



Department of Health Care Finance (DHCF) and Comagine Health
Nursing Facility Quality Improvement Collaborative

2020 Learning Session #1
Nursing Home Palliative Care Toolkit

February 27, 2019

Comagine Health



- Comagine Health, formerly Qualis Health and HealthInsight, is a national, nonprofit, health care consulting firm. We work collaboratively with patients, providers, payers and other stakeholders to reimagine, redesign and implement sustainable improvements in the health care system.
- As a trusted neutral party, we work in our communities to address key complex health and health care delivery problems.
- We serve people in Alabama, Alaska, Idaho, Mississippi, Nevada, New Mexico, Oregon, Utah, Washington, D.C., Washington State and Wyoming.

Objectives

- Review the Palliative Care Toolkit
- Practice creating an aim statement and PDSA cycles from Toolkit change ideas
- Review Toolkit measurement resources and discuss measurement reporting requirements
- Wrap up

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Adapted by Comagine Health, the Medicare Quality Innovation Network - Quality Improvement Organization (QIN-QIO) for Idaho, Nevada, New Mexico, Oregon, Utah and Washington, from materials provided by Healthcentric Advisors, and prepared under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. Original Publication #10SoW-RI-GEN-102013-927

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Nursing Facility Palliative Care Toolkit

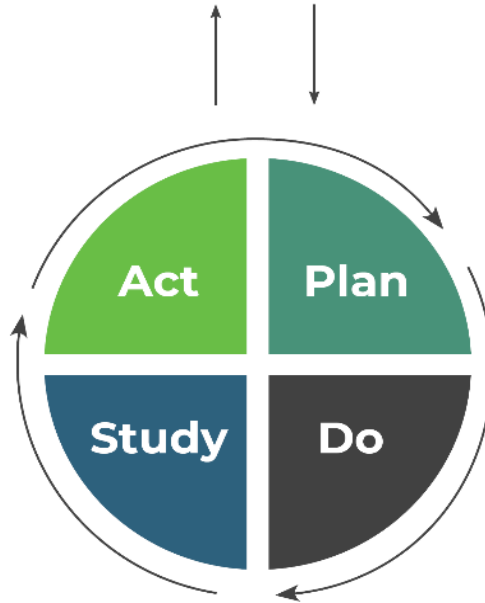
- Section 1: Acknowledgements
- Section 2: Introduction
- Section 3: General Team Resources
- Section 4: Quality Improvement
- Section 5: Change Ideas
- Section 6: Data Collection & Measurement
- Section 7: Intervention Tools
- Section 8: DC Specific Resources
- Section 9: Resident & Family Education, Tools & Resources

Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?



What Are We Trying to Accomplish?

Developing an Aim

- State the aim clearly
- Use numerical goals
- State the time frame and site of the work

How Will We Know That a Change Is an Improvement?

Measurement Basics

- Just enough!
- Qualitative vs. quantitative
- Should not take more time nor effort than the improvements or system
- Integrate measurement into the daily routine
- Monthly measures should clarify your aim statement and make it realistic

What Change Can We Make that Will Result in Improvement?

