
✓ *Live* HAI vs. CAI analysis				
✓ Unit tracking (antibiotics orders & infections)				

! Real Time is the only platform focused on the real-time analysis of clinical data to reduce SNF costs and hospital readmissions through improved quality of care

Real Time

- Are you interested in learning more about and having a live demonstration with Real Time?

Results for this poll will not be publicly shared. Those who answer "Yes" will be contacted by our team at the email address used to register for this webinar.



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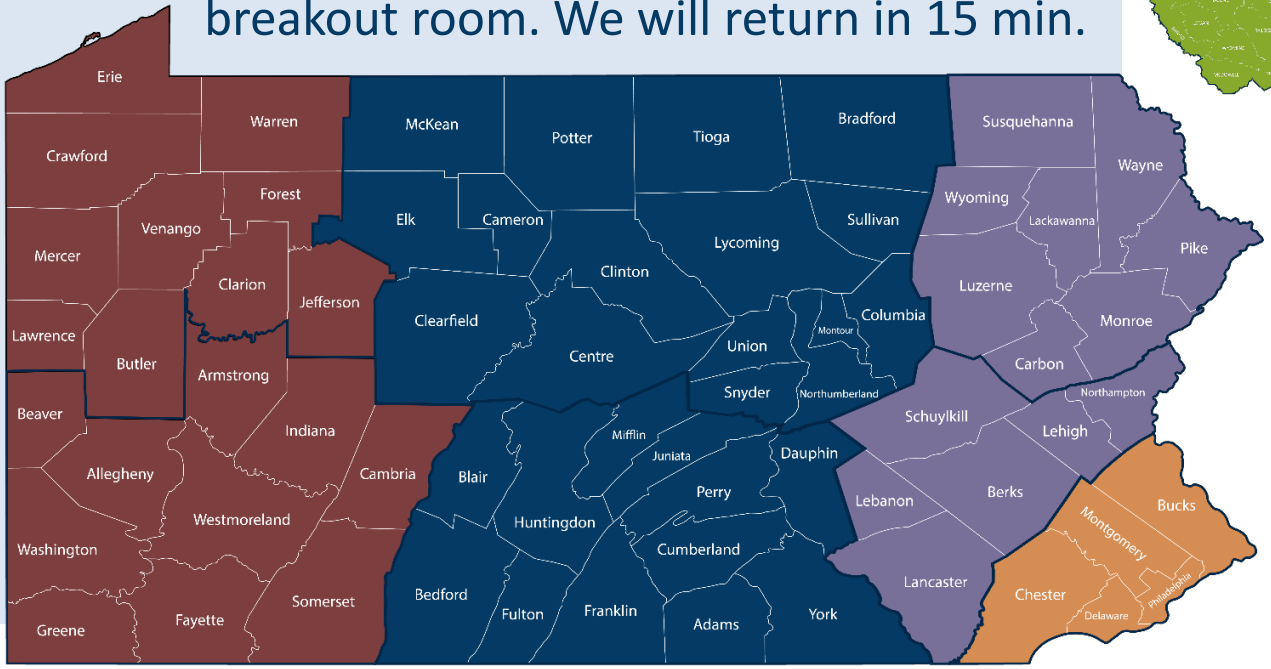
Breakout Sessions

Locate your facility's county. Use the guide to identify your QIS and join their breakout room. We will return in 15 min.



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All WV Counties

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Need assistance? Remain in Main Session for help finding your breakout room.

Quality Insights

Online Resources

An Overview

- Last-Minute Lowdown e-Bulletin
- Webinars
- Office Hours
- Website: qualityinsights.org/qin
  - Resource Library
  - Multimedia
    - Podcast Feed
    - Webinar Archive
  - News & Events
    - Register for upcoming webinars
- Social Media

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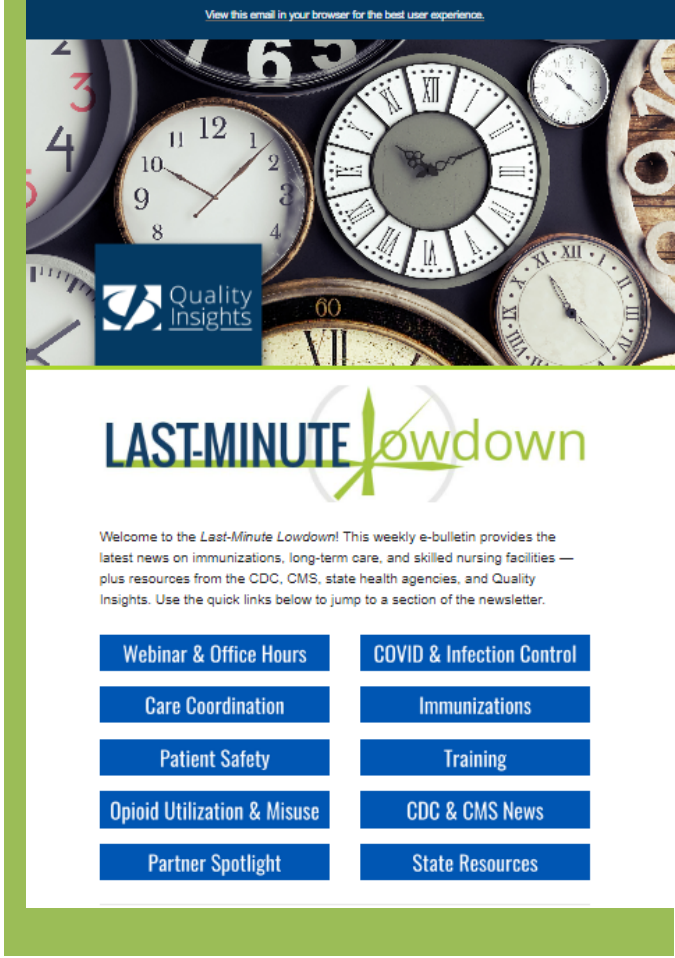
Last-Minute Lowdown

