IMPROVING HEALTH AND CARE FOR NURSING HOME RESIDENTS
where health, independence and choice come to life
Benedictine Living Community of St Peter
Benedictine Living Community of St. Peter

- Part of Benedictine Health System
- 79-bed Skilled Nursing facility with 19 bed transitional care unit
- 46 unit Independent/Assisted Living apartments
- Physically attached to River’s Edge Hospital, Clinic and Wellness Center, St. Peter-Mayo System Clinic, and Mankato Clinic Dermatology
Four Neighborhoods Each with:

- 20 beds each with 4 shared rooms and 16 private rooms
- Two dining areas and one kitchen
- Two bathing areas
- Laundry facilities
- Two lounge areas
- Outside fenced in patio
Neighborhoods
At the end of this session you will be able to

Define what creates a Culture of Quality
The best definition of quality is to say, “Give the customer what they want.”

Paulo Sampio
Professor of Quality Engineering
Universidad do Minho
Well that seems easy...now we can all go home.....

"That's all folks!"
Wait.....what????
Building a Culture of Quality

1. Understanding data
2. Managing data
3. Engaging/empowering staff
4. Implementing Performance Improvement Projects
Understanding data
“In God we trust, all others bring data”

W. Edward Deming

- Clinical Quality Indicators/Quality Measures
- Satisfaction Surveys (residents/families/staff)
- Census
- Financial Indicators
- State Survey results
- BHS Dashboards
- PointRight
- Minimum Data Set (MDS)
Managing Data

• Understand criteria behind the data
• Compare/trend data over time
• Compare data with past performance and peers or industry standards
• Display/Report data so all can understand
• Utilize data to plan actions
• Communicate results and celebrate
Engaging & Empowering Staff

• Quality is everyone’s job
• Needs leadership support
• Involve the people who do the work to problem solve
• Recognize and Reward staff contributions
• Celebrate successes
Implementing Performance Improvement Projects (PIP)

• Use data collected to identify PIPs
• Set annual Quality plan
• Use SMART goals:
  • **Specific**
  • **Measurable**
  • **Achievable**
  • **Realistic**
  • **Time-bound**
Why Quality?

• Our success is measured by the quality of care and quality of life we create for the residents/patients in our care.
Health Care Integration: The Value of Relationships

Lakewood Health System

Corrine Neisess, RN, BSN, CIC: Quality, Regulatory and Patient Safety
Stacy Line, RN, BSN: Care Center Director of Nursing
Introduction/Objectives

- Understanding the importance of relationships amongst health care service lines
- Tools to foster working relationships
- Program implementation examples and outcomes
Health Care Integration: The Value of Relationships

- **Lakewood Health System Overview**
  1. Integrated Medical Network
     - 25 bed CAH and primary and specialty care clinic (health care home certified)
     - 5 satellite clinics
     - 100 bed SNF (16 bed memory care unit)
     - Two Assisted Living/Senior Housing Apt Buildings
     - Home Based Services (Home Health, Hospice, Community Based and Home Based Palliative Care)
     - 10 bed Geriatric Acute Psychiatric Unit (Reflections)
     - Ambulance and non-emergent medical transportation (Care Van)
Health Care Integration: The Value of Relationships

- Value Council
  - Triple Aim
    - Population Health (Formerly Care Coordination)
      - Diabetes Committee
      - Care Coordination Task Force
      - Measure Management
      - Medical Home
      - Healthcare Home Credentialing
      - Diabetic Nutrition & Bariatric
    - Payor Relations
      - Claims Committee
    - Community Health Board
      - Healthy Food Collaborative
      - Healthy Kids Committee
      - Mental Health Committee
      - Employee Wellness
    - Quality Committee
      - Safety
      - Infection Control
      - Safe Skin/Falls
      - Safe Transitions
      - Grievance Committee
      - Antimicrobial Stewardship
      - Safe Patient Handling
      - Trauma
      - Workplace Violence
    - Patient Experience
      - Patient and Family Advisory Council
      - LHS STRONG
    - IT Committee
      - Epic User Group

Lakewood Health System
Your Choice. For a lifetime of care.
Health Care Integration: The Value of Relationships

- **Successful Strategies**
  1. Fall Prevention/Patient Safety
  2. SAFE Transitions (ED visits, Hospitalizations, Readmissions)
  3. Antibiotic Stewardship
  4. Antipsychotic Use/Effectiveness
Falls Prevention

1. System Meetings
   - Best Practice Learning
   - RCA, RCA 2.0
   - System transparency/dashboard performance
   - “Most Wanted” list

2. Sub-Acute Meetings
   - Fall Scene Investigation
   - Shift report review/interventions (RCA as needed)
   - Shift report follow up
     - Parking spots, bed height, alarm free
   - Comprehensive review process
   - Report actions/results to System Quality
Health Care Integration: The Value of Relationships

- SAFE Transitions (ED, Hospitalizations, Readmissions)
  1. Interdisciplinary system-wide meetings/initiatives
     - Transfer forms (internal and external)
     - SBAR
  2. Senior Services/Sub-acute meeting/LTC Readmission Campaign
     - Monthly meetings (CC, AL, HBS, Social Services)
     - POLST education (family, staff, providers)
       - Call MD first “campaign”
     - APC Rounds (routine, new admissions, readmissions, falls, etc.)
     - ACO Length of Stay
     - 30 day window alert
Health Care Integration: The Value of Relationships

- **ACO Length of Stay Results**

**AVERAGE LENGTH OF STAY**

![Graph showing average length of stay for different months and periods.]

- Peer Essentia Average: Most Recent Period
- Peer Nat'l ACO Average
- Best Practice
Health Care Integration: The Value of Relationships

Antibiotic Stewardship Program: System

1. Multi-disciplinary, including:
   - ED Provider
   - Hospitalist Provider
   - Medical Director
   - Hospital Nurse Manager
   - Wound Nurse
   - Director of Home Based Services
   - Criteria for UTI treatments
   - Reflections Nurse
   - Employee Health Nurse
   - Patient Safety Officer
   - Quality
   - Care Center ADON
   - Lab Manager
   - Pharmacy
   - Staff Influenza vaccination policy: system plan and consistency
   - CC ADON and RN coordinator Infection Preventionist Training
   - Use of CDC checklist for ASP’s
   - Silver Award

(Signature and Contact Information)
Health Care Integration: The Value of Relationships

- **Antipsychotic Medication Use**
  1. Focus on lowest effective dose
  2. Appropriate use/dictation/diagnosis
  3. Non-medication interventions
  4. Staff education
  5. PRN regulations (LTC)
  6. Behavioral health collaboration
  7. 3-4 Resident reviews/IDT
  8. Pharm D consult
  9. Casper report - Behavior IDT triggers
  10. Person-centered individualized behavior plans
**Other Collaborative Efforts**

1. External Relationships
   - ACO
     - Sub-acute cost of care control
       » Length of Stay (LOS)
       » SNF 3 day waiver
       » 5 star ratings (Quality/Experience/Health Inspections/Costs)
   - CIN
   - County Based Partnerships (Social Services, Public Health, Law Enforcement)
   - Stratis Health
   - Trade Associations (Care Providers, Leading Age, AHCA/NCAL)
Teamwork requires some sacrifice up front; people who work as a team have to put the collective needs of the group ahead of their individual interests.

~Patrick Lencioni
Health Care Integration: The Value of Relationships

THANK YOU