

## IMPROVING INDIVIDUAL PATIENT CARE

### Nursing Home Quality Care Collaborative

### Quality Improvement Project 2013-2014



- Anti-Psychotic Medications, Falls, Pressure Ulcers, and Urinary Tract Infections
- Quality Assurance/Performance Improvement (QA/PI)
- Staff Stability
- Consistent Assignment
- Organizational Culture
- Team Building
- Leadership Practices
- Quality of Life

## Choose Your Own Path on the Road to Quality!

- **Improve clinical outcomes in key areas**
- **Implement cutting-edge improvement practices**
- **Increase resident and staff satisfaction**
- **Use data to improve organizational workflow**
- **Network with other providers and stakeholders**
- **Improve the quality of care in Ohio**



## IMPROVING INDIVIDUAL PATIENT CARE:

### Nursing Home Healthcare-Acquired Conditions

#### AREAS OF FOCUS

- **Clinical areas:  
Antipsychotic  
Medications,  
Pressure Ulcers,  
Falls, UTIs and other  
Healthcare-Acquired  
Conditions**
- **Quality Assurance/  
Performance  
Improvement (QAPI)  
practices**
- **Staffing Turnover and  
Consistent  
Assignment**

The Quality Care Collaborative will bring providers and stakeholders together to achieve fast-paced, dynamic, data-driven quality improvement.

#### AIM

The aim of the Collaborative is to ensure that every nursing home resident receives the highest quality of care.

The Collaborative will strive to instill quality and performance improvement practices, eliminate healthcare-acquired conditions and dramatically improve resident satisfaction.

## Overview

As evidenced by the sweeping changes in the past few years, healthcare in the U.S. is rapidly evolving. Don't get left behind! Keep pace with the changing times and needs of an aging population to improve the quality of care for your residents. Working with Ohio KePRO can help your organization continue to lead the pack as an innovator and culture change champion!

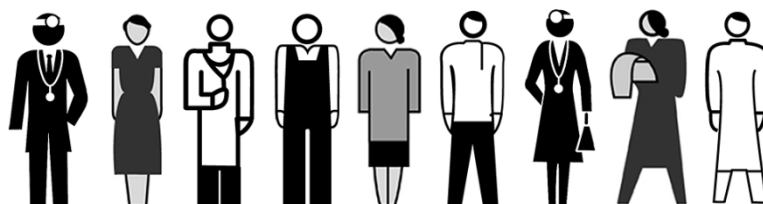
### A Partnership for Quality Improvement

We'd like to invite you to take advantage of a no-cost opportunity to partner in a national initiative with Ohio KePRO, the Medicare Quality Improvement Organization for Ohio. This project is designed to help nursing homes implement sustainable systems to provide better care for their residents. Participating in the Improving Individual Patient Care: [Nursing Home Quality Care Collaborative \(NH QCC\)](#) project will help your organization stay a step ahead by aligning with the National Quality Strategy and other healthcare developments driven by the U.S. Department of Health and Human Services (HHS). A key focus will be educational activities in our Learning and Action Network, and activities to help stabilize staffing and improve nursing home culture. Emphasis will be placed on education and assistance related to impending federal regulations on Quality Assurance/Performance Improvement (QAPI) practices.

### Learning & Action Network

Project participants will benefit from Ohio's emerging Learning and Action Network. This statewide partnership of provider and stakeholder groups will offer collaborative and educational benefits, including:

- Technical assistance
- Training and education
- Sharing opportunities for best practices at a local and national level
- Quality improvement assistance (assessment, workflow redesign and evaluation, etc.)
- Collaborative learning and opportunities for mentorship
- Tools and resources for facilities, healthcare professionals and patients/residents
- Support and participate in statewide initiative
- Coordinate multiple project efforts for efficiency and improved effectiveness



## Project Expectations

OHIO KEPRO WILL:	PARTNERING NURSING HOMES WILL:
<ul style="list-style-type: none"> <li>Provide expertise and practical assistance to sustain and support participating nursing homes.</li> </ul>	<ul style="list-style-type: none"> <li>Commit to remain active in the project through July 2014.</li> </ul>
<ul style="list-style-type: none"> <li>Provide best practices, tools and resources to support overall nursing home quality.</li> </ul>	<ul style="list-style-type: none"> <li>Apply strategies and principles of overall nursing home quality and submit periodic progress reports.</li> </ul>
<ul style="list-style-type: none"> <li>Develop and facilitate learning, sharing, and networking opportunities for participating nursing homes to connect through the LAN.</li> </ul>	<ul style="list-style-type: none"> <li>Form an interdisciplinary team consisting of at least three people – including senior leaders and staff who provide resident care.</li> </ul>
<ul style="list-style-type: none"> <li>Provide training to support Quality Assurance and Performance Improvement (QAPI).</li> </ul>	<ul style="list-style-type: none"> <li>Develop strategies for QAPI.</li> </ul>
<ul style="list-style-type: none"> <li>Provide knowledgeable and qualified staff with expertise in nursing home quality improvement.</li> </ul>	<ul style="list-style-type: none"> <li>Participate in educational and collaborative LAN events, teleconference calls and webinars; agree to share and spread innovative ideas and practice changes.</li> </ul>
<ul style="list-style-type: none"> <li>Maintain a strong commitment to advance the project through partners and stakeholders, while promoting the accomplishments and best practices of participating nursing homes.</li> </ul>	<ul style="list-style-type: none"> <li>Actively share best practices and lessons learned. Agree to share data with Ohio KePRO for aggregation and benchmarking purposes. Share project journey and success stories.</li> </ul>

## Working Smarter – Not Harder, for Better Care

Although it may seem that the NH QCC project would entail “extra work” for your staff, participation offers long-term benefits for your organization that far outweigh the investment of time and resources. By addressing key issues to improve the overall quality and efficiency of your facility, your entire organization will reap the rewards of working smarter, not harder, to provide for better care for your residents.

