



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

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



atom Alliance 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



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

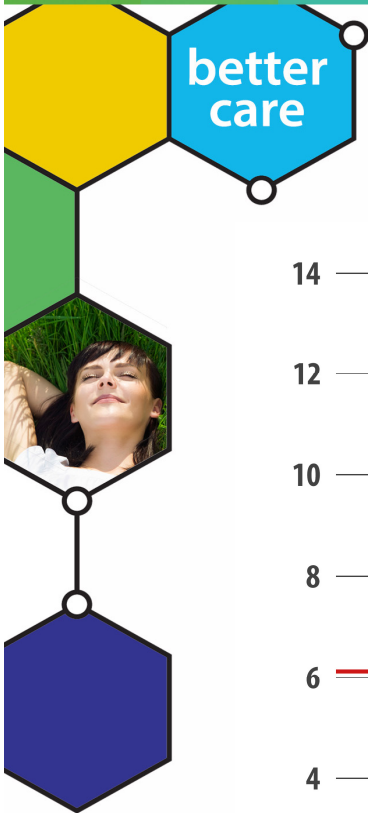
Composite Score

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

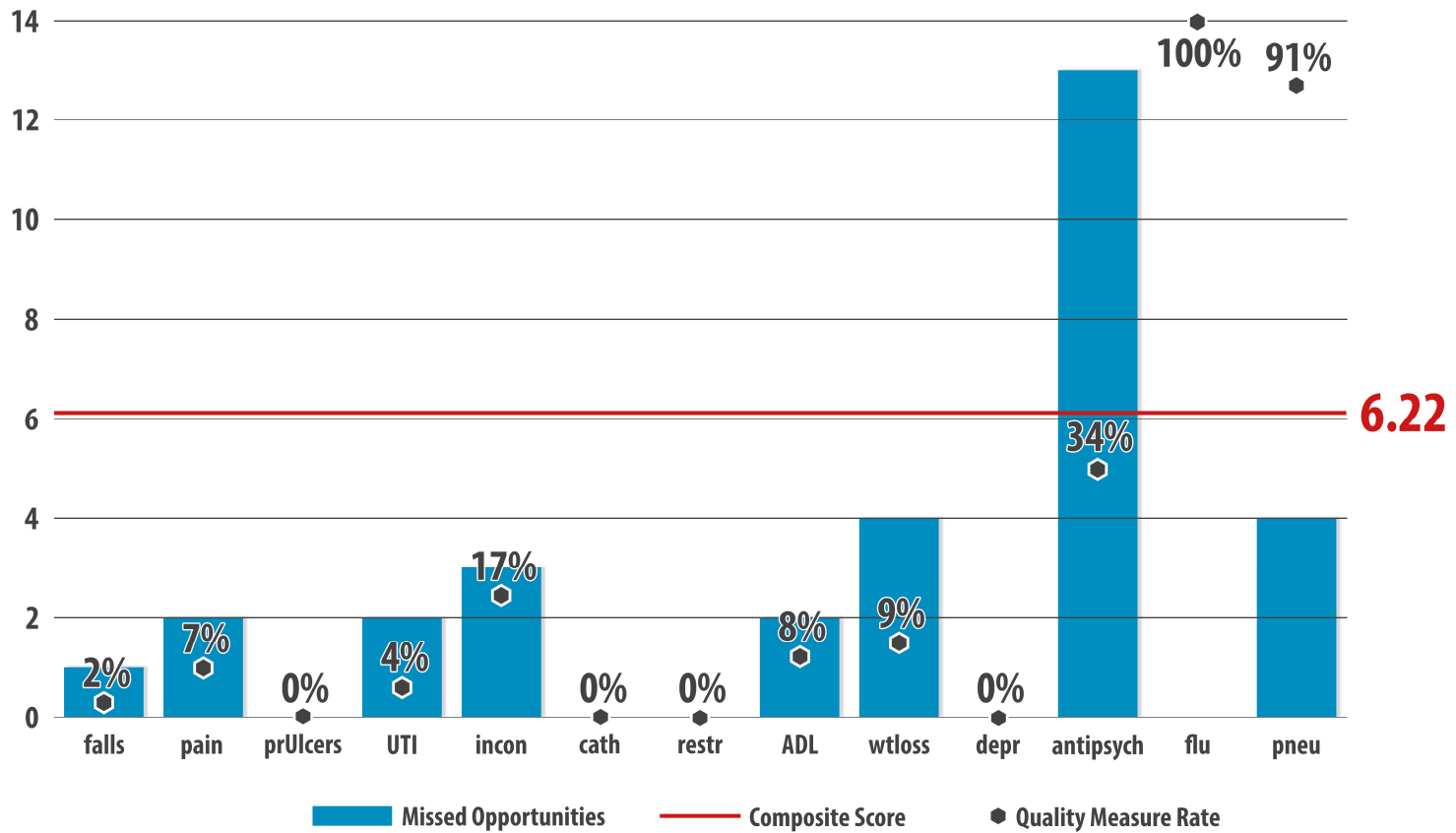
Since the two vaccination measures are directionally opposite (i.e., higher rate represents better performance), composite numerator for these two measures is (denominator-numerator).

