

Quality Improvement Organizations  
Sharing Knowledge, Improving Health Care  
CENTERS FOR MEDICARE & MEDICAID SERVICES



Leading the Way to Better Healthcare



Maryland - Virginia  
Nursing Home Improvement Network  
September 23, 2014

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Welcome



Sheila McLean,  
MBA, LNHA,  
CPHQ, Maryland  
Director



Marcy Gillespie,  
MSN, ACM,  
CPHQ, Virginia  
Director



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Agenda

- VHQC Overview
- New QIO Program Structure
- Recent Nursing Home QI Successes
- New Nursing Home Quality Network
- Question and Answers



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## Polling Question

Have you previously worked with a Quality Improvement Organization (QIO)?

  
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## VHQC Overview

- Private, nonprofit healthcare consulting firm
- Virginia's QIO since 1984
- CMS National Coordinating Center contracts
- Health IT Regional Extension Center

  
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## QIO Program Changes

- Case review and quality improvement functions now performed by separate entities
- Beneficiary and Family Centered Care QIOs (BFCC-QIOs)
  - Two organizations serve five regions nationwide
  - KePRO is the BFCC-QIO for MD and VA
  - KePRO now reviews all appeals and quality complaints
  - KePRO's toll-free number is (844) 455-8708

  
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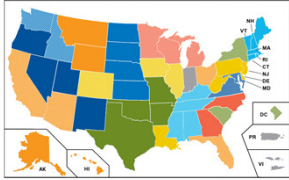
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## QIO Program Changes



Quality Innovation Network QIOs (QIN-QIOs):

- Regionalized and cover 2 to 6 states
- QIO contract cycle extended to 5 years

VHQC is the QIN-QIO for Maryland and Virginia.

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## Quality Innovation Networks

- Champion local-level, results-oriented change
- Facilitate learning and action networks
- Teach and advise as technical experts
- Communicate effectively

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## QIN-QIO Aims

Better Health	Better Care	Lower Costs
<ul style="list-style-type: none"><li>• Improving cardiac health &amp; reducing cardiac disparities</li><li>• Reducing disparities in diabetes care</li><li>• Coordinating prevention through HIT</li></ul>	<ul style="list-style-type: none"><li>• Reducing healthcare-associated infections</li><li>• Reducing healthcare-acquired conditions</li><li>• Coordinating care to reduce readmits &amp; adverse drug events</li></ul>	<ul style="list-style-type: none"><li>• Quality improvement through physician value-based modifier</li><li>• Local QIO projects</li></ul>

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### Recent Nursing Home QI Successes

- Reduction of High-Risk Pressure Ulcers
  - 27 nursing facilities participated
  - 37% Relative Improvement Rate (RIR)
- Virginia Nursing Home Quality Care Learning Network
  - 101 nursing facilities participated
  - Quality composite measure = 6% RIR
  - Reduction in unnecessary antipsychotic medications = 15% RIR

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### Meadowview Terrace



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### Our QI Success

- Quality composite score demonstrated improvement each month
- Currently a 5-star CMS rating!
- Improvement focus: antipsychotic medication utilization

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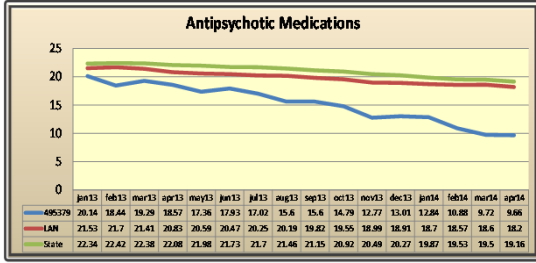
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## Antipsychotic Medication Reduction



52% Relative Improvement Rate (RIR)



13

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## VHQC & Learning Network Benefits

- Education
  - QAPI workshop
  - Webinars
- Network/Sharing
  - Question and answer portion of webinars
  - Facility role as host for workshops
  - Best practices
- Resources
  - QAPI materials
  - Data
  - Educational materials



14

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## Contact Meadowview Terrace

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## Nursing Home Improvement Network

**Aim:**

*Instill QI practices, eliminate healthcare-acquired conditions, and improve resident and family satisfaction in Maryland and Virginia nursing facilities*

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## Nursing Home Improvement Network

- Continues success of recent nursing home quality collaborative
- Covers both Maryland and Virginia
- Includes both education and facility-specific improvement activities
- Based on best practices of high-performing nursing homes nationwide
- Time frame 2014 - 2019

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## Nursing Home Improvement Network Goals