While the project will include a clinical focus on healthcare-acquired conditions, the NH QCC project will also work toward the achievement of sustained clinical improvements through changes in other areas, such as Quality Assurance/Performance Improvement (QAPI) implementation and staffing and leadership practices. This will allow your facility to address underlying issues for lasting improvements for the whole organization.

## Project Timeline

ITEM	TIMELINE FOR ACHIEVEMENT
Sign Provider Agreement and Confidentiality Statement	November 2012
Complete pre-work questionnaire	January 2013
Attend educational and networking events	As scheduled*
Submit progress reports/status updates to Ohio KePRO	Monthly
Develop and implement Quality Assurance/Performance Improvement plans	2013

\* Meetings/workshops to be held on a regional basis with supplemental teleconferences/webinars.

## **CONFIDENTIALITY STATEMENT**

Confidentiality in your quality improvement work with Ohio KePRO is protected under law. This statement is provided to ensure that all participants have a clear understanding of the expectations for participation, the confidentiality of all participants and affected beneficiaries, and the conditions under which Ohio KePRO may share your successes appropriately.

Under federal regulations, a healthcare quality improvement project is considered a quality review study as defined in 42 CFR Section 480.101(b) as being “an assessment, conducted by or for a Quality Improvement Organization, of a patient care problem for the purpose of improving patient care through peer analysis, intervention, resolution of the problem and follow-up.” Further, federal regulations in 42 CFR Section 480.140 protect the identities of individual patients, practitioners, and institutions that participate in such studies, and prohibits, with few exceptions, Ohio KePRO from disclosing any specific information about their work on quality review studies. Ohio KePRO cannot disclose information or data about participants in a quality review study to any party other than the Centers for Medicare & Medicaid Services and its contractors unless the information identifies only physicians, other practitioners, or practices, and those parties must consent to the release of information.

### **By signing the project participation agreement, I agree that:**

Ohio KePRO is authorized to release all provider and patient level data submitted by your organization to the Centers for Medicare & Medicaid Services or its contractors. The data provided to Ohio KePRO, the Quality Improvement Organization, will be used for evaluation purposes, including use and implementation and/or evaluation of Ohio KePRO’s performance in its current contract with the Centers for Medicare & Medicaid Services focusing on the Improving Individual Patient Care Program.

Ohio KePRO is authorized to release this provider’s name as a participant to other affiliated providers, such as other physician practices in a medical group or corporate senior leaders, and to other affiliated participants in the quality improvement program.

Participants will submit all requested data at least monthly, as requested, to Ohio KePRO for analysis, reporting and evaluating QI implementation.

Participants will not disclose any data or information related to Ohio KePRO’s quality improvement project that may implicitly or explicitly identify another participant.

# Improving Individual Patient Care: National Nursing Home Quality Care Collaborative Project Participant Agreement Partnership for Quality Improvement

We'd like to invite you to take advantage of a no-cost opportunity to participate in a national initiative with Ohio KePRO, the Medicare Quality Improvement Organization for Ohio. This project is designed to help nursing homes work smarter – not harder, for better care for their residents. Participating in the Improving Individual Patient Care: National Nursing Home Quality Care Collaborative (NH QCC) project will also help your organization stay a step ahead by aligning with the National Quality Strategy and other healthcare developments driven by the U.S. Department of Health and Human Services (HHS). A key focus will be educational activities in our Learning and Action Network, and activities to help stabilize staffing and improve nursing home culture.

By signing below, I assert that I have the authority to represent the organization delineated below. Thus, the organization agrees to work with Ohio KePRO in the Improving Individual Patient Care project through July 31, 2014 and meet all project expectations delineated in the National Nursing Home Quality Care Collaborative project.

## Please choose your facility's focus area(s):

- |   |  |
|---|--|
| <input type="checkbox"/> Staff Turnover/Stability         | <input checked="" type="checkbox"/> Unnecessary Antipsychotic Medications (required) |
| <input type="checkbox"/> Consistent/Permanent Assignments | <input type="checkbox"/> Urinary Tract Infections                                    |
| <input type="checkbox"/> High-Risk Pressure Ulcers        | <input type="checkbox"/> Other - <i>please describe</i> : _____                      |
| <input type="checkbox"/> Falls                            | _____  |
|   | _____  |

Signature of Authorized Representative

Date

Printed Name

Job Title

Organization

Street Address

City

ZIP

Phone Number

Extension

Email Address

Please make a copy of this agreement for your records. Complete this form and return it to Ohio KePRO.

Mail to:

Ohio KePRO, ATTN: Liz Simpson  
Rock Run Center, Suite 100, 5700 Lombardo Center  
Seven Hills, Ohio 44131

Or Fax: ATTN: Liz Simpson 216.447.7925

Questions? Call Leasa Novak, Project Manager at 330.651.3063.

## For Internal Use Only

Ohio KePRO Representative

Date