Advancing Excellence in America’s Nursing Homes

Making Nursing Homes Better Places to Live, Work and Visit!

Advancing Excellence in America’s Nursing Homes Campaign

Tammy Rolfe, RN, LNHA, MS HPM
Field Operations Manager
Advancing Excellence Campaign
NAB Meeting
Campaign Overview
November 11, 2010
Chandler, Arizona

Campaign Overview

- Largest coalition of nursing home stakeholders
- Voluntary for nursing homes
- Based on measurement of meaningful goals
- National coalition of 29 organizations
- Initially a two-year campaign started in 2006, incorporated in 2010!

www.nhqualitycampaign.org
What the Campaign Does

• Provides free, practical and evidence-based resources to support quality improvement efforts in America’s nursing homes.
• Committed to providing support to those on the frontlines of nursing home care.
• Promotes open communication and transparency among families, residents, and nursing home staff.

How Can You Help?

• Learn about the Campaign
• Encourage participation in Campaign via teleconferences, newsletters
• Incorporate QI tools in AIT program
• Advocate for computer accessibility for QI
11 Founding Organizations

- Alliance for Quality Nursing Home Care
- American Association of Homes and Services for the Aging (AAHSA)
- American Association of Nurse Assessment Coordinators (AANAC)
- American College of Health Care Administrators (ACHCA)
- American Health Care Association (AHCA)
- American Medical Directors Association (AMDA)
- Centers for Medicare & Medicaid Services (CMS) and its contractors, the Quality Improvement Organizations (QIOs) and State Survey Agencies
- National Association of Health Care Assistants (NAHCA)
- NCCNHR: National Consumer Voice for Long Term Care
- The Commonwealth Fund
- The Evangelical Lutheran Good Samaritan Society

Steering Committee

- Administration on Aging
- Agency for Healthcare Research and Quality (AHRQ)
- Alzheimer’s Association
- American Academy of Nursing -- Expert Panel on Aging
- American Association for Long Term Care Nursing (AALTC)
- American Health Quality Association (AHQA)
- Association of Health Facility Survey Agencies (AHFSA)
- Centers for Disease Control and Prevention (CDC)
- Foundation of the National Association of Boards of Examiners of Long Term Care Administrators
- Hartford Institute for Geriatric Nursing
- Institute for Healthcare Improvement (IHI)
- National Association of Directors of Nursing Administration in Long Term Care (NADONA/LTC)
- National Association of State Long-Term Care Ombudsman Programs (NASOP)
- National Conference of Gerontological Nurse Practitioners (NCGNP)
- National Gerontological Nursing Association (NGNA)
- PHI
- Pioneer Network
- Service Employees International Union (SEIU)
- Veteran’s Administration
Campaign Benefits

- Focuses on meaningful issues
- Drives nursing homes to a culture of QI
- Increases staff retention and focus
- Improves customer satisfaction
- Saves money due to improved quality and staff retention
- Prepares for Pay-for-Performance
- Brings stakeholders to the table
- Complements other initiatives

Quality Assurance
Performance Improvement
QAPI
New Health Care Reform Requirement
QAPI

- Mandated by the Affordable Care Act, Section 6102
- CMS will require Quality Assurance and Performance Improvement (QAPI) program for nursing homes
- CMS will provide technical assistance in order to meet new requirements
- Law says implementation by December 31, 2011
- QAPI Plans to HHS Secretary one year later
- CMS is carefully looking at options and consulting with experts before it drafts the regulations

QAPI, Section 6102, ACA

“(c) QUALITY ASSURANCE AND PERFORMANCE IMPROVEMENT PROGRAM.—“(1) IN GENERAL.—Not later than December 31, 2011, the Secretary shall establish and implement a quality assurance and performance improvement program (in this subparagraph referred to as the ‘QAPI program’) for facilities, including multi unit chains of facilities. Under the QAPI program, the Secretary shall establish standards relating to quality assurance and performance improvement with respect to facilities and provide technical assistance to facilities on the development
of best practices in order to meet such standards. Not later than 1 year after the date on which the regulations are promulgated under paragraph (2) a facility must submit to the Secretary a plan for the facility to meet such standards and implement such best practices, including how to coordinate the implementation of such plan with quality assessment and assurance activities conducted under sections 1819(b)(1)(B) and 1919(b)(1)(B), as applicable. “(2) REGULATIONS.—The Secretary shall promulgate regulations to carry out this subsection.”

