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Superior Health Overview and Recent Changes to Nursing Home QIO Work

June 12, 2020

Empowering patients, families and caregivers to achieve health care quality improvement

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Purpose

- Clarify the role of Superior Health Quality Alliance as the QIO in the region
- Offer technical assistance and support to Nursing Homes in MI, MN, and WI
  - Nursing Home Quality Collaborative
  - Quality Improvement Initiatives
- Align and coordinate with other work in the region
- Address questions and concerns

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Superior Health Quality Alliance

- Eight member organizations with extensive health care quality improvement experience across the continuum of care
- The Quality Improvement Organization (QIO) serving MI, MN and WI
- Align work and leverage expertise across CMS contracts to
  - Offer breadth and depth of SME
  - Reduce burden on providers
  - Avoid duplication of effort

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Member Organizations

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Quality Improvement Goals

- Improve behavioral health outcomes, focusing on decreased opioid misuse
- Increase patient safety
- Increase chronic disease self-management (cardiac and vascular health, diabetes, slowing and preventing end stage renal disease (ESRD))
- Increase quality of care transitions
- Improve nursing home quality

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Cross-cutting Priorities

- Improve health equity
- Engage rural providers and communities
- Partner with residents, families and caregivers
- Make the most of health information technology

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Improve Nursing Home Quality

Past Nursing Home QIO Successes

- Reduction in antipsychotic medication use
- Composite Score (reduction)
  - UTI prevention
- Onboarding to the CDC's National Healthcare Safety Network (NHSN)
- Infection Prevention and Control
- QAPI

Improve Nursing Home Quality

- Enroll 786 nursing homes in MI, MN, WI
- Enrollment List:
  - MI: 262
  - MN: 251
  - WI: 273
- Enrollment List:
  - Rural-Small: 583
  - "Low performers":163
  - Abuse: 40

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Improve Nursing Home Quality

- Improve the mean total quality score for all nursing homes
- Reduce the percentage of nursing homes with a total quality score less than 1132

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Improve Nursing Home Quality

- Reduce adverse drug events in nursing homes
- Reduce healthcare-acquired infections in nursing homes
- Reduce ED visits for short stay residents
- Reduce readmissions for short stay residents

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What will nursing homes receive from Superior Health?

- Data-driven, customized technical assistance
- Education, tools and resources to build capability, efficiency and expertise
- Access to subject matter experts
- Networking opportunities

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Recent Changes to Nursing Home QIO Work

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Current Nursing Home Technical Assistance

Educational opportunities and resources
- PPE
- Telehealth
- Family and Resident Representative Tools
- Weekly "All Settings Calls"
- Superior Health Quality Alliance website
- Weekly QIO Program National Nursing Home Training Series
  - http://qioprogram.org/

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Current Nursing Home Technical Assistance

Weekly average of 38 instances of one-on-one technical assistance (TA) provided to nursing homes
- NHSN
- Infection Control
- Care Coordination
- Other

262 instances of TA since late April 2020

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CMS Memo June 1, 2020

QSO-20-31-All: COVID-19 Survey Activities, CARES Act Funding, Enhanced Enforcement for Infection Control deficiencies, and Quality Improvement Activities in Nursing Home

- *"Quality Improvement Organizations have been strategically refocused to assist nursing homes in combating COVID-19 through such efforts as education and training, creating action plans based on infection control problem areas and recommending steps to establish a strong infection control and surveillance program."*

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CMS Memo June 1, 2020

- *"QIOs are being deployed to provide technical assistance to nursing homes, which includes a targeted focus on approximately 3,000 low performing nursing homes who have a history of infection control challenges.*
- *States may request QIO technical assistance specifically targeted to nursing homes that have experienced an outbreak.*
- *The QIOs help nursing homes identify what their greatest areas of infection control problems are, then create an action plan, and implement specific steps to establish a strong infection control and surveillance program in the nursing home."*

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Quality Improvement Initiatives (QIIs)

QII Introduction

- High Priority and systemic infection control issues
- Selection of homes is derived from various CMS and public data sources
- QIOs to provide targeted, focused technical assistance
- Participation is voluntary, however…
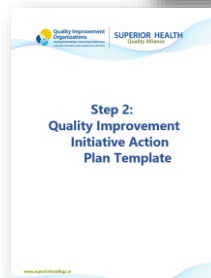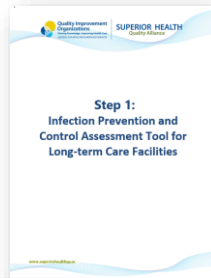- Shared fate for QIOs and Nursing Homes

QII Specifics

2 Step initial process:

- CDC ICAR assessment
- Superior Health QII Action Plan
  - RCA
  - Define interventions
  - Develop measures

Step 1:
Infection Prevention and Control Assessment Tool for Long-term Care Facilities

Step 2:
Quality Improvement Initiative Action Plan Template

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QII Specifics: Nursing home expectations

- Complete the Superior Health QII Action Plan with CDC tool within 30 calendar days
- Provide a C-suite signature to pledge commitment
- Supply at a minimum a baseline and six data points
- Complete Superior Health and other applicable satisfaction surveys

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QII Specifics: Superior Health expectations

Provide technical assistance with the completion of the CDC ICAR Assessment and a comprehensive QII Action Plan

- Conduct RCA
- Identify intervention(s) and an implementation plan
- Set realistic goals
- Align interventions and goals to other agencies
- Track and monitor progress
- Estimate cost of harm(s) avoided

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QIIs in Action: Findings from the Field

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ICAR Tool Nine Domains

- Infection Control Program and Infrastructure
- Healthcare Personnel and Resident Safety
- Surveillance and Disease Reporting
- Hand Hygiene (HH)
- Personal Protective Equipment (PPE)
- Respiratory/Cough Etiquette
- Antibiotic Stewardship
- Injection Safety and Point of Care Testing
- Environmental Cleaning

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Themes

Of the nine domains assessed in the QII ICAR, the following themes have emerged:

- Environmental cleaning
- Hand hygiene (HH)
- Injection safety and point of care testing
- Personal Protective Equipment (PPE)

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Approaches

- Capitalize on other infection prevention and control assessments and improvement opportunities (avoid duplicating efforts)
- Utilize existing performance improvement activities
- Postpone QII if active COVID-19 is present in the nursing home and that is the preference
- Reduce provider burden
- Recognize other issues and concerns (non COVID-19)

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Feedback

"Thank you for helping us not be stressed out. You are the first person that has expressed concern about us. You get it."

"Thank you for supporting us."

"We are excited to learn ways to energize our QAPI process."

100% satisfaction with TA

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For Discussion

- Challenges for rural/small homes?
- What will be most helpful to nursing homes post-COVID-19?
- Ways to align efforts with our partners?
- Enrollment and Participation collaboration

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Next Steps: Moving Forward

- Partner on messaging to the nursing homes (for "traditional" QIO work and QII work)
- Continue gathering together as key stakeholders across our QIO region as a way to keep in communication and develop a collaborative, aligned approach.
- Share trends and/or lessons learned

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Questions?

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