Leading and Sustaining Systemic Change Collaborative: Overview

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Tennessee Nursing Home Team

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QIO Program Restructures

New multistate, five-year contract began Aug 1, 2014

- Quality Innovation Network (QIN)-Quality Improvement Organizations (QIOs) awarded
- 14 nationwide-to advance national quality improvement activities
- atom Alliance

QIO Program Restructures

*Virgin Islands award has not yet been determined.

atom Alliance Partners

Multistate alliance for powerful change composed of three nonprofit, healthcare quality improvement consulting companies

National Overview: NH Quality Care Collaborative (NNHQCC)

What is the NNHQCC?

- CMS national initiative
- CMS Mission Statement:

  - To ensure that every nursing home resident receives the highest quality care

  - To instill quality and performance improvement (QAPI) practices, eliminate healthcare acquired conditions and dramatically improve resident satisfaction

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Nursing Home Collaborative

We provide

- Customized onsite consultation

- Quality improvement skills training

- Evidence-based tools and resources

- Ongoing educational opportunities

- Peer mentoring

- Active nursing home collaborative

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Nursing Home Goals

- Improve the national nursing home composite quality measure score

- Improve resident mobility

- Reduce antipsychotic drug use in dementia residents

- Increase resident satisfaction and quality of life

- Ultimate goal: Improve systems to improve care

Tennessee-Specific Goals

- Understand TennCare's Quality Improvement in Long-Term Services and Supports (QuILTSS) criteria and increase point attainment

- Increase provider participation in the Advancing Excellence Campaign: Active Participant
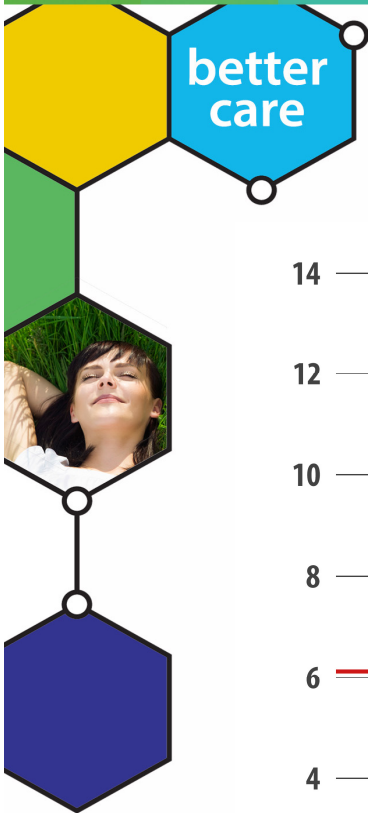
Composite Score

- Comprised of the 13 long-stay quality measures
- Calculated as (sum of numerators/sum of denominators) x 100

    Since the two vaccination measures are directionally opposite (i.e., higher rate represents better performance), composite numerator for these two measures is (denominator-numerator).

- Interpreted as lower = better
- Calculated based on the "opportunity model" concept