- Decrease antipsychotic medication use
- Decrease potentially avoidable hospitalizations
- Increase mobility of long-stay residents
- Achieve a score of 6 or less on the National Nursing Home Composite Measure

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**National Nursing Home Composite Score**

1. Percent of residents with one or more falls with major injury
2. Percent of residents with a UTI
3. Percent of residents who self-report moderate to severe pain
4. Percent of high-risk residents with pressure ulcers
5. Percent of low-risk residents with loss of bowels or bladder
6. Percent of residents with catheter inserted or left in bladder
7. Percent of residents physically restrained



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**National Nursing Home Composite Score**

8. Percent of residents whose need for help with ADL has increased
9. Percent of residents who lose too much weight
10. Percent of residents who have depressive symptoms
11. Percent of residents who received antipsychotic medications
12. Percent of residents assessed and appropriately given flu vaccine
13. Percent of residents assessed and appropriately given Pneumococcal vaccine



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**Additional Network Activities**

- Systems-level improvement
  - Staff stability
  - Consistent assignment
  - Team building
  - Finance
  - Leadership
- Decrease health-associated infections and other healthcare-acquired conditions
  - High-risk pressure ulcers
  - Urinary tract infections
  - *Clostridium difficile*



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## A Collaborative Approach

- Learning from both colleagues and experts
  - Best practices from successful facilities
  - Peer mentoring program
  - Educational webinars and workshops
  - 24/7 online community of like-minded professionals
  - Improvement resources with proven effectiveness
- National Nursing Home Quality Care Collaborative
  - Collaborative I: April 1, 2015 – September 30, 2016
  - Collaborative II: April 1, 2017 – September 30, 2018

22   
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## A Collaborative Approach

- Change package tools and resources
- Email and telephonic consultation with VHQC quality consultants
- Plan-Do-Study-Act (PDSA) cycles to test improvement strategies and tactics
- Group sharing of “what works” to improve resident care

23   
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## Peer Mentoring

- High-Performing Nursing Facilities
  - Alignment with areas of expertise
  - Diversity of communities
  - Resident and/or family members
- VHQC QIN-QIO Peer Mentor Training
  - QI methodology
  - Certification and Survey Provider Enhanced Reporting (CASPER) data
  - Adult learning techniques

24   
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**Family Engagement**



**Kim West**  
**Family Council President**  
**GoldenLiving**  
**Elizabeth Adam Crump Manor**



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**Partnership in Quality Improvement**

- Building relationships
- Education
  - QAPI education for Family Council
  - VHQC “facility-directed” QAPI education for Family Councils
- Facility/Family Partnership
  - Facility leadership participates in Family Council meetings
  - Newsletter
  - Performance Improvement Projects



26 Maryland & Virginia Quality Innovation Network

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**Benefits of Participation**

- Flexible, no-cost structure for improvement
- Quality Assurance Performance Improvement (QAPI) tools and resources
- Latest strategies and techniques from successful colleagues and QI experts
- Intervention development ideas and assistance
- Support for participation in other QI initiatives



27 Maryland & Virginia Quality Innovation Network

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## Aligning QI Efforts

**Maryland-Virginia  
Nursing Home  
Improvement  
Network**

- Organizational quality goals
- Quality Assurance and Performance Improvement (QAPI)
- The Partnership to Improve Dementia Care
- Advancing Excellence
- AHCA Quality Awards
- CMS Nursing Home Action Plan 2012



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## Your Commitment

- Form an interdisciplinary QI team
- Complete the QAPI self-assessment
- Join Advancing Excellence, grant QIN-QIO access
- Utilize a data-driven and proactive approach to quality improvement
- Develop and apply strategies for implementing QAPI and overall quality
- Participate in network activities
- Actively share best practices with other facilities



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## Our Commitment

- Prepare data reports and facilitate analysis to support overall quality improvement
- Provide consultation by qualified staff and faculty with expertise in quality improvement
- Share best practices and evidence-based tools and resources to support overall quality improvement
- Develop and facilitate collaboration using workshops, affinity groups and peer mentoring
- Provide expertise and practical assistance



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## Next Steps

- Complete and return participation agreement
  - CEO, COO, owner or administrator
- Join the Advancing Excellence campaign
  - Register and select goals
  - Update information and goals
  - Agree for VHQC QIN-QIO to view data
- Recommend resident and/or family peer mentors



31 Maryland & Virginia Quality Innovation Network

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## Questions and Answers





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## Contact VHQC

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www.vhqc.org

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