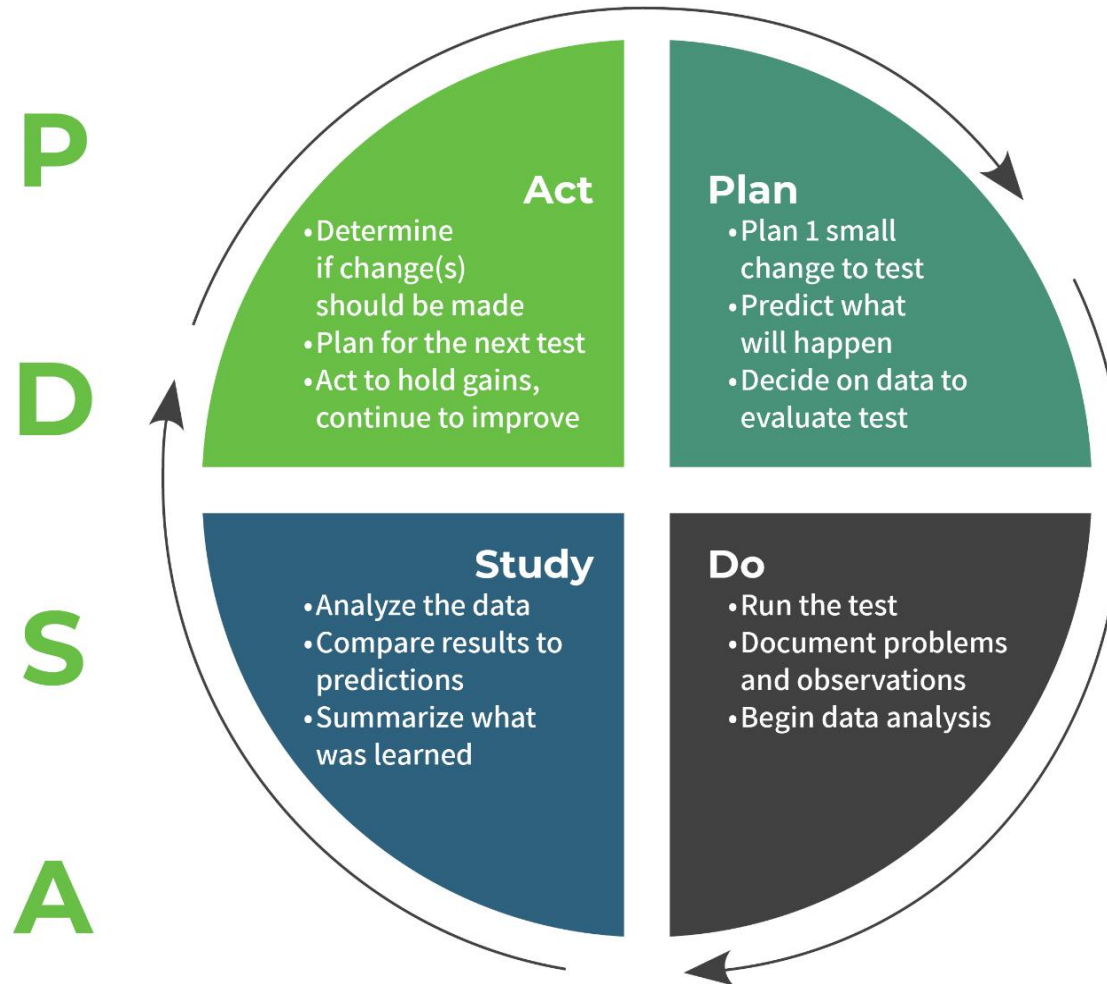
Change Ideas

- Everything goes!
- Think outside the box!
- Borrow from other disciplines, organizations, topics...
- Use the Collaborative Palliative Care Toolkit!

Change Ideas in EOL Toolkit

- **Change Idea #1** Proxy Decision Makers and Advance Care Planning
- **Change Idea #2** Completing a Pain Assessment in Nursing Homes
- **Change Idea #3** Having Discussions with Residents Regarding Prognosis and/or Illness Trajectory and Goals of Care
- **Change Idea #4** Spiritual Care for Nursing Home Residents