    Number of missed opportunities in the following graphs represent clinical areas that need most improvement to improve overall composite score
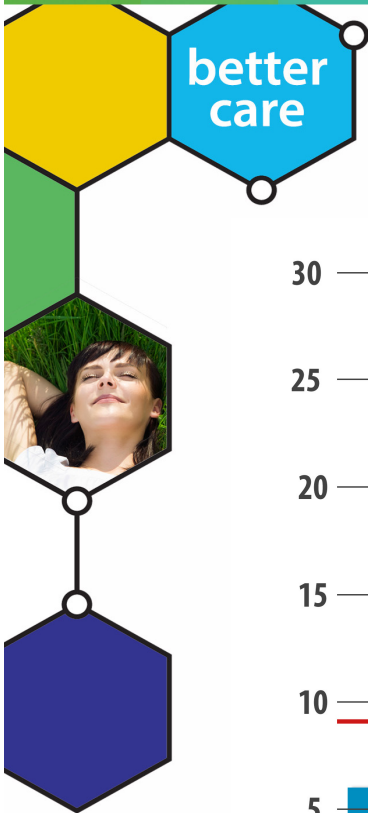
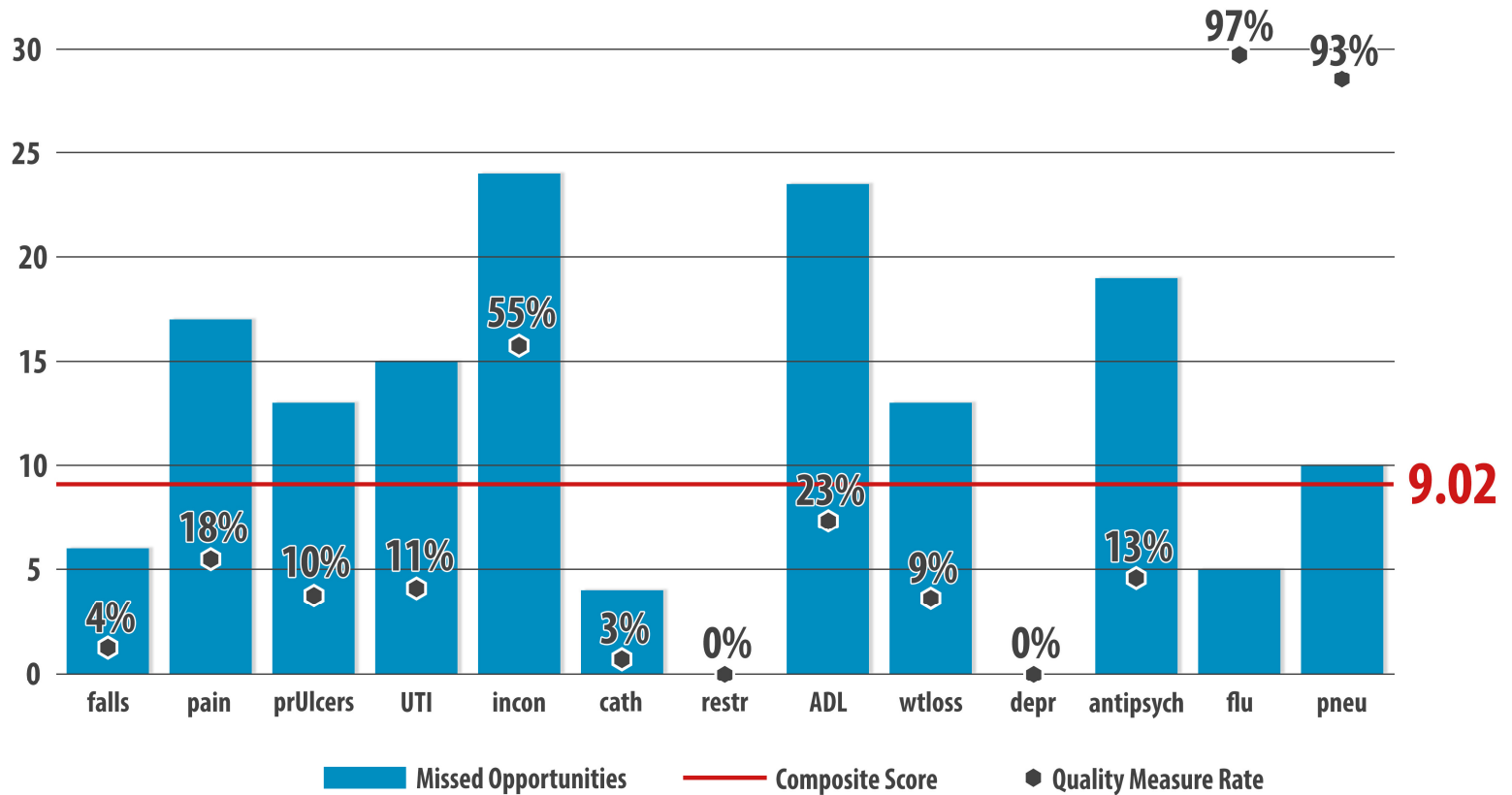# Example 1: Missed Opportunities vs. Composite Score
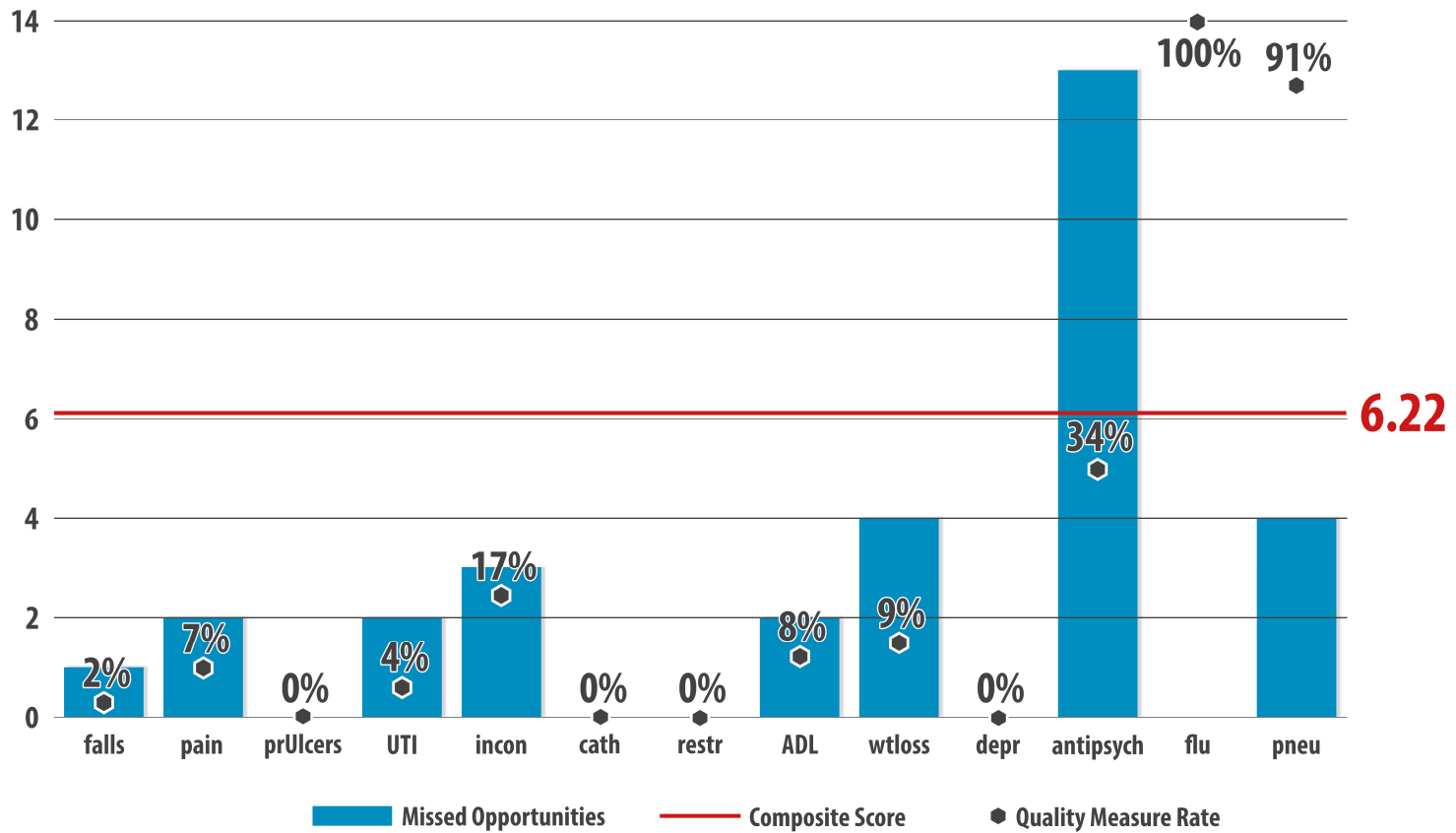
While this facility seems to be performing well on most measures, use of