Welcome to the National Nursing Home Quality Care Collaborative (NNHQCC)

Objectives

- Identify goals of the National Nursing Home Quality Care Collaborative
- Describe NNHQCC participation expectations
- Identify upcoming NNHQCC learning opportunities
The NNHQCC shall focus on achieving **system wide improvement** and ensuring that every nursing home resident receives the highest quality of care.

- A “Collaborative” is a systematic approach to healthcare quality improvement designed to accelerate learning and widespread implementation of best practices.
- Participants perform multiple, small, rapid tests of change, and then share their experiences.

**IHI Breakthrough Series Model for Improvement**
Learning Sessions

- Are the major interactive events of the Collaborative.
- Through educational Learning Sessions, small group discussions, and team meetings, attendees have the opportunity to learn from faculty and colleagues, receive individual coaching, collaborate, and problem-solve.

National Nursing Home Quality Care Collaborative

The NNHQCC will focus on:
- Using Quality Assurance Performance Improvement (QAPI) principles to improve nursing home quality and performance.
- Eliminating healthcare-acquired conditions.
- Improving resident satisfaction.

Examples of system-wide focus areas that have an impact on quality:
- Staff stability.
- Consistent staff assignment.
- Communications.
- Leadership.
- Resident-directed care.
Examples of clinical focus areas that have an impact on quality:
• Mobility among long-stay nursing home residents
• Unnecessary antipsychotic medications
• Avoidable hospitalizations
• Healthcare-acquired infections
• Pain reduction

How will success be measured?
• The composite score: measure of system improvement

• Thirteen National Quality Forum-endorsed, long-stay quality measures that are publically reported on Nursing Home Compare
• The composite of these 13 measures reflects the cumulative effect of systems improvement within the long term care settings
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 ulcer
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
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*

• The LSQIN has access to the quality measure data necessary to calculate composite scores for their state
• The LSQIN will share composite score data with all NNHQCC participants
• Goal: Score of six or better (lower) on the Composite Measure
  – Because prior to the launch of the Collaborative, 10% of the nation’s nursing homes were performing at this level or better already

Example of Data Reports
Strategies to Create a Quality Culture

- Lead with a sense of purpose
- Recruit and retain quality staff
- Connect with residents in a celebration of their lives
- Nourish teamwork and communication
- Be a continuous learning organization
- Provide exceptional, compassionate clinical care that treats the whole person
- Conduct solid business practices that support your purpose

Lead With a Sense of Purpose

The actions of leaders, multiplied by the actions of many, shape a culture and organization

- Be the leader you would want to follow
- Let your nursing home’s vision drive your actions
- Set clear expectations for staff
- Encourage and welcome ideas/issues
Recruit and Retain Quality Staff

Set high expectations for staff who should feel their primary purpose is to provide quality care to residents

- Hire staff who meet your mission and vision
- Welcome new staff and give your best staff a reason to stay
- Assign a mentor for new staff
- If possible, provide flexible scheduling
- Foster a sense of family and community

Connect With Residents in a Celebration of Their Lives

Create an environment where the “resident always comes first”

- The facility is their home
- Foster relationships with family
- Know residents as individuals
- Make resident needs a top priority
- Seek resident/family input in improvement efforts

Nourish Teamwork and Communication

High-functioning teams respect one another and work toward common goals

- Expect and support effective communication
- Be a team player
- Implement huddles to communicate between shifts to share updates
- Expect that all staff would assist a resident who is requesting help
Be a Continuous Learning Organization

Know when and how to change, and use your data to drive performance

- Make systems thinking the norm
- Track progress and implement change if needed
- Discuss processes and systems that are working or have the potential to go wrong - try to fix it before a problem occurs
- Involve all staff in goal setting, RCAs, PDSAs

Provide Exceptional, Compassionate Clinical Care that Treats the Whole Person

Engaged and competent staff can anticipate resident needs and better manage their healthcare needs