QAPI

- Meaningful problems or issues
- Measureable
- Benchmarks
- Evidence-based interventions
- Improvement
Quality in Nursing Homes

- To improve care, we need to stabilize the work force.
- We need to reduce turnover, improve staff retention.
- We need to improve relationships between staff and staff, staff and residents.

Phase 1 of the Advancing Excellence Campaign Results
October 2006-December 2008
Phase 1 Results: Campaign Progress

- Campaign participants improved faster than non-participants in all things measured.
- Campaign participants improved faster in the goals they selected to work on in every case.
- Those homes for which targets were set for improvement improved fastest

Phase 2 Success: High Risk Pressure Prevalence Q4 2005 through Q1 2009
Phase 1 Success: Restraint Use Prevalence Q4 2005 through Q3 2009

Arkansas Restraint Rate Q1 2007 through Q3 2009

AR 13%
Nation 6%

Averages may not be available due to low denominator.
How did Arkansas do it?

- A strong and determined LANE
- 100% Recruitment in Campaign
- 2 rounds of regional educational programs (12 total)
- Used AE resources from the web:
  - Clinical practice information
  - Implementation Guides

A shift in thinking over the last few years....

It’s **ALL** about the staff

- Enough staff
- Competent staff
- Caring staff
- Compassionate staff
- Consistent staff
And…

It’s **ALL** about relationships
- Relationships between staff members
- Relationships between staff and leaders
- Relationships between residents
- Relationships between STAFF and RESIDENTS

Phase 2 of the Advancing Excellence Campaign
Started
January 1, 2010
Phase 2 – January 1, 2010

• Revised goals and reordering of Goals
• Data – driven targets for nursing homes and LANEs
• New and refreshed website – better navigation
• Two pain goals combined in to one
• Two new goals: Advance Care Planning and Staff Satisfaction
• Measurement for consistent assignment is standardized
• Charter Membership for renewals or re-enrollees

Phase 2 (cont)

• Registration and goal-setting based on QI methods
• More frequent visits to website
• Updated resources
• New CNA and consumer one-pagers
• Merged NHQI-STAR website with Advancing Excellence website
• Easier access to data
Phase 2 Goals

1. Staff Turnover
2. Consistent Assignment
3. Restraints
4. Pressure Ulcers
5. Pain (long and short-stay)
6. Advance Care Planning
7. Resident/Family Satisfaction
8. Staff Satisfaction

National Phase 2 Registration Data

<table>
<thead>
<tr>
<th>Phase 2 (October 22, 2009 - December 31, 2011)</th>
<th>Nation (as of November 1, 2010)</th>
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<tbody>
<tr>
<td>Participating nursing homes:</td>
<td>6686</td>
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<tr>
<td>Percentage of participating nursing homes**:</td>
<td>42.6 %</td>
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<tr>
<td>Ranking of goals selected by nursing homes****:</td>
<td>#1 = Goal 5  Pain</td>
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<tr>
<td></td>
<td>#2 = Goal 4  Pressure Ulcers</td>
</tr>
<tr>
<td></td>
<td>#3 = Goal 7  Resident and Family Satisfaction</td>
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<td>#4 = Goal 1  Staff Turnover</td>
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<td>#5 = Goal 8  Staff Satisfaction</td>
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<tr>
<td></td>
<td>#6 = Goal 3  Restraints</td>
</tr>
<tr>
<td></td>
<td>#7 = Goal 2  Consistent Assignment</td>
</tr>
<tr>
<td></td>
<td>#8 = Goal 6  Advance Care Planning</td>
</tr>
<tr>
<td>Participating consumers:</td>
<td>2761</td>
</tr>
<tr>
<td>Participating nursing home staff:</td>
<td>1319</td>
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</tbody>
</table>
What’s New with the Advancing Excellence Campaign?