antipsychotic medications burdens overall composite score.
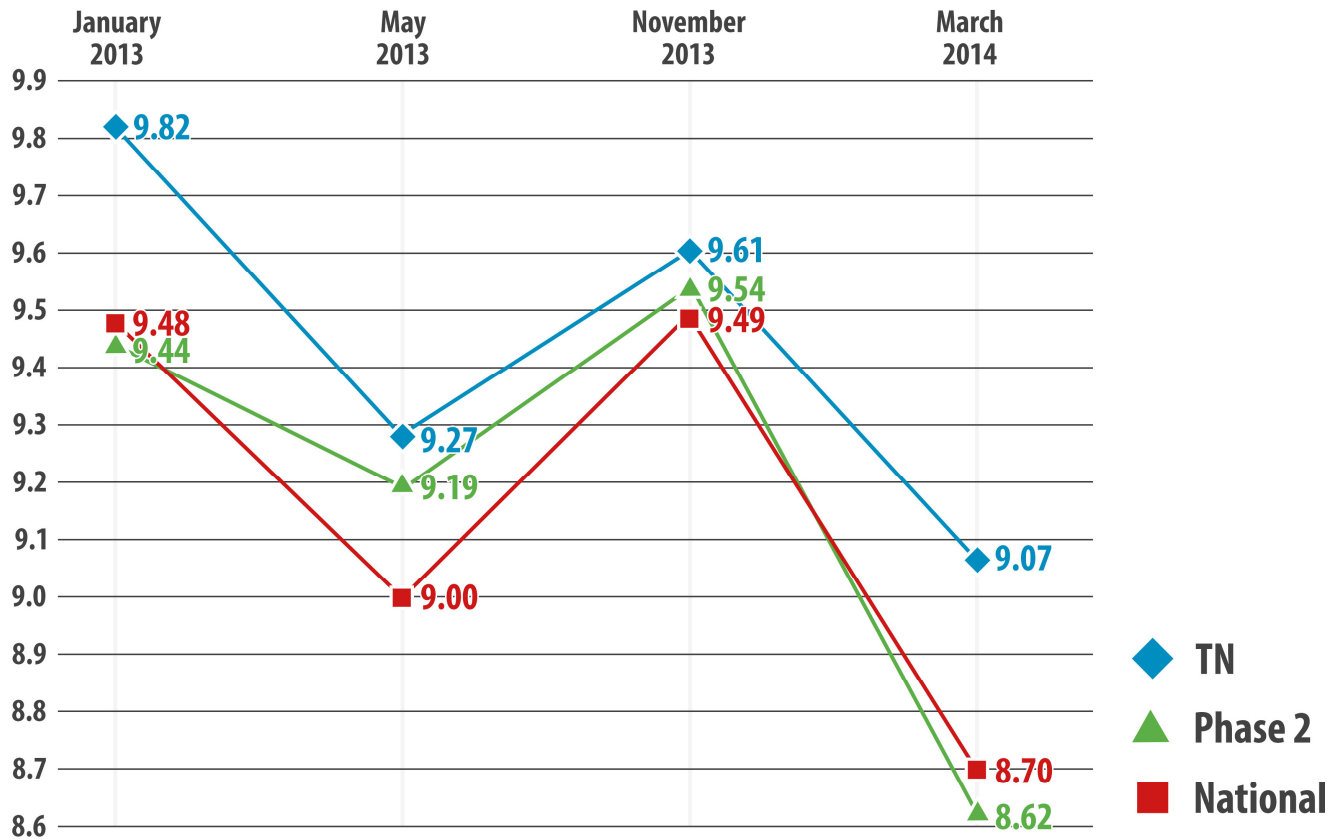
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Example 2: Missed Opportunities vs. Composite Score

