NURSING HOME QUALITY
Improving resident quality of life

Nursing home residents across the Lake Superior Quality Innovation Network (Lake Superior QIN) region enjoy a better quality of care and quality of life, as nursing home staff learned how to decrease antipsychotic medication use, integrate infection prevention and control best practices, and implement Quality Assurance and Performance Improvement (QAPI).

**Better Care**
Lake Superior QIN supported 933 nursing homes (which is 86 percent of all Medicare and/or Medicaid certified nursing homes in Michigan, Minnesota and Wisconsin) in developing a culture focused on system-wide improvements that ensure every resident receives the highest quality of care. Working with Lake Superior QIN, nursing homes realized these resident outcomes:

- Approximately 7,900 fewer residents take antipsychotic medication—an 18.89 percent relative improvement rate (RIR).
- Improved health with 4,697 fewer urinary tract infection diagnoses—a 38.14 percent RIR, resulting in $12.79 million in avoided costs.
- Approximately 54 fewer *Clostridium difficile* infection (CDI) diagnoses—a 20.17 percent RIR.

**Collaborative, Patient-Centered Approach**
Peer and beneficiary coaches advised our work and shared best practices with participating nursing homes. Lake Superior QIN provided participants with basic QAPI knowledge, as well as topic-specific training. To reduce healthcare-acquired conditions, we offered virtual learning sessions on antibiotic stewardship and *Clostridium difficile* management, dementia care and unnecessary antipsychotic medications and hospital admissions. For staff new to the role of infection preventionist, we offered a webinar series on infection prevention basics. Our assistance included 78 virtual Learning and Action Network (LAN) events, with over 6,000 organizations participating in live events and more than 41,000 views of recorded events. Lake Superior QIN also developed 47 educational resources to support nursing homes in this initiative.

We reduced clinician burden by creating resources to help nursing homes meet new regulations. Our short, on-demand videos covered each quality measure in the Centers for Medicare & Medicaid Services (CMS) composite score, how measure rates are determined and tips on how to improve for each measure. In fact, nursing homes that reported using the Lake Superior QIN QAPI Written Plan How-To Guide, spent an average of only nine hours rather than the projected 56 hours to complete a plan for an effective QAPI program.

In a groundbreaking pilot program, we worked with 202 nursing homes to submit *Clostridium difficile* data into the CDC National Healthcare Safety Network (NHSN) and to prevent and manage CDIs. Lake Superior QIN provided participants with quarterly composite score/quality measures, re-hospitalization reports and provided CDI participants with quarterly reports.

**Sustaining Improvement**
Information and resources were shared with nursing homes on implementing system-wide change and built on QAPI principles such as root cause analysis (RCA), PDSA cycles and including residents, their families and staff for a holistic perspective and engagement. This system-wide change provides a framework for continued improvement.