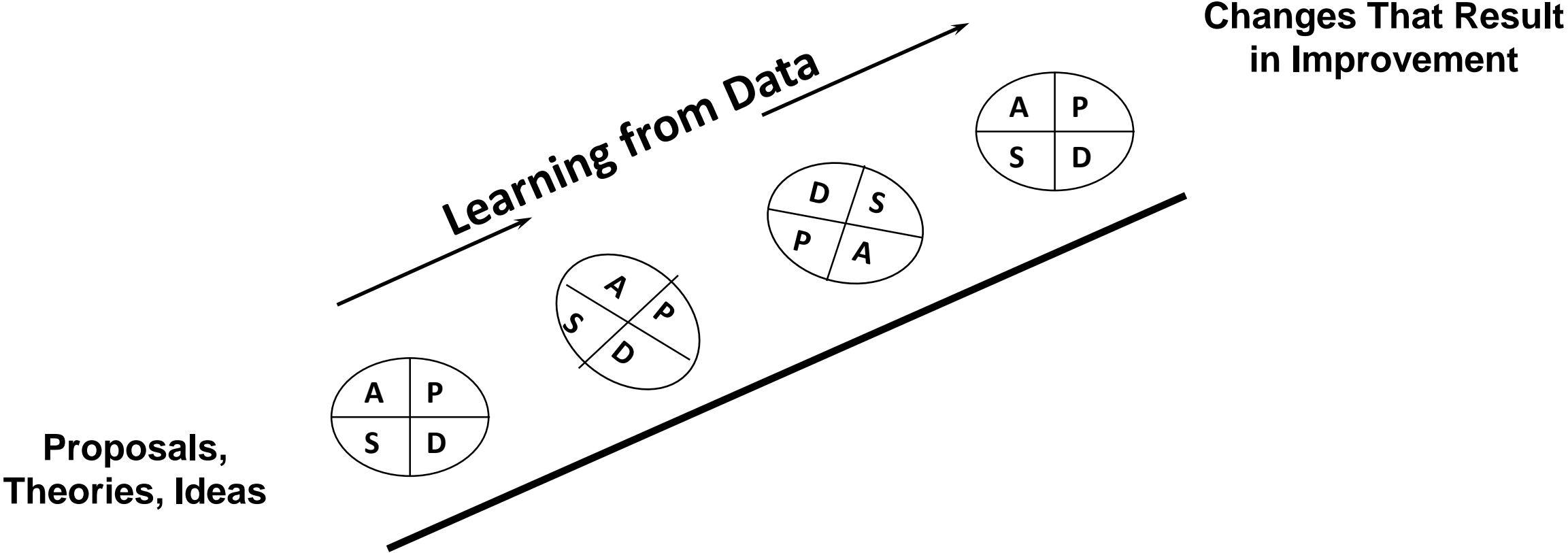
PDSA Cycle for Learning Improvement



Testing on a Small Scale

- Pick the most likely helpers
- Use existing knowledge from co-workers
- Incorporate redundancy in the test
 - Side-by-side with the existing care system
 - Try the change two different ways
- “Cycle of 1” - Conduct the test in one wing, with one person, with one subject, etc.
- Develop a plan to simulate the change in some way
- Collect data

