

FROM THE FRONT LINES

Improving Care and Workplace Practices

For the last three years, Stratis Health had the opportunity to work with 43 nursing homes to help reduce the rates of high-risk pressure ulcers and/or physical restraints among their residents. At the conclusion of this work participants shared lessons they learned from their work on these quality improvement projects.

Some common themes emerged that may be helpful to homes working on a project to improve the quality of care, quality of life, or workplace practices within their nursing homes.

1. Plan

- Gather information from direct care staff from all appropriate departments and from all shifts
- Gather information from residents and families
- Do not jump into making changes without all the facts
- Assure that leadership is committed to and supportive of the project
- Visit other homes that you would like to model
- Identify and/or develop champions who can help spread enthusiasm for the project
- Budget ahead for goals you want to reach

2. Communicate

- Share the motivation behind the planned change with everyone affected to gather support
- Plan regular meetings regarding the planned change and make these meetings a priority on everyone's schedule
- Leadership needs to be visible and talk with frontline staff daily to get feedback
- Talk to residents and families to get their feedback

3. Educate and Implement

- Show specific examples whenever possible
- Staff education needs to be continuous as reinforcement is needed even when you feel an issue has been resolved
- Start a small-start with one unit and/or one shift at a time
- Don't try too much at one time

4. Measure

- Use measureable data to track progress and trends
- Review the plan and the progress at least monthly
- Share outcomes with staff
- If your data does not indicate improvement, do not give up. If something does not work at first, tweak it until it does. ○

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Did You Know?

In an effort to improve care for Minnesota nursing home residents, Stratis Health is working closely with about 30 nursing homes selected to participate in the Stratis Health Improving Resident Care Collaborative through January 2013.

The nursing homes working with Stratis Health from 2008-July 2011 had these impressive outcomes:

- For high-risk pressure ulcers, the 43 homes working with Stratis Health improved at a rate of 18.57 percent
- For physical restraints, the 43 homes working with Stratis Health improved at a rate of 64.40 percent

NEWS

Life Safety Code Changes Approved

Proposals for changes to the Life Safety Code that were set forth by a Pioneer Network task force have been approved by the National Fire Protection Association (NFPA). The four proposals cover the following areas that will help to “create home in the nursing home.”

- ♦ Kitchens serving no more than 30 residents will be permitted to be open to the corridor and other spaces, and residential or commercial stoves or cooktops may be used provided certain criteria are met.
- ♦ Furniture may be provided in corridors so that residents can sit and rest, then continue to their destination provided certain criteria are met.
- ♦ Combustible decorations will be permitted in resident rooms, corridors, on doors, and in common space. There are limitations on the percentage of coverage depending on whether the building is sprinklered and where located.
- ♦ Gas or electric fireplaces will be allowed to be used in smoke compartments that contain sleeping rooms, but not within individual sleeping rooms, with some restrictions.

These changes will be incorporated into the 2012 edition of NFPA 101® Life Safety Code®. The new edition of the Code can be ordered from NFPA [More >](#)

RESOURCES

Healthcare-Associated Infections: Prevention Toolkits

The Agency for Healthcare Research and Quality (AHRQ) has created toolkits designed to reduce infections

patients acquire while receiving treatment for other conditions within a health care setting. The toolkits provide evidence-based infection control guidance and prevention successes to detect infections and develop new strategies to prevent healthcare-associated infections.

Toolkits are available on these topics:

- ♦ Catheter-based urinary tract infections
- ♦ Clostridium difficile infections
- ♦ Central line-associated bloodstream infections
- ♦ Evaluating environmental cleaning
- ♦ Long-term care
- ♦ Methicillin-resistant Staphylococcus aureus infections
- ♦ Surgical site infections [More >](#)

CMS Releases New MDS 3.0 Training Videos

The Centers for Medicare & Medicaid Services (CMS) released the following new training videos on MDS 3.0:

- ♦ **Section V Care Area Assessment** briefly discusses the history of changes to the MDS and goals for MDS 3.0. It also includes an overview of the purpose of MDS 3.0 as a tool to support care planning and addresses coding requirements of each item in the Section V CAA summary. [View video >](#)
- ♦ **Process of Care Planning for Residents in SNFs** discusses process of care planning, including the use of MDS 3.0 as a foundation for initiating care planning. [View video >](#)
- ♦ **Pre-Admission Screening and Resident Review (PASRR) requirement** covers items A1500 and A1550 of MDS 3.0. [View video >](#) [More >](#)

CMS Announces Nurse Aide Training Resources

CMS resources are available for enhanced training of nurse aides working in nursing homes on abuse prevention and care of persons with dementia. As part of the Adult Abuse & Neglect Prevention Training program, 12 one-hour modules focus on developing skills to prevent abuse and neglect and improve communication. They:

- ♦ Use adult learning approaches that actively engage participants in learning;
- ♦ Are easy to use for in-services in a wide variety of long-term care settings; and
- ♦ Can be used as stand-alone training, although are ideally taught consecutively to effectively address abuse and neglect. [More >](#)

Reducing Unnecessary Hospitalizations of Nursing Home Residents

The New England Journal of Medicine article Reducing Unnecessary Hospitalization of Nursing Home Residents summarizes some of the challenges faced by residents, families, and staff. Improving care and reducing unnecessary complications and expenditures on preventable hospitalizations requires multifaceted approaches. Approaches outlined in this article include:

- ♦ Quality-assurance and performance-improvement programs to help nursing homes reduce preventable transfers
- ♦ Programs like INTERACT (<http://interact2.net/>) that provide clinical practice tools, communication strategies, and documentation standards to assist nursing homes manage conditions before they require hospital transfer
- ♦ Financing models that provide incentives to reduce hospitalizations of frail elderly people [More >](#)

EVENTS

Free Long-Term Care and Hospital Readmissions Webinar

November 8, Noon to 1 p.m. CT

Preventing avoidable admissions/readmissions provides opportunities to achieve the Triple Aim of improving population health, the patient experience, and the affordability of care.

Representatives from the Reducing Avoidable Readmissions Effectively (RARE) Campaign's Long-term Care Work Group will discuss the importance of tracking hospital readmissions from long-term care facilities, and will discuss

two tracking tools that will be made available to long-term care facilities as part of the RARE Campaign.

Stratis Health, the Institute for Clinical Systems Improvement, and the Minnesota Hospital Association are leading the Minnesota campaign to Reduce Avoidable Readmissions Effectively.

For more information, contact Georgette Susla, 952-814-7064, georgette.susla@icsi.org.

[Register for webinar >](#)

2011 Care Providers of Minnesota Convention November 14 - 16 Minneapolis, MN

More than 2,000 long-term care professionals will convene to enrich and inspire each other through networking, educational activities, and presentations.

Stratis Health will lead a breakout session November 15. The session will focus on quality and performance improvement initiatives that have an impact on long-term care. [More >](#)

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Stratis Health is a nonprofit organization that leads collaboration and innovation in health care quality and safety, and serves as a trusted expert in facilitating improvement for people and communities.

Stratis Health works toward its mission through initiatives funded by federal and state government contracts, and community and foundation grants, including serving as Minnesota's Medicare Quality Improvement Organization.

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