What is New In The Campaign

• Celebrated our 4th Birthday
• Incorporated
• Clinical tools posted 11/1/10
• Reached critical mass
• Moved from recruitment to performance
MDS 3.0 Transition – Timeline

- MDS 2.0 retired on September 30, 2010
- MDS 3.0 implemented October 1, 2010
- Quality Measures (QMs) will only be calculated through 3\textsuperscript{rd} Qtr 2010
- 3\textsuperscript{rd} Qtr 2010 data will be posted after early 2010

\textbf{QMs freeze and go dark!}

MDS 3.0 Transition – QM’s

- New quality measures are planned!
- NQF is reviewing new measures – approval expected in December 2010
- Will have to collect MDS 3.0 data and test the measures
- New measures anticipated to go public in spring 2012
In the Interim……

- Nursing homes will not be able to compare to national or state averages
- Internal quality improvement is essential
- Advancing Excellence has QI tools available

More than 50% nursing home participation
Accelerating LANE Performance States
Critical Access Nursing Home State
Changing LANEs Project

Lane Participation in Advancing Excellence Fall 2010
Critical Access Nursing Home Project

**Critical Access Nursing Homes (CANHs)** are in inner city neighborhoods serving largely minority communities of generally low socio-economic status.

**Why are they termed “critical”?**
- The community depends on these nursing homes to provide post-acute and long-term care services. Not having high quality nursing homes close to where people live complicates discharges from local hospitals and forces elderly residents to go to more distant nursing homes far from family and friends.

www.nhqualitycampaign.org

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Purpose of the CANH Project

- To improve care in selected nursing homes
- To strengthen LANEs
- To develop a model of nursing home improvement that can be used across the country

www.nhqualitycampaign.org
Location of CANH Project

• Chicago, IL
• E. Chicago, IN
• Cleveland, OH
• Macon, GA

Accelerating LANE Performance Challenge

• Marks a shift from recruitment to action on the goals

• Identified goals needed to be specific, measurable, actionable, and time specific, and the methods used to achieve the goal must be feasible for replication by other LANEs.
Accelerating LANE Performance Challenge

• All LANEs had the opportunity to submit one or more proposal that focused on AE goals and achieving improvement.

• LANE’s set a goal & wrote up a brief proposal

• Submitted it to the national AE Steering Committee for review.

Accelerating LANE Performance

• Those selected will receive $1,000 per proposal IF THEY MEET THEIR GOAL

• The money can be used by the LANE for whatever purpose they select

• LANE’s accepted will be asked to write up their project for a best practice summary that will be compiled and distributed to all LANE’s in early summer 2011.
Accelerating LANE Performance

- 24 proposals submitted from 15 states
- 22 proposals were selected from 15 states
- Goal Focus Breakdown:
  - 6 on Staff Turnover (Goal 1)
  - 4 on Consistent Assignment (Goal 2)
  - 1 on Restraint Reduction (Goal 3)
  - 4 on Pressure Ulcers (Goal 4)
  - 3 on Pain (Goal 5)
  - 3 on Advance Care Planning (Goal 6)
  - 1 on Resident and Family Satisfaction (Goal 7)
  - 8 on Recruitment

The Advancing Excellence Campaign Website & Resources

www.nhqualitycampaign.org
Updates by State

Advancing Excellence in America's Nursing Homes

Advancing Excellence in America’s Nursing Homes is a national campaign to encourage, assist and empower nursing homes to improve the quality of care and life for residents.

Launched by a coalition of long-term care providers, medical professionals, consumers, employees, and state and federal agencies, AE is the largest and first coalition of its kind to measure quality by setting clinical and organizational goals for nursing homes.

The coalition stimulates quality improvements by providing nursing homes with free, current and practical evidence-based resources; empowering residents and their families with education; and helping partners reach their targets. Homes can compare their progress with state and national averages.

To see a list of coalition partners, visit www.nhqualitycampaign.org.

