



CMP In Action: Person-Centered Staff Engagement Project

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Deputy State Long-Term Care Ombudsman

aging.ohio.gov/services/ombudsman



Ombudsman Mission

- The Office of the State Long-Term Care Ombudsman advocates for excellence in long-term services and supports wherever consumers live.



Structure

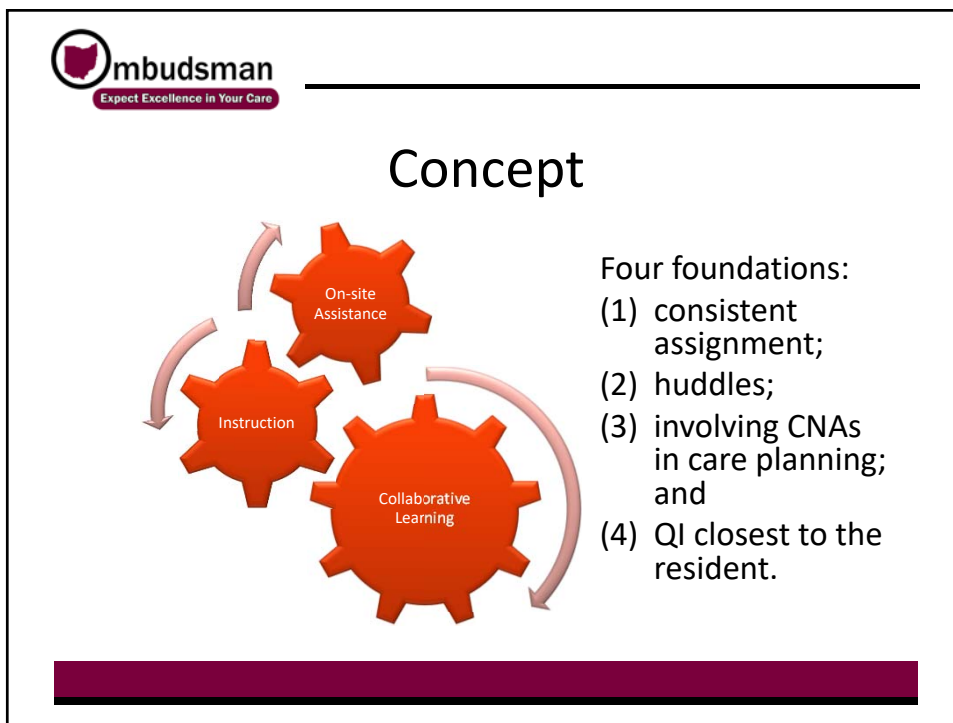
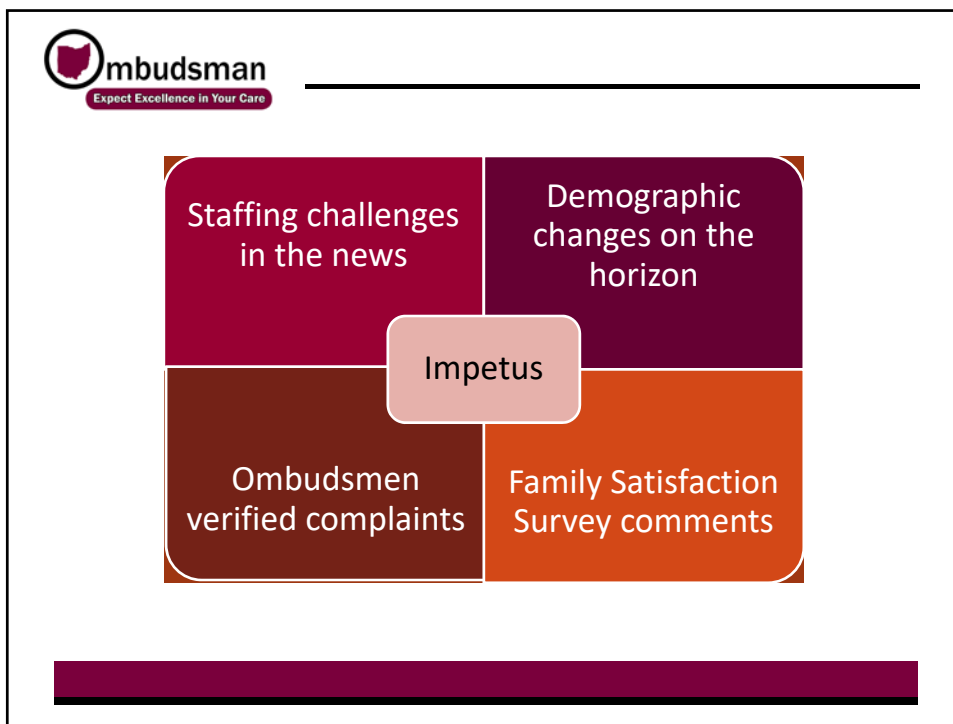
- State Office
- 12 regional programs
- 72 paid staff
- 200 volunteers
- All representatives of the Office



NH Quality Initiative

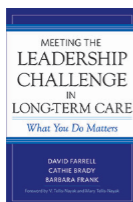
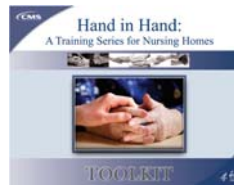
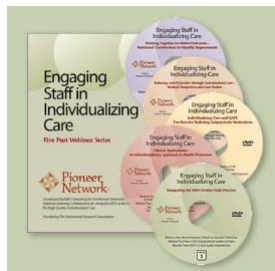
- Improve the provision of Person-Centered Care in NHs
- Quality improvement projects that provide resources and on-site education promoting PCC strategies and positive resident outcomes