Weekly E-Bulletin

- Emailed each Friday afternoon
- Roundup of latest health news
  - National health agencies, like CDC, CMS, NHSN, FDA
  - State health agencies, like PA DOH, WV DHHR
- Free resources
  - Resources by Quality Insights focusing on current health care initiatives
  - Resources from other organizations that service WV and PA
- Links to Quality Insights' online resources
  - Upcoming webinars and office hours
  - Webinar recordings and podcasts
- Want to receive the LML? Contact your QIS or email Cathy Caudill at ccaudill@qualityinsights.org.



Webinars

Join The Discussion

- Educational Webinars for Nursing Homes
  - Focus on COVID-19, Immunization and Infection Control
  - Each Wednesday at 2 p.m. ET
- Where to find registration link:
  - Website under News & Events tab: qualityinsights.org/news-events
  - Last Minute Lowdown
  - Email reminder on day of webinar
  - Bookmark: https://us02web.zoom.us/webinar/register/2016522804853/WN_hLybWQdbT6-rmWzdi0H7YA

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Webinar Recordings

Watch Anytime

- View recording on our YouTube channel
- Listen on-the-go on our podcast channel: qualityinsights.buzzsprout.com
- Find links to both the video and the podcast:
  - Last-Minute Lowdown
  - Quality Insights' Multimedia webpage: qualityinsights.org/multimedia

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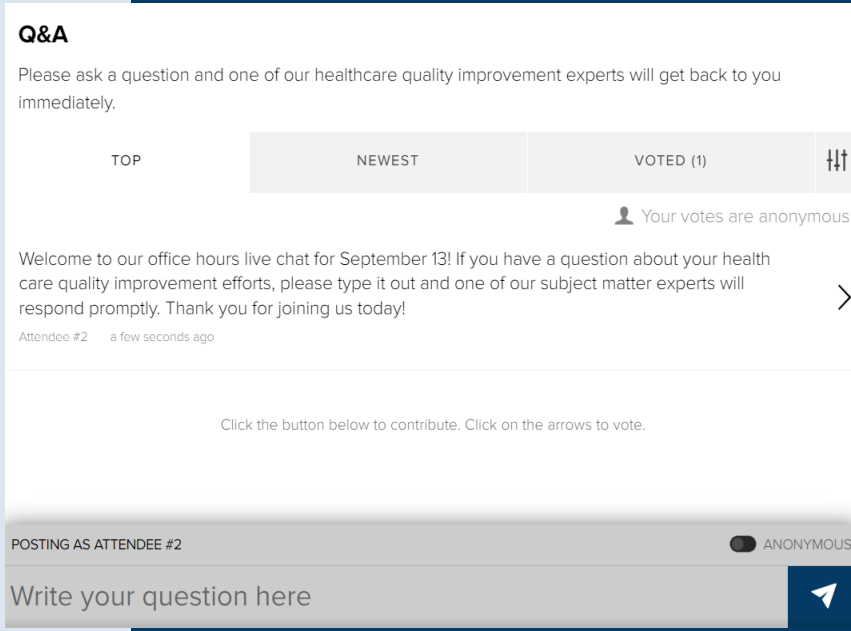
Weekly Office Hours

Live Chat with a QIS

- Online chat room where you can message with a QIS in real time
  - Every Tuesday from 8 to 8:30 a.m.
  - Every Thursday from 2 to 2:30 p.m.
- Unique link to each chat; find links in the Last Minute Lowdown



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Website

qualityinsights.org/qin

- Resources Page
  qualityinsights.org/qin/resources
  - Flyers, toolkits, and more
- Multimedia Page
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  - Podcasts
  - Archive of Webinar Recordings
  - Other Video Resources
- News & Events Page
  qualityinsights.org/qin/news-events
  - Register for Weekly Webinars
  - Newsletters

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Social Media

More Ways to Connect

- **Facebook** @qualityinsightsqin
  facebook.com/qualityinsights1973
- **Twitter** @qualityinsights
  twitter.com/QualityInsights
- **YouTube**
  youtube.com/user/qualityinsightsqin
- **Instagram** @qualityinsights
  instagram.com/qualityinsights
- **LinkedIn**
  linkedin.com/company/quality-insights

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What's In It For You?

- Connection to a network of providers to help support social determinants of health
- Free data support
- Free education (with continuing education units) and resources
- Free assistance with improvement efforts

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Next Steps

- Individual outreach
  - Regional QI Specialist
- Webinars/calls
  - Topic focused
- Visit us online
  - qualityinsights.org/qin

Contact Us

- Pennsylvania
  - Southeast: Shirley Sullivan ssullivan@qualityinsights.org
  - Northeast/East Central: Debra Wright dwright@qualityinsights.org
  - North Central/South Central: Penny Imes pimes@qualityinsights.org
  - Northwest/Southwest: Patty Austin paustin@qualityinsights.org
- West Virginia
  - Cindy Wandling: cwandling@qualityinsights.org
- Infection Preventionist
  - Jennifer Brown: jbrown@qualityinsights.org

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