Campaign Data by State
Enrollment Statistics

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<td>Percentage of participating nursing homes**:</td>
<td>33.3%</td>
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<td>#7 = Goal 2</td>
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<td>#8 = Goal 6</td>
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<td>Participating consumers:</td>
<td>74</td>
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<tr>
<td>Participating nursing home staff:</td>
<td>61</td>
<td>1305</td>
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</tbody>
</table>

** Denominator is the latest available count of Medicare and/or Medicaid certified nursing homes updated quarterly. Numerator is all registered participants (Medicare and/or Medicaid certified or non-certified nursing homes), updated daily.

*** Goals are: Goal 1 - Staff Turnover; Goal 2 - Consistent Assignment; Goal 3 - Restraints; Goal 4 - Pressure Ulcers; Goal 5 - Pain; Goal 6 - Advance Care Planning; Goal 7 - Residents/Family Satisfaction; Goal 8 - Staff Satisfaction.

Updates by State

www.nhqualitycampaign.org
Implementation Guides

Process of Care

1. Assessment
2. Cause
3. Management
4. Monitoring

Goals:
- Goal 1: Staff Turnover
- Goal 2: Consistent Assignment
- Goal 3: Restraints
- Goal 4: Pressure Ulcers
- Goal 5: Discharge Planning
- Goal 6: Discharge Planning

Resources:

- Implementation Guides
- Newsletters
- Webinars
- Videos
- Top Ten Guides
- Manuals for Change
- CNA Fact Sheets
- Glossary

Process of Care:

1. Assessment
2. Cause
3. Management
4. Monitoring

Goals:
- Goal 1: Staff Turnover
- Goal 2: Consistent Assignment
- Goal 3: Restraints
- Goal 4: Pressure Ulcers
- Goal 5: Discharge Planning
- Goal 6: Discharge Planning

Reviews:
- Process of Care
- Assessment
- Cause
- Management
- Monitoring

Resources:

- Implementation Guides
- Newsletters
- Webinars
- Videos
- Top Ten Guides
- Manuals for Change
- CNA Fact Sheets
- Glossary
Webinars

- Training Staff for Greater Impact: From Ho Hum to Dynamic, May 12, 2009. Many of us are used to teaching nurses and administrators, but not accustomed to transferring knowledge to CNAs or those who are delivering care at the bedside. This webinar focuses on strategies and techniques for effective teaching and learning in this group. Download the presentation (PDF or PowerPoint) exercises, and the audio recording [may take a few minutes to load].

- Reducing Restraints Safely, (PowerPoint presentation or PDF version and the audio recordings) [may take a few minutes to load].

- Resident Satisfaction, Part 1, February 3, 2009. Download the PowerPoint (or PDF version) presentation, and the audio recording [may take a few minutes to load] in four segments:
  - Part 1: Beverly Laubert
  - Part 2: Mary Tellek Navak
  - Part 3: Craig (Nursing home resident from Arkansas)
  - Part 4: Lorrie Bobbino

- Resident Satisfaction, Part 2, February 26, 2009, provided in-depth information about resident satisfaction including measuring satisfaction in residents with dementia. Download the PowerPoint (or PDF version) presentation, and the audio recording [may take a few minutes to load].

- Staff Stability: Learn to Manage your Resources and Improve Staff Retention, September 25, 2009. Download the presentation (PowerPoint) or PDF, with separate audio [may take a few minutes to load]. Staff retention implementation guide, fact sheet for

Videos

- Nationally Known Speakers

- Audio and Power point handout

- 60-75 minutes

Downloadable Videos from LANE Conference (December 2008)

The video files can be viewed using Apple QuickTime player. These videos are very large and can take a few moments before playback begins. If the links below do not open in QuickTime or you prompted to install QuickTime, you can download and install the free QuickTime player from here.

Please note that the selected video will open in a new window. If your browser blocks pop-up windows, you may need to set your browser to allow pop-ups from this site in order to access the video list.