Repeated Use of the PDSA Cycle

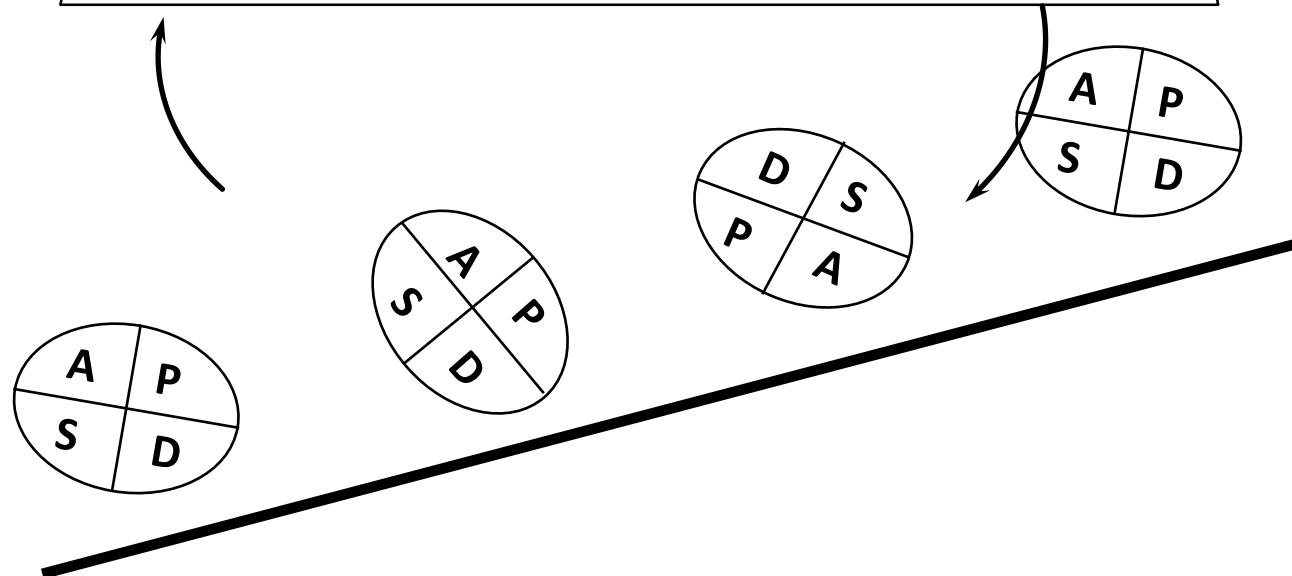


Model for Improvement

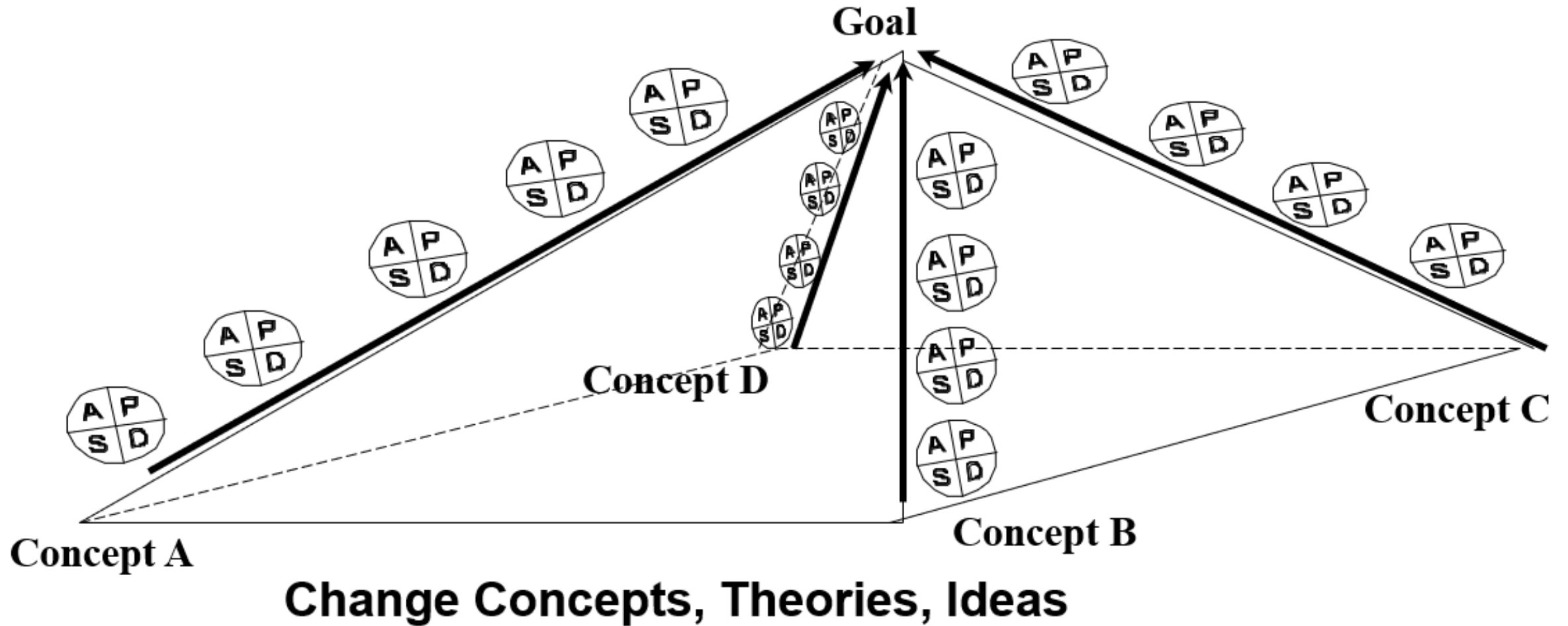
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Aligning All the Pieces to Reach the Goal



Let's Practice Together

- Choose a goal / topic for improvement from the toolkit improvement ideas section
- Review the change ideas within that topic
- Write an example Aim Statement
- Choose an idea for the initial PDSA cycle
- Let's walk through the PDSA cycle(s) based on the chosen idea
- Collect data to track progress

Your Toolkit is a Resource!

- Quality Improvement Basics
- Forms and tools for forming your team, starting a workplan, completing Aim Statements, assessing staff competencies....
- Four Change Idea Topics Included
- Measurement specifications and tracking forms
- Resources: palliative care topics, national expert websites, clinical assessments, family education....
- DC specific information and resources
- Appendices for reference

Wrap-up

- Discussion
- Questions
- Comments

Thank you!

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