This facility has several opportunities for improvement; focusing on incon (incontinence) and ADL (ADL decline) measures may improve the overall composite score.

Trends in Composite Scores

better care

January 2013 — May 2013 — November 2013 — March 2014

- TN: 9.82, 9.27, 9.61, 9.07
- Phase 2: 9.44, 9.19, 9.54, 8.62
- National: 9.48, 9.00, 9.49, 8.70

◆ TN
▲ Phase 2
■ National

National Goal:
At least 50% of recruited nursing homes achieve a composite score of 6.00 or better.

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Elements of a Successful Collaborative

better care

- Be open to new possibilities

- Learn from and share with others practices that improve systems within your organizations

- Explore adapting these practices and others in our own organization

- Commit to actions and next steps for testing and implementing changes in our organizations

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Elements of a Successful Collaborative

better care

- Start small, but be fast

- Reserve judgment

- Share data

- Let go of "what's NOT working", do more of "what IS working"

- Be inclusive

- Have FUN!

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LSSCC: IHI Model for Improvement

Appendix II-IHI Breakthrough Collaborative Model

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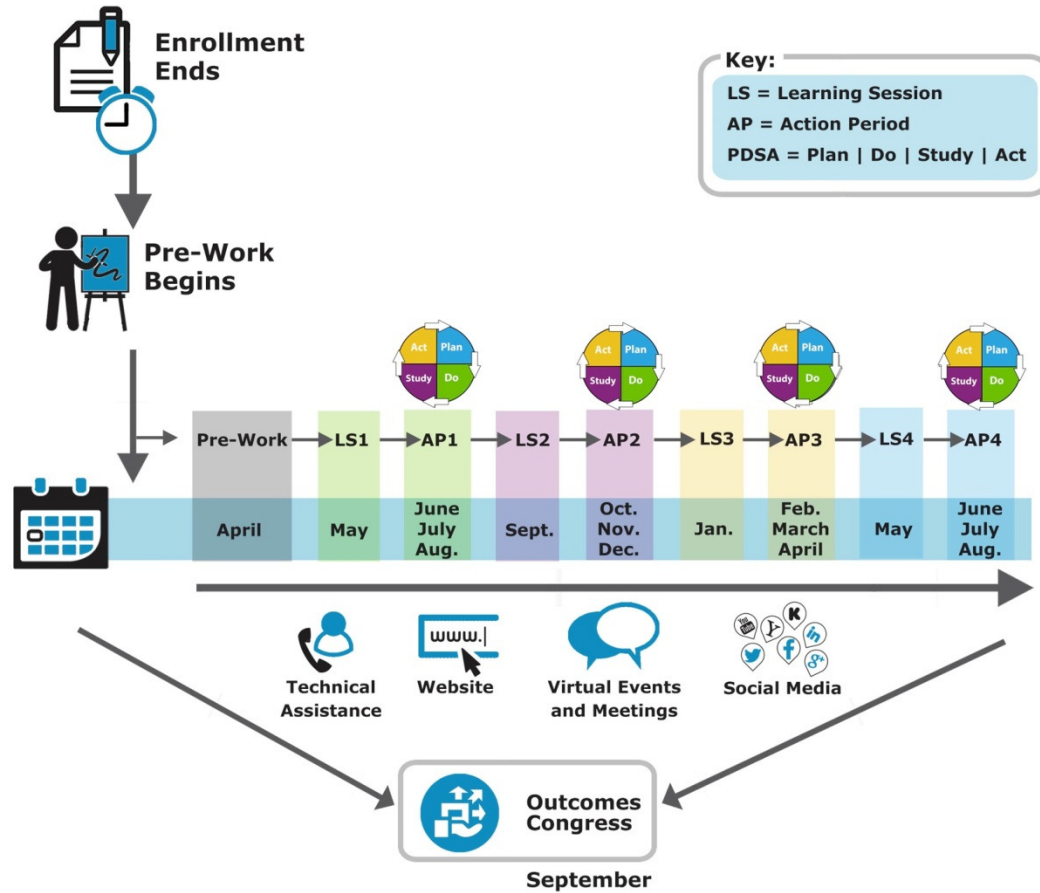
Learning Session Definition