- Avoidable Hospitalizations and Transitions of Care
- Consistent Assignment: Where Do You Start and How Do You Do It
- Consumer's Involvement Equals Quality
- Keys to Person Centered Care: Residents with Dementia
- Leadership: Building Skills for Nursing Home Paraprofessional Leaders
- Pressure Ulcers: Best Practices
- Quality Improvement: Maintaining and Sustaining Success
- Resident Centered Care, A Holistic Approach
- The Roles of CNAs in Advancing Excellence-Learning from Their Stories
- Where Does It Hurt? Assessing and Managing Pain in Nursing Home
Staff Fact Sheets

- Goal #1: Staff Retention
- Goal #2: Consistent Assignment
- Goal #3: Restraints
- Goal #4: Pressure Ulcers
- Goal #5: Pain Management
- Goal #6: Advance Care Planning
- Goal #7: Resident/Family Satisfaction
- Goal #8: Staff Satisfaction

Consumer Fact Sheets

- Goal #1: Staff Retention
- Goal #2: Consistent Assignment
- Goal #3: Restraints
- Goal #4: Pressure Ulcers
- Goal #5: Pain Management
- Goal #6: Advance Care Planning
- Goal #7: Resident/Family Satisfaction
- Goal #8: Staff Satisfaction

Certified Nursing Assistant Fact Sheets
One page
With Resources

Consumer Fact Sheets
One page
Consumer Friendly Language
Other Resources on Website

• Top Ten Ideas to Involve Staff in Advancing Excellence
• Manual for Change (Barbara Bowers)
• Consumer Action Plan
• Consumer Tip Sheet
• Glossary
• Newsletters

Tools Available for Campaign Goals

<table>
<thead>
<tr>
<th>GOAL</th>
<th>GENERAL RESOURCES</th>
<th>DATA TRACKING &amp; TRENDING</th>
<th>WEB</th>
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<tbody>
<tr>
<td>1 - Staff Turnover</td>
<td>Guide, Consumer and CNA Fact Sheets, Tool Kits</td>
<td>Calculator and Tracking Tool</td>
<td>Yes</td>
</tr>
<tr>
<td>2 – Consistent Assignment</td>
<td>Guide, Webinar, Video, Consumer and CNA Fact sheets</td>
<td>Calculator and Tracking Tool</td>
<td>Yes</td>
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<tr>
<td>3 – RestRAINTS</td>
<td>Guide, Consumer and CNA Fact Sheets, CMS Letter, Webinar</td>
<td>Calculator and Tracking Tool</td>
<td>Yes</td>
</tr>
<tr>
<td>4 – Pressure Ulcers</td>
<td>Guide, Webinar, Consumer and CNA Fact sheets, Video</td>
<td>Calculator and Tracking Tool</td>
<td>Yes</td>
</tr>
<tr>
<td>5 – Pain</td>
<td>Guide, Webinar, Consumer and CNA Fact sheets, Video</td>
<td>Calculator and Tracking Tool</td>
<td>11/10</td>
</tr>
<tr>
<td>6 – Advance Care Planning</td>
<td>Guide, Consumer and CNA Fact sheets</td>
<td>Tracking Tool</td>
<td>Yes</td>
</tr>
<tr>
<td>7 – Resident/Family Satisfaction</td>
<td>Guide, Survey tool list, Consumer and CNA Fact sheets, Webinars</td>
<td>Tracking Tool</td>
<td>Yes</td>
</tr>
<tr>
<td>8 – Staff Satisfaction</td>
<td>Guide, Survey tool list, Consumer and CNA Fact sheets</td>
<td>Tracking Tool</td>
<td>Yes</td>
</tr>
</tbody>
</table>
QI in Nursing Homes while QI/QMs are Dark

- Focus on the organizational goals:
  - Consistent assignment
  - Staff turnover
  - Advance care planning
  - Satisfaction: resident, family, and staff.
- Improvement in these areas will support and reinforce improvement in the clinical areas.
- Use AE tools for clinical goals
  - Restraints
  - Pressure Ulcers
  - Pain

An overview of the AE “Tools” By Goal

www.nhqualitycampaign.org
Goal 1: Staff Turnover

• Goal: Nursing homes will take steps to minimize staff turnover in order to maintain a stable workforce to care for residents.
• Download the Tool for Calculating Staff Turnover
• View Webex training tool for tutorial on tool use
• Enter numbers from tool Monthly into Web site.

