Quality Care Community Workshop

Delivering

“Higher-Tech”

Person Centered Care
Mountainside Residential Care Center
Mountainside Background

- Hospital-based nursing home
- Part of HealthAlliance of the Hudson Valley
- 82 beds
- Located in rural Delaware County
Objective 1

Person centered care involves enhancing the environment and creativity of residents and staff alike.
Objective 2

Learn ways to improve quality of care and follow-through of necessary systemic and clinical changes using technology.
Objective 3

Learn ways to help with staff retention and satisfaction.
Embracing Technology

- Electronic Medical Record
- Skype
- Wii
- Ipad
- Technology and the QIS as QA
- Other Examples
SigmaCare in place
March 2009
Full system (CPOE, eMAR, eTAR, Careplans, MDS, Nurse Instructions, Document Management)
EMR Selection

• User-friendly
• Administration can access off-site
• Eliminates paper medical record with all disciplines recognized
• Allows for immediate resident specific information and changes to be implemented
• Back up system and 24/7/365 support
• Appropriate interfaces
Electronic Medical Record

• Deliver measurable cost and quality results from improved information management
  • Legibility, clinical triggers, standardized reports, easily access pertinent resident info, less paperwork and more time with residents
• Eliminate repetitive documentation & inefficiencies
• Improve communication and ensure consistent communication
Electronic Medical Record

- Minimize potential for resident harm
- On the spot documentation
- Retaining and recruiting employees
- Improve staff retention and satisfaction
- Completion of documentation
- Streamlined operations and efficiency
- Physical storage space and less waste
  - Eliminates chart racks, desks
- Security of information
Electronic Medical Record

- Optimize regulatory compliance and survey readiness
- Real-time dashboard of clinical and task-related alerts
- Enhance communication with greater workflow and time efficiency
- Enhance Quality Assurance program
Electronic Medical Record

- SigmaCare Messaging
  - Consistent Communication
  - Positive
  - Coaching
  - Education
- Chart review using EMR
  - Read progress notes daily
  - Can do this anywhere
  - Prevents systemic problems that take more time to resolve
Med Admin. Compliance Initiative

• Only possible with EMR
• Nurse restructuring
  • Change in FTE from four day nurses to three
  • Treatment Nurse floats between units
    • Consistent skin observations
  • Appropriate use of PD staff
    (not routinely scheduled)
  • Caregiver assignment improvements
• Improved medication administration time compliance from 89.25% to 96.50%
2010 HANYS Pinnacle Award

Healthcare Association of New York State

HANYS Presents 2010 Pinnacle Quality Awards
Skype

- Weddings from afar
- Maintaining personal ties
- Make new friends and keep the old
Wii

- Bowling
- Skiing
- Virtual physical and emotional reminiscence
- Occupation and social therapy
Ipad

• Applications being used
  • Designed for accessibility
    • Voice over
    • Zoom features to help with visibility
    • Voice to text features

• Health information

• Alzheimer’s and dementia
  • ‘I know you’
  • Images to recognize surroundings
Technology and the QIS as QA

- Web-based tool
- Gather data efficiently
- Eliminates need to manually calculate
- And results can be tracked and trended immediately
Technology and the QIS as QA

• With technology and programs QIS interviews can be conducted in more meaningful ways
  • Include all staff

• Categories of QIS by Weight
  • Resident Interview – 21%
  • Resident Observation – 16%
  • Other: MDS QIs – 13%; Family Interviews – 12%; New MDS Indicators – 11%; Admission Chart – 10%; Staff Interviews – 9%; Census Chart – 8%
Other Technology Examples

• Benefit and Need of WiFi
• New ways to enjoy long forgotten past-times
• Scanner and Projects for Events
  • Post card display
  • Castles
  • Current events
• Music: i-tunes through MP3 players
Other Technology Examples

- Online resources for Guided Imagery & Meditation
  - Portable devices allow you to bring this right to the resident
- Personal Computers
- Hiring Manager
- Performance Manager
- Policies & Procedure Manuals
Culture Change

- Traditional Nursing Home
- Domains of Culture Change
- Resident Self-Determination and Satisfaction
- Staff Culture and Satisfaction
- Day-to-Day Application
Culture Change

What does the traditional nursing home look like?

- Long rows of residents in wheel chairs lining the halls
- No consistent personal care staff
- Little interaction between residents
- Little interaction between residents and staff
Domains of Culture Change

• **Empowerment and Engagement**
  - Technology helps with engagement and can be a driver of culture change

• **Person centered care**

• **Staff culture**

• **Working environment**

• **Physical environment**
Resident Self-determination & Satisfaction

Resident & Family Services Resident Satisfaction Survey 3rd Quarter 2011

- 100% for the following categories:
  - Make decisions about their own care
  - Satisfied with nursing services, resident & family services, medical staff services
  - Feels safe
  - Room is comfortable
  - Likes daily routine
  - Are satisfied with bathing schedule, hair care, therapy services
Resident Self-determination & Satisfaction

• Daily decision making
• Resident Council
  • Employee of the Month
• Family Council
• Friendly Visitor Program
• Creating TIME Program
• Environmental decisions made by residents
  • Furniture
  • Decor, paint colors
Staff Culture & Satisfaction

• In-put in policies and programs
• Participation in team meetings
• Participation in care plan meetings
• Functional turnover
• Staff Workshops
• Employee Assistance Program
Staff Culture & Satisfaction

• Leadership support
• Family based work culture
• Horizontal open communication
• Consistent staffing
• Flexible scheduling
### Nursing Staff Turnover Rates

- Multiple shift options
- Flexibility with schedule

<table>
<thead>
<tr>
<th></th>
<th>CNAs</th>
<th>LPNs &amp; RNs</th>
<th>Total Nursing</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Annual</td>
<td>65.6%</td>
<td>45.45%</td>
<td>55.53%</td>
</tr>
<tr>
<td>2007-2008</td>
<td>45.92%</td>
<td>35.7%</td>
<td>38.86%</td>
</tr>
<tr>
<td>2008-2009</td>
<td>25.8%</td>
<td>15.8%</td>
<td>21.3%</td>
</tr>
<tr>
<td>2009-2010</td>
<td>25%</td>
<td>14%</td>
<td>20.4%</td>
</tr>
</tbody>
</table>
### Nursing Staff Absences

- Supportive work environment
- Thank you notes

<table>
<thead>
<tr>
<th>Mountainside Year</th>
<th>Absences</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007</td>
<td>399</td>
</tr>
<tr>
<td>2008</td>
<td>380</td>
</tr>
<tr>
<td>2009</td>
<td>284</td>
</tr>
<tr>
<td>2010</td>
<td>281</td>
</tr>
</tbody>
</table>
Culture Change

- Online resources for staff
- Support by management and administration
- Management staff working on the units
- It’s not my job!
- Beach Ball Report
Day-to-Day Application

• Easily once you let go of what can’t be done and open yourself to possibilities!!
Questions??

View our video and our information at http://www.hahv.org/mountainside/

or contact us:
Philip Mehl, LMSW, NHA: pmehl@hahv.org
Christina Jones RN, MSN, MHA, C-NE: cjones@hahv.org