- 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*

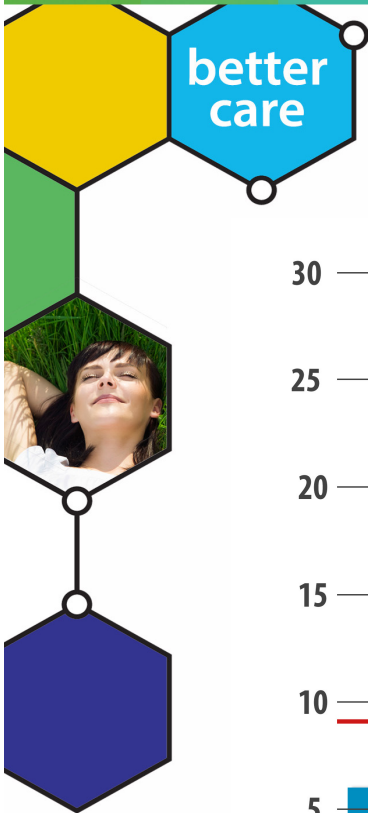




Example 1: Missed Opportunities vs. Composite Score

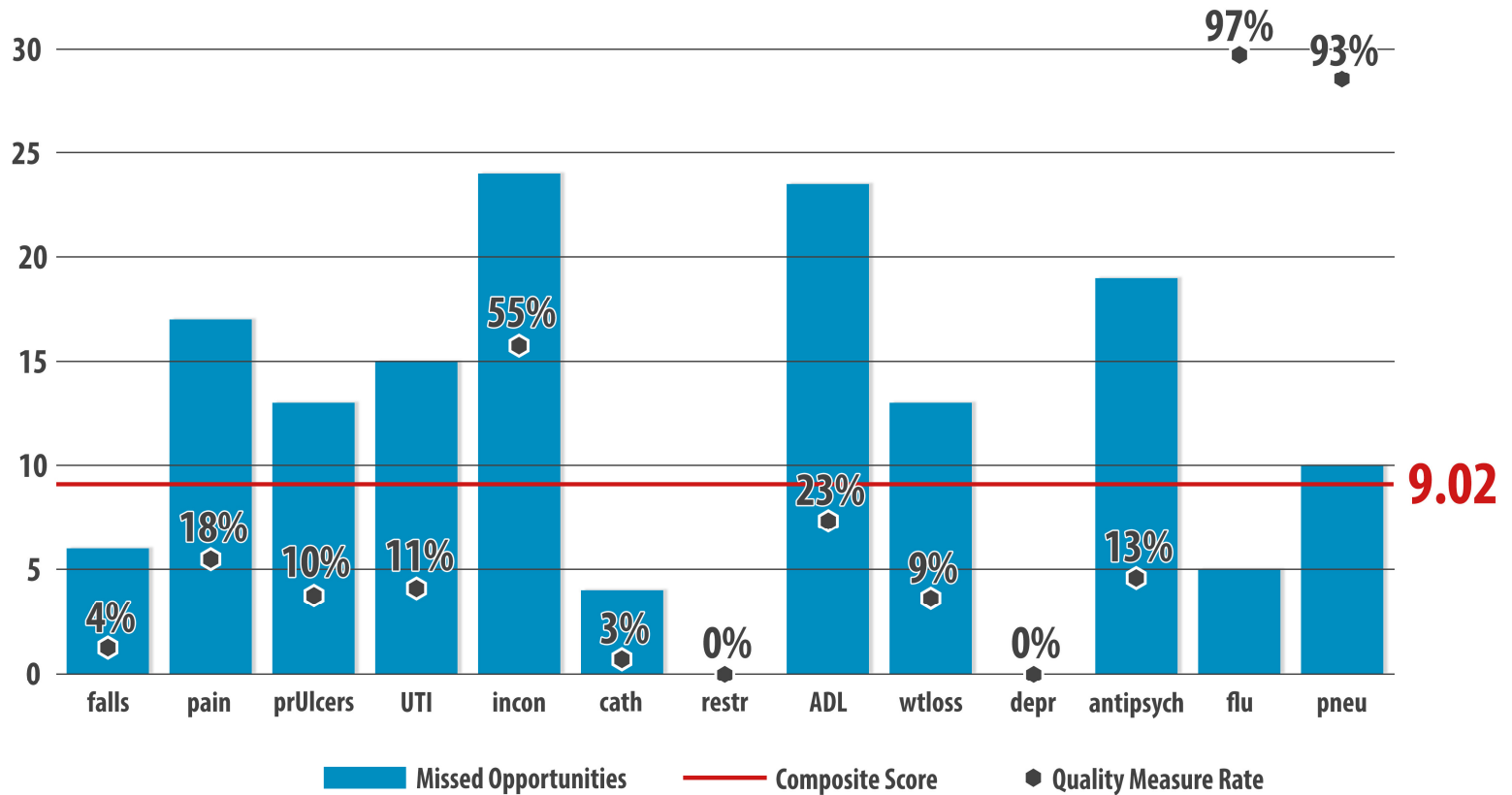