Goal 2: Consistent Assignment

• Goal: Being regularly cared for by the same caregiver is essential to quality of care and quality of life. To maximize quality, as well as resident and staff relationships, the majority of nursing homes will employ “consistent assignment” of CNAs.
• Download the Tool for Calculating Consistent Assignment to assist in monitoring and calculating consistent assignment numbers.
• View Webex training tool for tutorial on tool use
• Enter numbers from tool Monthly into Web site.
Goal 3: Physical Restraints

- Goal: Nursing home residents are independent to the best of their ability and rarely experience daily physical restraints.
- Current Q 2 2010 Posted National Rate: 2.8%
- Download Tool for Physical Restraint Calculation
- There is no way to enter data on physical restraints on the Advancing Excellence website
- Nursing Homes can use this tool to track and trend internally.

Goal 4: Pressure Ulcers

- Goal: Nursing home residents receive appropriate care to prevent and appropriately treat pressure ulcers when they develop.
- Current Q 2 2010 Posted National Rate: 10.8%
- Use the Pressure Ulcer Admitted vs. Acquired Tracking Tool to track pressure ulcers that are admitted from another setting or acquired in-house.
- There is no way to enter data on physical restraints on the Advancing Excellence website
- Nursing Homes can use this tool to track and trend internally.
Goal 5: Pain

- Goal: Nursing home residents will receive appropriate care to prevent and minimize episodes of moderate or severe pain. Objectives for long stay and short stay are slightly different.
- Current Q 2 2010 Posted National Average Rates:
  - Chronic Pain 3.1%
  - Post Acute Pain 18.1%
- Pain Management Tool will be available November 15, 2010 or sooner
- There is no way to enter data on pain, but you can use this tool to track and trend internally.

Goal 6: Advance Care Planning

- Goal: Following admission and prior to completing or updating the plan of care, all nursing home residents will have the opportunity to discuss their goals for care, including their preferences for advance care planning with an appropriate member of the health care team. Those preferences should be recorded in their medical record and used in the development of their plan of care.
- Download Tool for Calculating Advance Care Planning
- Enter summary numbers Quarterly into the Web site.
Goal 7: Resident/Family Satisfaction

• Goal: Almost all nursing homes will assess resident and family experience of care and incorporate this information into their quality improvement activities.

• No Tool is necessary for this goal - follow these steps:
  1. Distribute a resident/family satisfaction survey.
  2. Analyze results.
  3. Incorporate results into quality improvement efforts.
  4. Enter data Quarterly into the Web site.

Goal 8: Staff Satisfaction

• Goal: Almost all nursing homes will assess staff satisfaction with their work environment at least annually and upon separation and incorporate this information into their quality improvement activities.

• No Tool is necessary for this goal - follow these steps:
  1. Distribute a staff satisfaction survey.
  2. Analyze results.
  3. Incorporate results into quality improvement efforts.
  4. Enter data Quarterly into the Web site.
# Website Data Entry

<table>
<thead>
<tr>
<th>Goal</th>
<th>How Often</th>
<th>Who Enters</th>
<th>Baseline</th>
<th>End Date</th>
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<tbody>
<tr>
<td>1. Turnover</td>
<td>Monthly</td>
<td>NH</td>
<td>2010</td>
<td>12/31/11</td>
</tr>
<tr>
<td>2. Consistent Assignment</td>
<td>Monthly</td>
<td>NH</td>
<td>2010</td>
<td>12/31/11</td>
</tr>
<tr>
<td>3. Restraints</td>
<td>Internal</td>
<td>NH</td>
<td>Q1 2010</td>
<td>12/31/11</td>
</tr>
<tr>
<td>4. Pressure Ulcers</td>
<td>Internal</td>
<td>NH</td>
<td>Q1 2010</td>
<td>12/31/11</td>
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<tr>
<td>5. Pain</td>
<td>Internal</td>
<td>NH</td>
<td>Q1 2010</td>
<td>12/31/11</td>
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<tr>
<td>6. Advance Care Planning</td>
<td>Quarterly</td>
<td>NH</td>
<td>2010</td>
<td>12/31/11</td>
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<td>7. Resident Satisfaction</td>
<td>Quarterly</td>
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<td>2010</td>
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<td>8. Staff Satisfaction</td>
<td>Quarterly</td>
<td>NH</td>
<td>2010</td>
<td>12/31/11</td>
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*For more information, see Final Goal Technical Information [www.nhqualitycampaign.org](http://www.nhqualitycampaign.org).*

\(^1\) Final QM for goal will be Q3 2010 because of MDS 3.0 implementation.