Tools



Project Ombudsmen





Details

- 2 year project
- Roughly \$2 million
- 12 regional ombudsmen
- 2 state project staff (40%)
- 5 statewide collaborative training events
- Quarterly roundtables
- 2 annual conferences by Person-Centered Care Coalition
- B&F contracted services
- Scripps Gerontology evaluation
- Toolkits, books



Enticement

- Recruitment
 - 12 project ombudsman assigned to recruit up to 10 facilities each
- Maximizing MDS, QIS, and QAPI
 - MDS 3.0 requires interviewing about customary routines and honoring those routines
 - Reducing distress and use of antipsychotics
 - QAPI teams
- Ohio law





NH Quality Initiative

- Each NH home shall participate every 2 years in at least one of the quality improvement projects included on the list made available by the department of aging



<https://aging.ohio.gov/nursinghomequalityimprovement>



Evaluation




Dr. Jane Straker

Principal Investigator

Director of Research, Senior Research Scholar

Scripps Gerontology Center at Miami University (of Ohio)



Baseline Data Collection


Communication Infrastructure Survey

Complete ONE survey for each nursing home.
Nursing Home name: _____

1. How quickly after a new resident's admission are his/her customary routines for sleeping, waking, bathing, and eating provided to the certified nursing assistant (CNA) assigned to care for the resident?
 - (1) <4 hours
 - (2) ≥4 hours, but the same day of the resident's arrival
 - (3) Next day
 - (4) 2-3 days
 - (5) >3 days
 - (6) This information is not provided to the CNA

2. How quickly after a new resident's admission are his/her customary routines for sleeping, waking, bathing, and eating provided to the nurse assigned to care for the resident?
 - (1) <4 hours
 - (2) ≥4 hours, but the same day as the resident's arrival
 - (3) Next day
 - (4) 2-3 days
 - (5) >3 days
 - (6) This information is not provided to the nurse

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adapted from survey designed in collaboration with Brown University School of Public Health Center for Long-Term Care Quality & Innovation



Baseline Data Collection

Index of Person-Centered Care (IPCC) (Straker & Reece, 2015)

Item	Always	Often	Occasionally	Never
1. Do you have a good understanding of the residents you are caring for?				
2. Do you find it hard to talk to residents because you don't know enough about them?				
3. Do you feel like you know each resident as a unique individual?				
4. Are residents able to decide when they want to eat?				
5. Are residents able to decide how they want to bathe (e.g. tub, shower)?				
6. How often do you ask residents about how they want things done?				
7. How often do you participate in care planning for residents?				
8. Do you have the time you need to learn the histories of the residents?				
9. Do your supervisors consider your preferences when making decisions about resident care?				



Baseline Data Collection

- Ombudsman Verified Complaints
- State Survey citations
- QMs



Outcomes

- *A 10% reduction in ombudsman verified complaints in participating nursing homes*
- *A 10% reduction in citations issued by the State Survey Agency*
- *A 10% improvement in staff stability as measured by the Advancing Excellence LTC Collaborative staff turnover/retention tool; and*
- *A 20% improvement in the organizational tools*



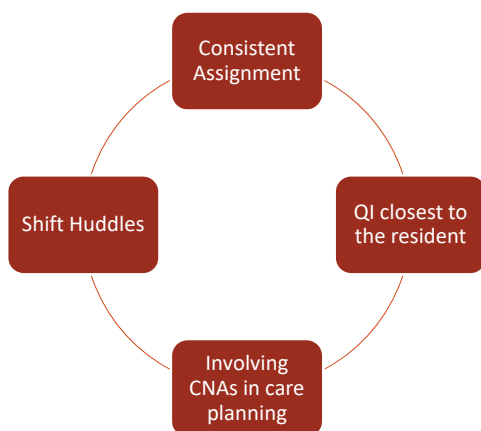


Activities

- Hosted 5 statewide conferences
 - Action Plans
- Each region held quarterly roundtables
 - Agendas based on the preceding conference and action plans




The Bundles



Four practices together provide the infrastructure for engaging staff in individualizing care to continually improve quality of care and quality of life outcomes.
-B&F Consulting





 **Ombudsman**
Expect Excellence In Your Care

Staffing Foundations

From	To
<ul style="list-style-type: none">• Sign on bonuses• Eating the young• Death by orientation video• Hire anyone & use agencies• Discipline for tardy and absent	<ul style="list-style-type: none">• Stay bonuses• Mentorship• Active orientation• Selective hiring• Reward for perfect attendance



Resident Voice

- Resident Council development
 - Regional resident conference calls
- Resident Interview

Committees





Primary areas of focus

- Staff recruitment, retention and reducing turnover
- Communication Infrastructure
- Translating foundations into clinical quality
- Leadership

04/03/2015



Capstone Event





Unexpected good outcomes

- Retention – 115 homes finished with us
- To the ombudsman program:
 - Use in SFF outreach
 - Expertise among staff ombudsmen
- To the homes
 - Peer relationships
 - Collaborative learning in other areas



Surprises and lessons learned

- Administrator/Management turnover

Change in the LNHA	Change in the DON	Change in other significant management personnel	Facility owner or operator change
40.0%	46.1%	16.9%	18.2%

- Cancellation of the PCC Coalition Conference
- Turnover among our project ombudsmen



More information

- Grant proposal, approval and reports:

<https://medicaid.ohio.gov/RESOURCES/CMP-Reinvestment-Program>

Person Centered Staff Engagement (April 1, 2017 - April 30, 2019)



State Ombudsman toll-free number:
1-800-282-1206

aging.ohio.gov/services/ombudsman