While this facility seems to be performing well on most measures, use of antipsychotic medications burdens overall composite score.



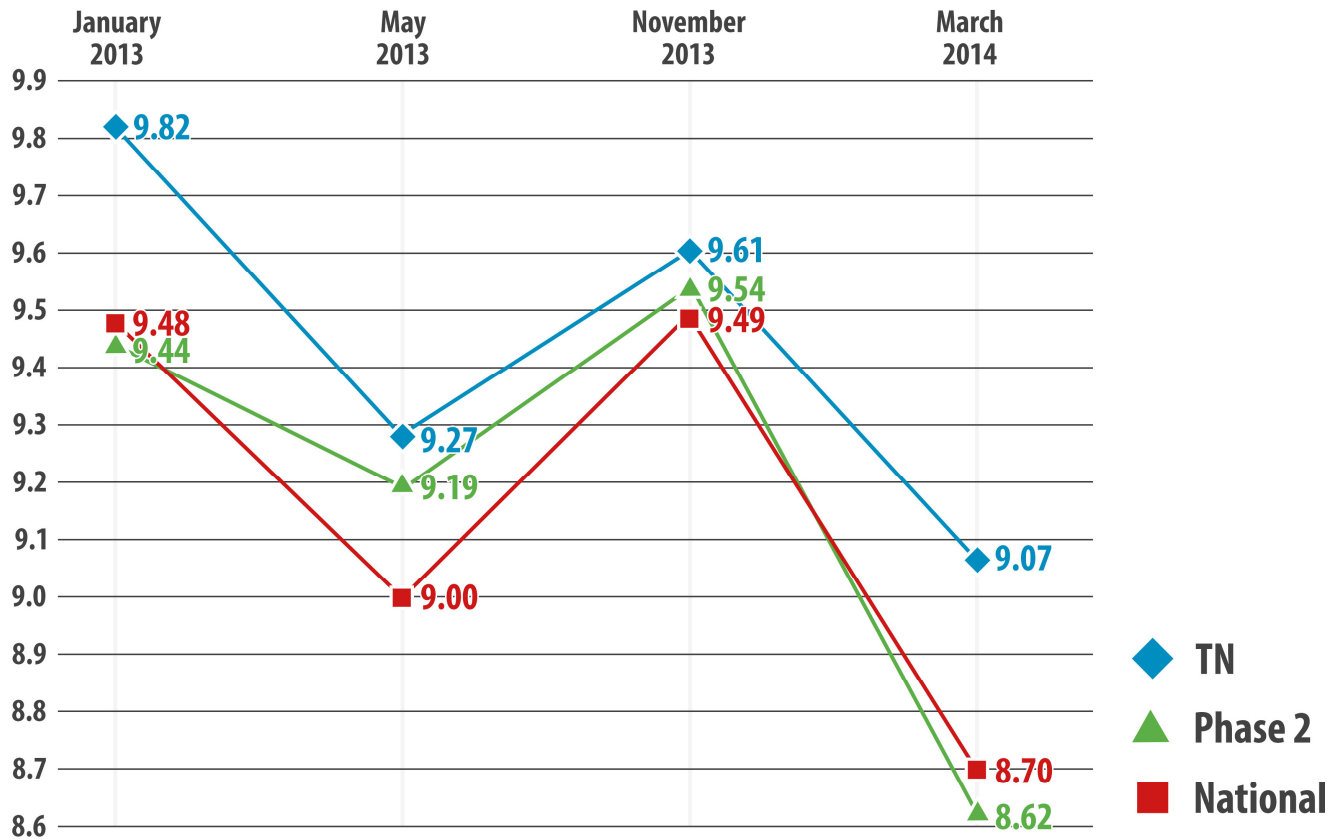
better care

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



National Goal:

