Objectives

1. Identify at least two strategies to help reduce unintended weight loss for residents

2. Apply QAPI principles to the implementation of a performance improvement project

Norlite Nursing Center and Rehab
Marquette, MI

Mary Johnson, RN, BSN
Director of Nursing
Why did you decide to focus on this area?

- Saw room for improvement when reviewing quality measures and other data sources
- Wanted to improve overall dietary program
- Improve resident care by focusing on clinical areas
- Helping our residents maintain an adequate weight improves both their energy levels and mobility

What changes did you make?

- Resident weights and vital signs weekly
- Weights noted on skin assessment sheets and entered into EHR
- All weights +/- 3# reported to physician and dietary supervisor
- Dietary staff reviews 3 and 6 month look-back reports for significant cumulative gains/losses
- Reports to Registered Dietitian for diet modification as needed

What changes did you make?

- Weekly and monthly audits/reports are reviewed at monthly QAPI meetings.
- Established a communication loop system: Nursing>Dietary>RD>MD>Nursing>CNA's<back.
- Discuss with the team and set objectives
- Education is the key!
What resources do you use to bring about change?

- Accurate reports and audits
- Streamline the EHR documentation system for increased efficiency and ease of use
- Educate staff on what information is needed and precisely where to document it
- Check progress on a regular basis. If it remains status quo or sliding back, consider ways of changing up the process
- Help staff see what the advantages and disadvantages of the process are for them

Advice for others

- Be patient, but persistent!
- Registered Dietician and physicians impressed
- Residents and family members are happy with changes

Spring Valley Senior Living
Spring Valley, MN

Amy Stoeger, RN, Director of Nursing Services
Jesse Arnold, CDM, Food Service Director
Why did you decide to focus on this area?

- Improve Overall Dining Experience
- Improve Resident Quality of Life

What changes did you make?

- Meals- “special” each day as well as “always available” menu items
- Restaurant Style Dining
- 6 week Menu Cycle
- Resident input on menu items
- Seating residents by their preference
- Enhanced breakfast menu
- “Fine Dining” and “Theme Meals”
- Daily IDT meetings

What changes did you make?

- Weight monitoring
- Preventative measures
- Hydration program
- Strong customer service focus
- Snacks and meals made from scratch
- Resident and family involvement in any changes noticed
- Collaboration between dietary and nursing staff
What did you learn from this focus?

- Individualize interventions
- Staff education was needed on importance of snacks
- Snack cart altered, based on resident and staff input
- Enhanced hydration program
- Family involvement/support is crucial
- All departments and staff need to work together for common goals
- It takes a team and change happens slowly

How do you know that change is an improvement?

- Resident/family satisfaction survey results
- Discharge survey results
- Information gleaned at care conferences (ask about dining experience)
- Weight data: seeing stability in weights
- Increase in food/fluid intake
- Improved bowel function

Munson/Crawford Continuing Care
Grayling, MI

Ben Elliot, RN
Director of Nursing
Why did you decide to focus on this area?

- Review of QAPI information noted a increase in unplanned weight loss
- Change in ownership with numerous new employees to key positions created a stray from procedure

What changes did you make?

- Early detection - weight upon admission and 24 hours post admission
- Weekly weights for 4 weeks starting at admission and longer, if not stable
- Full time dietician on site between care center and hospital
- Use of supplements such as Ensure pudding and shakes

What changes did you make?

- Many small snacks during the day
- Interdisciplinary team tracks 2 lb. weight changes, either way, and flags chart
- Weekly meetings for at-risk residents
- Company policy and procedure, tracking and trending worksheets, and QAPI review
What did you learn from this focus?

Challenges:
- Consistent weights - Full time bath aide completes weights during the week
- Training of interdisciplinary team members in their roles in weight loss prevention.
- Tracking and monitoring of supplement usage and acceptance

What did you learn from this focus?

- It is important to follow policy and procedures
- Validate your interventions
- Early detection and timely interventions are key components to preventing undesired weight loss

How do you know that change is an improvement?

Apr-Sept 2014 Weight Loss Quality Measure = 6.46%
Apr-Sept 2015 Weight Loss Quality Measure = 0%
Why did you decide to focus on this area?

- As a team we decided to take a more in depth look at our residents with weight loss to determine precipitating factors that we may or may not have been able to prevent.

- The goal was to identify early warning signs and evaluate if resident’s individual needs were being met with the current plan of care

What changes did you make?

- Interdisciplinary team (IDT) weekly meetings were already in place: Nursing Director, Unit Managers, MDS Coordinator, Social Worker, Activities Coordinator, and Therapy Services

- Log documenting name, date, wounds present, IV fluids, tube feeding, hydration issues, weight loss/gain, and decline in health/mood

- Current plan of care reviewed and updated with recommendations
What did you learn from this focus?

• Short Term - evaluations implemented to determine eating utensil or assistance needs, diet consistency assessed for appropriateness
• Dietician - assess food/meal time preferences
• Social Worker/Activities - address mood decline
• Nursing - assess pain issues; ill fitting dentures; medical reason that could impact decline in weight

What did you learn from this focus?

• FAR - reviewed and info gathered before meeting
• Family input included in food/meal time preferences and notified of proposed interventions
• Physician - orders supplements, labs, and therapy evaluations
• Being consistent with IDT expectations was key. Team is prepared for each meeting; reviewing plan of care ahead of time, etc.

How do you know that change is an improvement?

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<thead>
<tr>
<th>Month</th>
<th>Weight Loss (lbs)</th>
</tr>
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<tbody>
<tr>
<td>Aug</td>
<td>2.5</td>
</tr>
<tr>
<td>Sep</td>
<td>2.1</td>
</tr>
<tr>
<td>Oct</td>
<td>0.9</td>
</tr>
<tr>
<td>Nov</td>
<td>0.8</td>
</tr>
<tr>
<td>Dec</td>
<td>0.8</td>
</tr>
<tr>
<td>Jan</td>
<td>0.8</td>
</tr>
</tbody>
</table>

Legend:
- Resident Facility
- Lab
- Goal
**How do you know that change is an improvement?**

**Unintended Weight Loss**
- September 2014 = 12.77% (baseline)
- January 2016 = 4.48%
- The relative improvement rate = 65%

**QAPI Principles**
- Identify quality problems/areas to improve
- Use data
- Use an interdisciplinary team approach
- Change systems to get results
- Get input from residents and families
- Use Plan-Do-Study-Act Cycles
- Share success
- Ongoing monitoring to sustain changes

**The Change Package: Strategies of High-Performing Nursing Homes**

5.a.6 Make visible and talk about how different processes and activities are inter-related and part of systems.

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