- Implement consistent assignment
- Ensure changes in resident condition are communicated between staff and shifts
- Utilize evidence-based policies and procedures

Construct Solid Business Practices that Support Your Purpose

A well-run nursing home excels as a business, yet feels like home

- Use of resident satisfaction surveys with referrals
- Create an event to draw community financial support
- Ask for resident/family feedback on the physical environment and explore opportunities for improvement
Change Package

Ideas and practices from high performing nursing homes
• Based around quality and how work was carried out by leaders and direct care staff
• Includes seven strategies along with change concepts and action items for each strategy

Download the Change Package


What will be expected of my home?
Expectations for Participating Nursing Homes

- Form an interdisciplinary team
- Choose a performance improvement project
- Test and implement system changes at your nursing home
- Complete short questionnaire every quarter

Expectations for Participating Nursing Homes

- Attend and participate in learning sessions and other educational and learning opportunities
- Share challenges and successes with other NNHQCC teams

Where do I find information about the NNHQCC?
Where to find Recorded or Past Events:

Go to: https://www.youtube.com/user/LSQIN, click on Playlists, click on Reducing Healthcare-Acquired Conditions (HAC)

Next Steps

1. Form an Interdisciplinary Team
2. View this short webinar if you are new to QAPI or need a refresher:
   https://www.youtube.com/watch?v=x0x06DMbGkM
3. Call if you have questions about QAPI that you would like answered from a QAPI expert:
   – Open call with Dr. Jane Pederson on April 14, 2015 between 1:00 and 2:00 CT, 2:00-3:00 ET.
   – Phone Number: 1-866-939-8416 Enter Code: 6038072

Next Steps

4. Complete QAPI Self-Assessment by June 1, 2015 and identify at least one area your team will be focusing on based on the QAPI assessment results
   - QAPI Self Assessment can be found at:
   - For help on how to complete the QAPI assessment, watch this short webinar:
     https://www.youtube.com/watch?v=X2mHyQwKsaY
Next Steps

5. Review the NNHQCC Change Package with your team by May 1, 2015

6. Complete Virtual Learning Session I Bundle by May 29th (more information will be forthcoming)

Upcoming Events

- April 14, 2015  QAPI Open Call
- May 14, 2015  Root Cause Analysis – Great 8 Webinar
- May, 2015  Learning Session I
- July 9, 2015  Mobility – Great 8 Webinar

Meet the Lake Superior Quality Innovation Network (LSQIN) team
### Quality Innovation Network

Quality Improvement Organizations

- Quality Innovation Network (QIN) QIOs are responsible for working with providers and the community on multiple, data-driven quality initiatives to improve patient safety, reduce harm, and improve clinical care at their local and regional levels.

### What is new?

- Partnering with other states
- Engaging residents and families
- Utilizing peer coaches/advisors from high performing nursing homes
- Coordinating work with other settings of care

### The Lake Superior Quality Innovation Network

- Three states have partnered together:
  - Michigan (MPRO)
  - Minnesota (Stratis Health)
  - Wisconsin (MetaStar)
National Nursing Home Quality Care
Collaborative_LSQIN

Michigan Team

Donna Beebe, Colleen Quintal, Yongmei Qin, Kathleen Lavich

Minnesota Team

Kristi Wergin, Jenna Kornberg, Jane Pederson, Kathleen Roche, Barb Olson, Michelle Nordwall, Laura Johnson, Katharine Holden

Wisconsin Team

Liz Dominguez, Jody Rohe, Nathan Williams, Terri Curtis
Contact the Lake Superior Quality Innovation Network

**Michigan: MPRO**
Donna Beebe  
248-465-7354  dbeebe@mpro.org

**Minnesota: Stratis Health**
Kristi Wergin  
952-583-8561  kwergin@stratishealth.org

**Wisconsin: MetaStar**
Liz Dominguez  
608-441-8266  ldominguez@metastar.com

For information on how to join the NNHQCC go to:  
https://www.lsqin.org/initiatives/nursing-home-quality/join/

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