Reducing Hospital Transfers: Applying MOQI Findings

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Objectives of This Session

1) Describe components of the Missouri Quality Initiative (MOQI) model designed to help reduce avoidable hospitalizations in long-term care
2) Identify key outcomes achieved by MOQI including reduced hospitalizations, reduced ED visits, improved quality measures, and cost savings
3) Describe implementation strategies for the MOQI as facilitated by NewPath Health Solutions

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MOQI PROJECT GOALS

Reduce avoidable hospital transfers via FOUR aspects of APRN Care Coordination:

1. CONDITION MANAGEMENT
2. EARLY ILLNESS DETECTION
3. INTERACT® IMPLEMENTATION
4. ADVANCE CARE PLANNING/END-OF-LIFE CARE

AND integrate HEALTH INFORMATION TECHNOLOGY into resident care processes

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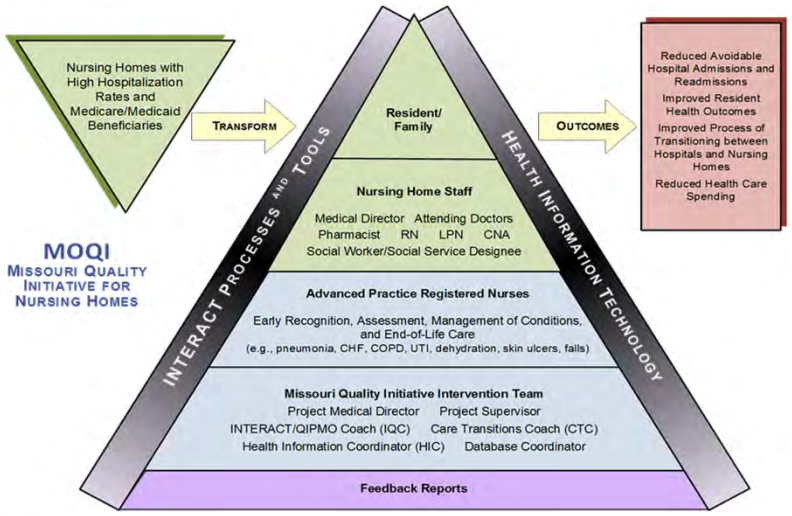
OUR PROVEN MODEL



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APRN Role in Resident Care Management

Basics of care delivery

Early illness detection and chronic illness management

Medication reviews

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Polling/Discussion Questions

- Does your home have an Advanced Practice Nurse (APRN) who visits residents in your facility?
  - Yes
  - No
  - Unsure
- What is their main role?
  - Primary care
  - Specialty provider
  - Managed care provider
  - Unsure
  - N/A (don't have an APRN)

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EARLY ILLNESS RECOGNITION

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EARLY ILLNESS RECOGNITION: ENGAGING FRONTLINE STAFF

- *Communication*
- *Empower Frontline Staff*
- *Improve Staff Clinical Reasoning*
  - Hone Assessment skills
  - Consideration of Resident wishes and goals
  - Use of In-house experts (peers, managers, APRNs)

> Great leadership isn't about control. It's about **empowering people.**
>
> -Brigette Hyacinth

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COMMUNICATION

- Good communication with all individuals…
  - Residents, family, staff, and providers
- Skills of customer service
- Role model behaviors you would like to see
- Staff: learn to present 'the story' of the change to providers and family (SBAR)
- Communicate what resources the facility has to manage residents (NH Capabilities List)

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SET THE TONE

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COACHING AND MENTORING STAFF

Promote collaboration

Boost clinical reasoning and skills

Educate on best practices

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POLLING/DISCUSSION QUESTIONS

- Do you use INTERACT tools such as Stop & Watch (S&W) and SBAR to report and document condition change?
  - Yes
  - No
  - Unsure
- What in-house resource is primarily used by staff nurses in managing a condition change?
  - SBAR
  - Stop & Watch (S&W)
  - Other communication/documentation tool
  - We don't use any
  - Unsure

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ADVANCE CARE PLANNING: SERIOUS ILLNESS CONVERSATIONS

- Provide opportunity for ONGOING conversations about goals of care BEFORE a crisis
- Improve TRUST among the facility and families
- Honor resident's WISHES

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ADVANCE CARE PLANNING AND END-OF-LIFE CARE

Quality of Life vs Quantity of Life

Recognize Care Planning Opportunities

Develop Communication Processes

Timely Palliative Care and Hospice Referrals

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Health Information Technology/Health Information Exchange

Maximize HIT/HIE use in each nursing home

- Reports
- Alerts
- Quality Improvement

Use secure process – *avoid workarounds*

Communication with hospitals and other agencies

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Quality Improvement

- Track progress
  - Transfers
  - Quality Measures
  - Infections
  - Falls
  - Antipsychotic meds
- Celebrate successes…

… even small ones

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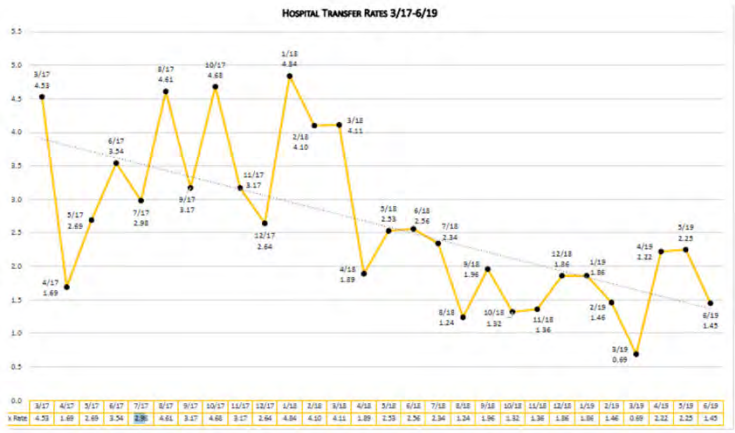
USING DATA TO DRIVE CHANGE