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

Elements of a Successful Collaborative



- 🌀 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

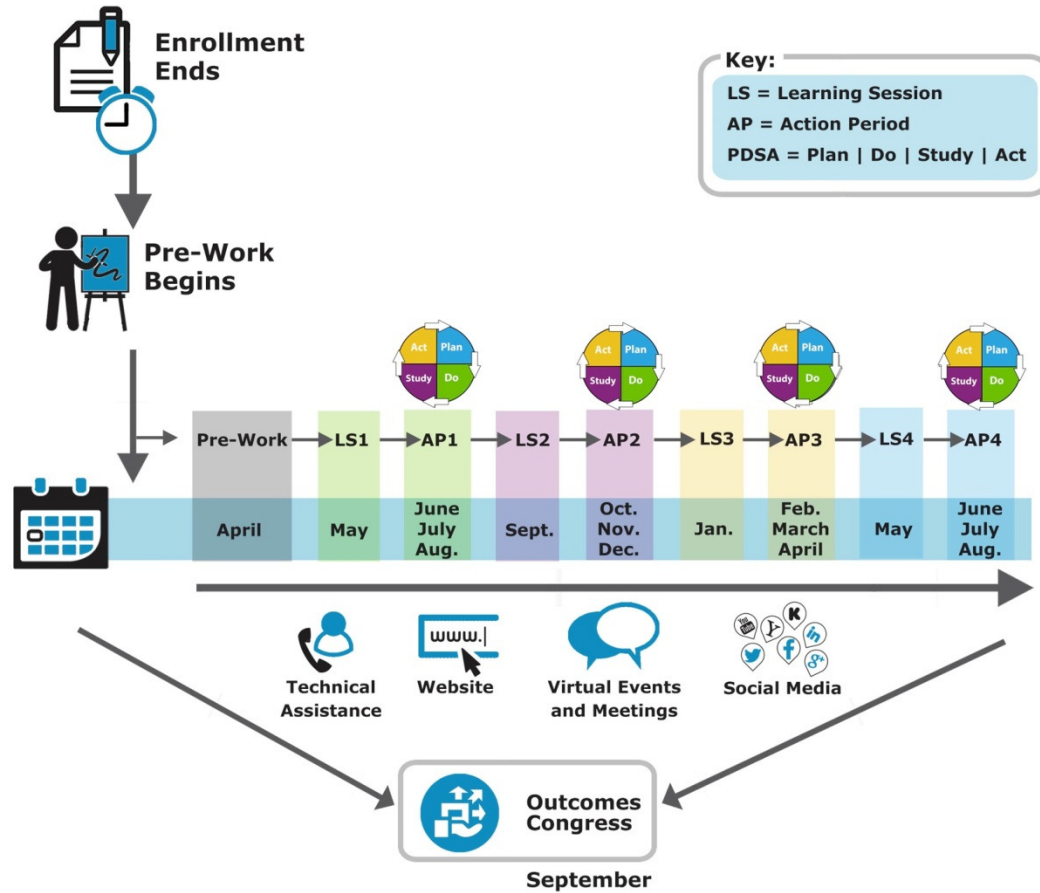
Elements of a Successful Collaborative



- 🌀 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!