# National Targets

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<tr>
<th></th>
<th>National</th>
<th>State</th>
<th>NH</th>
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<tbody>
<tr>
<td>1. Turnover</td>
<td>&lt;= 65% CNA</td>
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<tr>
<td>2. Consistent Assignment</td>
<td>&gt;= 85% no more than 8 staff/week</td>
<td>10 percentile</td>
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<td>3. Restraints</td>
<td>&lt;= 2%</td>
<td>10 percentile</td>
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<tr>
<td>4. Pressure Ulcers</td>
<td>&lt;= 9%</td>
<td>10 percentile</td>
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<tr>
<td>5. Pain</td>
<td>&lt;= 2% Long-stay &lt;=16% Short-stay</td>
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<td>6. Advance Care Planning</td>
<td>&gt;=75% (Admissions, Re-Adm, Qtr Care Conf)</td>
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<td>7. Resident Satisfaction</td>
<td>&gt;= 85%</td>
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<td>8. Staff Satisfaction</td>
<td>&gt;= 75%</td>
<td>10 percentile</td>
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*For more information, see Final Goal Technical Information [www.nhqualitycampaign.org](http://www.nhqualitycampaign.org).*
Local Area Network of Excellence (LANE’s)

Results of the 2010 LANE Survey

• 49 States have LANEs – soon to be 50
• Conveners vary
  – 73% QIO conveners
  – Many states have co-conveners
  – WA - ombudsman
  – MD, FL, OK, ME – provider associations
• More states now have co-conveners than previously
• 77% of the LANEs are meeting and 42% are meeting at least quarterly
• 23% LANEs are not meeting (we aim to change this!)
Results of the 2010 LANE Survey

- 15% of LANEs have consumers involved in the LANE
- 25 LANEs have a relationship with their state Culture Change Coalition
- Topics of concern to the LANE Conveners included Recruitment, Needs of Nursing Homes and Data
- Priority Goal Areas (in order of importance) included Pressure Ulcers, Staff Turnover, Consistent Assignment and Restraint reduction

How the Campaign Works – The Role of the LANE

- National Steering Committee
  - Policy
  - Framework
  - Resources

- Statewide LANES
  - Local Leadership and Guidance
  - Recruitment
  - Education

- NURSING HOME
  - Focus on Meaningful Issues
  - Implementation of Interventions
Local Area Networks of Excellence (LANEs)

• Learning networks
• Coalitions of nursing home stakeholders
• Partnerships
• Collaboratives

*Diverse organizations, often with different agendas, come together to improve quality of care and life for residents.*

LANE Roles and Responsibilities

• Provides statewide leadership to coalition of stakeholders
• Raises and maintain awareness about the campaign
• Recruits nursing homes
• Provides technical assistance
• Communicates key campaign messages
• Acts as a “change agent” to improve
Core LANE Members

- Nursing home associations (AHCA and AAHSA affiliates)
- Quality Improvement Organizations (QIOs)
- State Survey Agencies
- Ombudsmen
- Consumer Advocacy Groups and consumers
- Culture Change Coalitions
- Others
  - DONs, Medical Directors, Administrators, CNAs, Alz. Assn

What Makes a LANE Successful?

- Vibrant, Committed Leadership (Convener)
- Regular meetings
- Inclusion of statewide leaders
- Good attendance by all members
- Shared goals
- Regular agenda that reviews progress (data) and plans next steps
- Celebration of success and recognition of achievement

www.nhqualitycampaign.org
My LANE Convener Experience

• Maine’s LANE Story

Get Involved with a LANE – National Assistance Here for You

• Tammy’s role is to help LANE’s to get organized, provide technical assistance and assist state’s with resources and ideas

• Carol Benner and Tammy can speak to Nursing Home providers, surveyors, ombudsman and consumers FREE of charge
  - In Person
  - Webinar
  - Conference Call
How a Nursing Home Can Register for the Campaign

Registration Starts the Quality Improvement Process

• Choose meaningful topics to work on. NH will need to choose 3 goals – 1 clinical, 1 organizational and 1 more from either group
  – Encourage NH to review their own data
  – Choose goals in areas they need to improve
    ▪ If restraint rate is high, choose it! If pressure ulcer rate is high, choose it!
    ▪ Organizational goals can help improve clinical measures.