SAMPLE TRANSFER FEEDBACK REPORT



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POLLING/DISCUSSION QUESTIONS

- How many reports do you review weekly? (I.e., transfers, quality measures, falls, depression, etc.)
  - 1-3
  - 4-6
  - 7-10
  - 10+
  - Unsure or none
- Are reports shared with frontline staff?
  - Yes
  - No
  - Unsure

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REVIEWING TRANSFERS

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ROOT CAUSE ANALYSIS

- RCA conducted on *every* hospital transfer
- *No shame, no blame* environment
- Focus on identifying underlying causes of:
  - Resident specific issues
  - System specific issues
- Work with facility staff, families and physicians to influence change

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MOQI FINDINGS

- 40% reduction in all-cause hospitalizations
- 57.7% potentially avoidable hospitalizations reduced (p=.001)
- 54.1% all-cause Emergency Department (ED) visits reduction
- 65.3% potentially avoidable ED visits reduced (p=.001)
- 33.6% Medicare expenditures in all-cause hospitalizations reduced
- 50.2% Medicare expenditures in all-cause ED visits reduced

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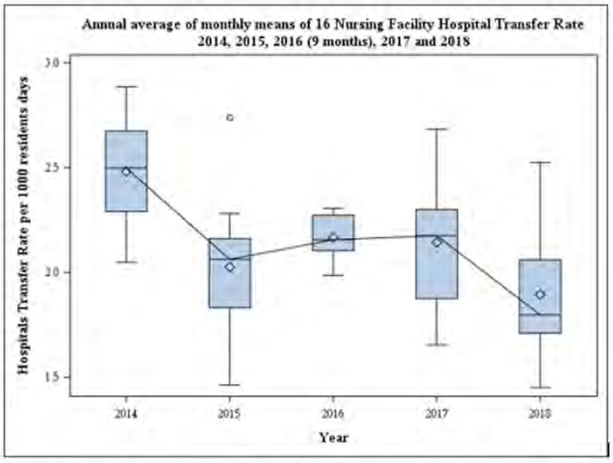
MAKING A DIFFERENCE



Note: Inside each box "square" symbol refers to mean, and horizontal across line refers to median.

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Difference from 2014 through 2018 is statistically significant

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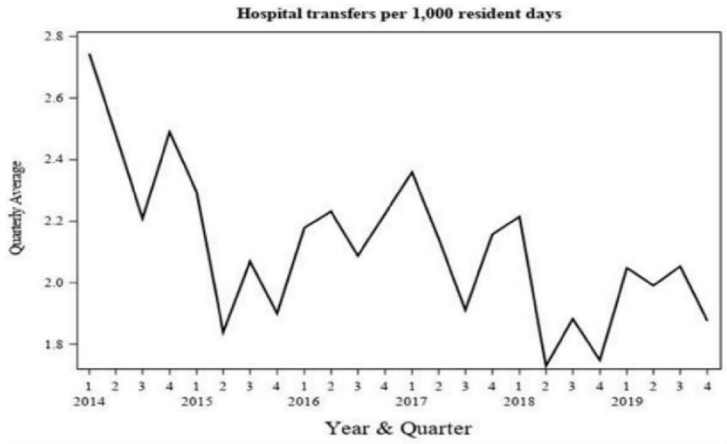
MAKING A DIFFERENCE



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EVERY TIME a resident goes to the hospital, there is revenue sneaking out the backdoor…

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In addition to the better care and early illness detection, reducing hospitalizations recaptures lost revenue for your nursing home to **use**, not lose!

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AVERAGE REVENUE LOST EACH YEAR

Even though MOQI homes reduced hospitalizations, there were still empty bed days that resulted in revenue sneaking out the back door.

As a group, MOQI NHs still had more than **$32.5 million** that **could have been recaptured and used in the homes** during the 6 years (2014-2019).

On average, about **$500,000** *each* year per 200 beds that could have been recaptured by further reducing hospitalizations.

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POLLING/DISCUSSION QUESTIONS

- In your facility have discussions regarding quality changed over the course of the pandemic?
  - Yes
  - No
  - Unsure

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What is NewPath Health Solutions?

Support nursing home leaders and staff to improve care processes that can reduce avoidable hospitalizations and ED use.

Using a team-based approach, the NewPath team helps develop and support a comprehensive plan that is implemented by leaders and staff within each facility.

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Is Your Nursing Home Ready for a NewPath?

- Maximize systems of care to improve resident outcomes
- Improve Quality Measure performance
- Implement strategies to maximize use of available data
- Customizes an approach for your unique situation

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WHAT IS YOUR NEWPATH JOURNEY?

Receive facility-level assessment

Guided implementation to:

- Improve early illness detection and acute condition management
- Coach and mentor staff to use enhanced clinical skills
- Increase nursing home capacity by improved care delivery systems

Assistance with designing tailored solutions to systems problems

Receive ongoing support via face-to-face and on-site visits

Access to education materials, clinical resources, and practice experts

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IT STARTS WITH A CONVERSATION

What are the TOP 3 THINGS you would improve for your facility?

What keeps you AWAKE at night?

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thank you

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START THE CONVERSATION…

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info@newpathhealthsolutions.com

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