LSSCC: IHI Model for Improvement

Appendix II-IHI Breakthrough Collaborative Model




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Learning Session Definition

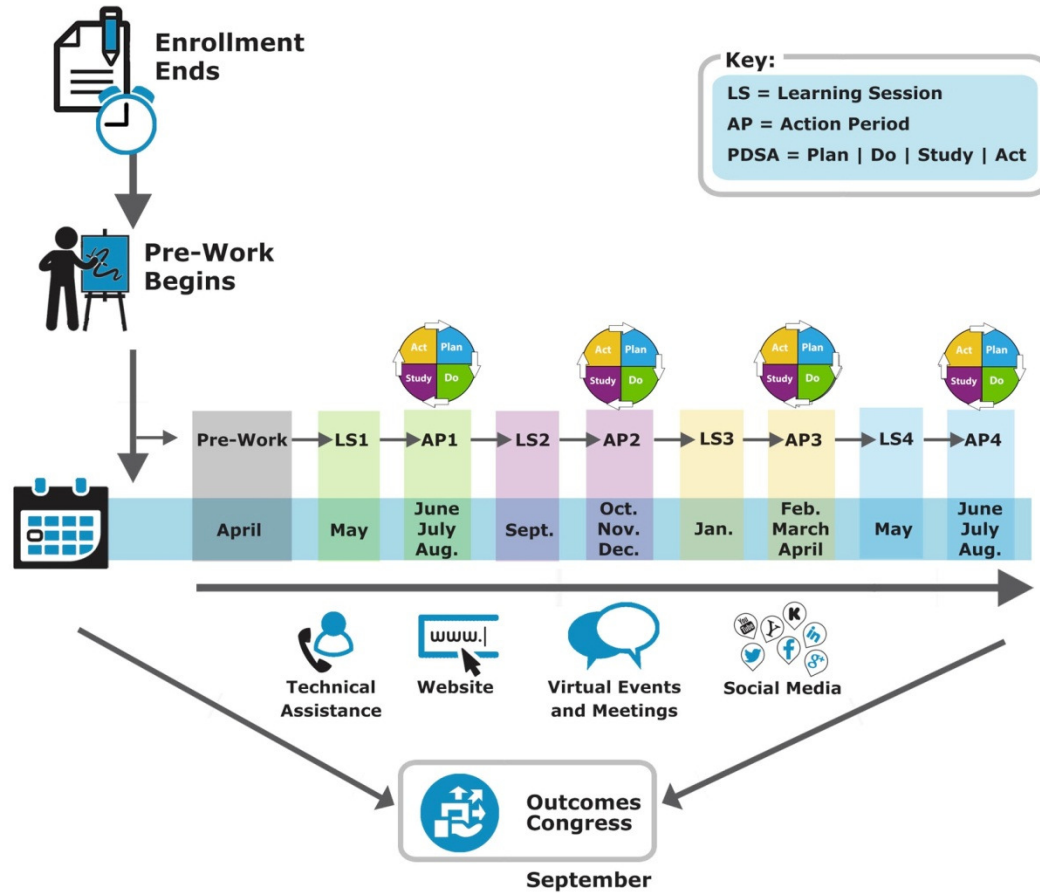


 Virtual learning sessions

 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



14.ASC2.11.027

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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Sharing Knowledge. Improving Health Care.
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Dedicated
To Making Care Affordable
Helping Providers use Technology to Improve Quality

atom Alliance

atom Alliance is a five-year, five-state initiative to ignite powerful and sustainable change in healthcare quality. Formed as a partnership between three leading healthcare consultancies, atom Alliance is working under contract to the Centers for Medicare & Medicaid Services (CMS) throughout Alabama, Indiana, Kentucky, Mississippi and Tennessee to improve quality and achieve better outcomes in health and healthcare and at lower costs for the patients and communities we serve.

Through atom Alliance, AQAIF in Alabama, IQM in Mississippi and Osource in Indiana, Kentucky and Tennessee are carrying out an exciting strategic plan, with programs in place to convene, teach and inform healthcare providers, engage and empower patients, and inspire, share knowledge and spread best practices with communities across the entire healthcare continuum. [Join Us!](#)

Better Health
Our focus is on promoting prevention activities, reducing cardiac disease and diabetes, reducing healthcare disparities and improving patient and family engagement.

Better Care
atom works on strategic, data-driven initiatives to reduce healthcare associated infections, reduce readmissions and medication errors, and improve care for patients.

Lower Costs
We provide technical assistance for improvement in CMS value-based purchasing programs, including the physician value-based modifier program.

atom Alliance Partners

Review Notice

Medicare beneficiary quality review case work and appeals for atom Alliance states are now conducted by KEPRO. Medicare beneficiaries may contact KEPRO toll-free at 1-844-426-8664 for all appeal requests and Quality of Care concerns.

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Nursing Homes

atom Alliance is helping nursing homes provide reliable, compassionate, high-quality care by assisting them with

- understanding Quality Assurance and Performance Improvement (QAPI),
- reducing unnecessary antipsychotic drug use in dementia patients,
- increasing resident mobility,
- improving national nursing home ratings and
- reducing hospital readmissions.

Click on any of the initiatives below to learn how your facility can get involved.

Reducing Healthcare-Acquired Conditions

Coordination of Care

Providers | Physician Offices | Home Health Agencies | Hospitals | Nursing Homes | Pharmacies | Surgery Centers | Psychiatric Facilities

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