⚛ Virtual learning sessions

⚛ Provide strategies, change concepts and specific actionable items assist equip facility leaders in sharing and implementing QAPI concepts within their facilities

LSSCC: IHI Model for Improvement

Appendix II-IHI Breakthrough Collaborative Model
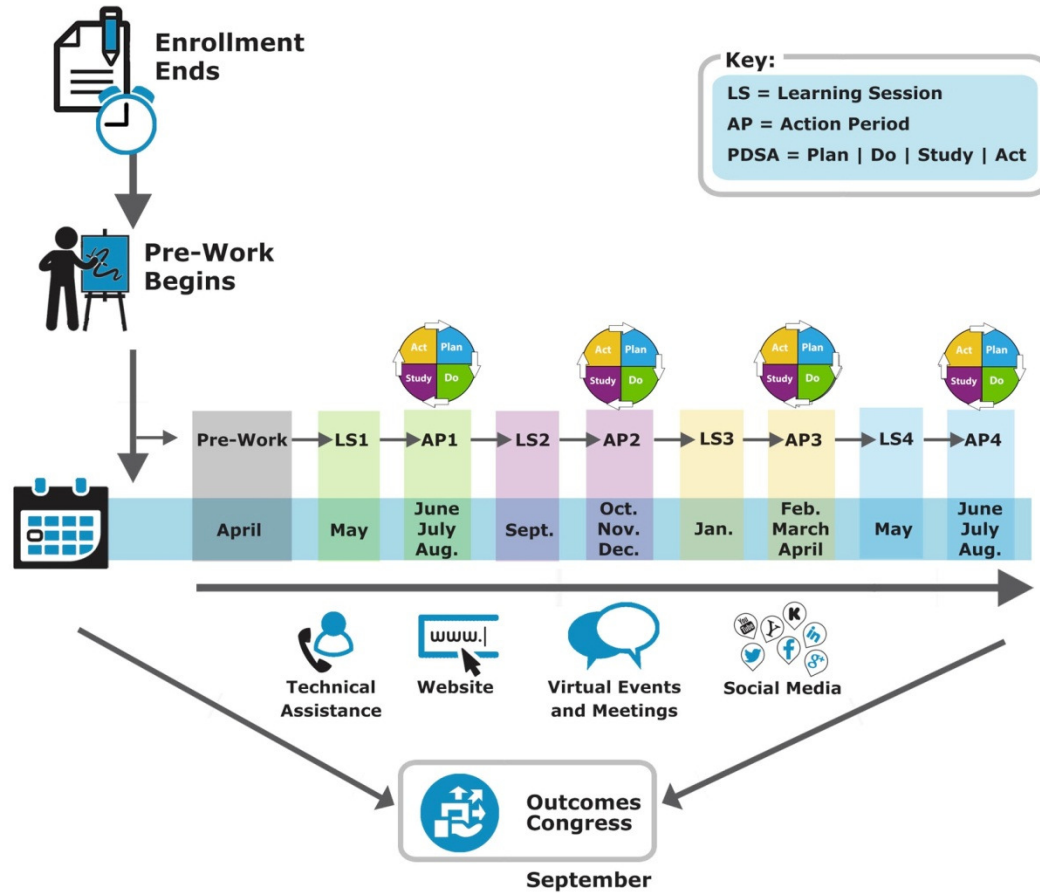
Action Period Definition

- During action periods, QIN/QIO faculty work with nursing home leaders and their teams to:

  - apply QAPI methodology and knowledge gained during the virtual learning sessions to drive improvement within their respective organizations and states.

  - *(atom Alliance Quality Advisors will coordinate and plan events specifically for their nursing homes within their respective states to provide technical assistance, e.g. conducting regional face-to-face workshops, webinars, teleconferences, etc.)*

Kickoff / Pre-work Webinar April

- Provide overview of collaborative expectations and activities

- Review checklist of pre-work activities to prepare for the first learning session (LS1)

  - Conduct QAPI Self Assessment Tool
  - Form a team
  - Identify an area of need to focus on
  - Develop an Aim Statement

Learn More

http://www.atomalliance.org

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