• Set targets that are reasonable and achievable
Advancing Excellence in America’s Nursing Homes

Advancing Excellence in America’s Nursing Homes is a national campaign to encourage, assist and empower nursing homes to improve the quality of care received by residents. Comprised of long-term care providers, medical professionals, consumers, employees, and state and federal agencies, AEAN is the largest and first coalition of its kind to measure quality by setting clinical and organizational goals for nursing homes.

The coalition stimulates quality improvements by providing nursing homes with freely available evidence-based resources, empowering residents and their families with education, and helping participants reach their targets. Homes can compare their progress with state and national averages. To see a list of coalition partners →

Register today to help advance excellence

Nursing Homes: Register today!  Consumers: Register today!  Staff: Register today!


Advancing Excellence News

Welcome to the New Advancing Excellence Website and the beginning of phase 2 of the Advancing Excellence Campaign. On behalf of the Campaign’s 22 national organizations, we look forward to you becoming a member of Advancing Excellence and being part of a national effort to improve the quality of care in America’s nursing homes.

Login

Username: mso  Password: ********

Forgot your username or password?

I know my username.  I know my Medicare/Medicaid provider number.  I know my account’s email address.

If you are a nursing home and are unable to use the above links to obtain your username/password, please contact your state LAAE Convenor for assistance.

If you are a LAAE and are unable to use the above links to obtain your username/password, please email flu@healthycampaign.org with your request along with state, name, and organization.

If you are a nursing home and are unable to use the above links to obtain your username/password, please contact your state Quality Improvement Organization (QIO) for assistance.
Profile and first screen for new participants

Nursing Home Participating Provider Registration

Re-enrolling for Phase 2? To update your registration information, change the fields below and click the Update button. Please note the two new questions at the bottom of the registration regarding goal sharing and pilot interest. If you are registering a new home, first logout, then use the Join the Campaign link on the home page.

* indicates required fields.

Nursing Home Information

- Nursing Home Name:
- Medicare/Medicaid Provider Number (If not Medicare/Medicaid certified enter "N/A"): (Please note that registrants without a provider number will be unable to track progress on clinical goals)

Year Nursing Home was Key Contact for Quality Improvement

- First name:
- Last name:
- Title:
- Telephone #:
- Fax #:
- Email Address:

Address Line 1:

- City:
- State: WA - Washington
- ZIP:

Address Line 2:

- City:
- State: WA - Washington
- ZIP:

Update Profile

Option to share goals with LANES

Option to participate In pilot projects
About the Goals
Update My Goals
Select Meaningful Goals
Move the mouse cursor on the goal to see its description

NHs can learn about the goal before selection

View data
About the goal
Expectations Measurement
View Resources
View NH data to review trend and current score based on CMS Quality Measures

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Look to see what resources available to assist the NH

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Goal 4 - Pressure Ulcers: Nursing home residents receive appropriate care to prevent and appropriately treat pressure ulcers when they develop.

- Implementation Guide
- Webinar: Reducing Pressure Ulcers in Nursing Homes: An Interdisciplinary Process Framework (PowerPoint or PDF, with separate audio) [may take a few minutes to load]
- PDF Part 1/3 for consumers
- PDF Part 2/3 for nursing home staff members
- Video Pressure Ulcers - Best Practices

Goal 5 - Pain: Nursing home residents will receive appropriate care to prevent and minimize episodes of moderate or severe pain. Objectives for long stay and short stay are slightly different.

- Goal 5A: Long Stay (greater than 90 days) nursing home residents will receive appropriate care to prevent and minimize episodes of moderate or severe pain.
- Goal 5B: People who come from a hospital to a nursing home for a short stay will receive appropriate care to prevent and minimize episodes of moderate or severe pain.
Questions??

Thank You!

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