

The Advancing Excellence Hospitalization Goal: use in Assisted Living

Examining Our Process
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Today's Game Plan

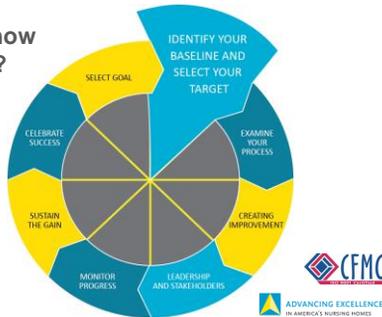
- Share challenges and successes
- Review INTERACT QI Review Tool & Summary Page
- Discuss how to use the **AE Tracking Tool** to aggregate data, look for patterns, monitor processes
- More Q&A

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Data and Quality Improvement Process

How do I know where I am?

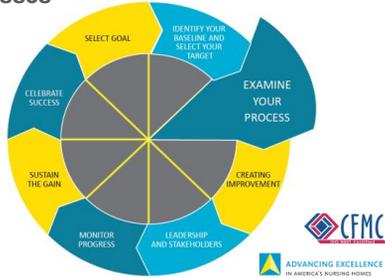


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Data and Quality Improvement Process

What processes should we target?



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Root-Cause Analysis of Hospital Transfers

ROOT-CAUSE ANALYSIS

- An analytic tool that can be used to perform a comprehensive, system-based review of critical incidents and adverse health events
- Goal is to determine:
 - > What happened?
 - > Why did it happen?
 - > What can be done to reduce the likelihood of recurrence?

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Root-Cause Analysis of Hospital Transfers

ROOT-CAUSE ANALYSIS

- Systematic approach to problem solving
 - > Identify issues as a team
 - > Frequently ask 5 "Why?" questions
 - Don't stop at symptoms
 - Get to deeper layers to find root cause
 - Identify relationships between different root causes

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Quality Improvement Review Tool

- Designed to assist you to review situations that commonly result in transfers in your AL community through systematic root-cause analysis
- Integrate into community's regular quality and educational processes
 - Look for common situations you can work on together to improve
 - Avoid blaming individuals

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Quality Improvement Review Tool

The goal of this tool is to review transfers and identify opportunities to



- improve identification of change in condition
- evaluate and manage changes in resident condition and other situations commonly resulting in transfers
- prevent transfers to the hospital, when feasible and safe.

This tool is intended to be completed retrospectively after the transfer to look back and identify opportunities for improvement in reducing preventable transfers.

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Quality Improvement Review Tool

5 sections

1. Background information
2. Change in condition
3. Evaluation and management
4. Transfer information
5. Opportunities for improvement

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Tracking and Reviewing Hospital Transfers

Use trends in data to focus your improvement and educational efforts



Identify Patterns and Opportunities

AE Tracking Tool and QI Review Tool will help your organization:

- Look for patterns in transfers and clinical situations that result in them
- Identify situations you believe can be managed safely and effectively without transfer
- Work together to develop strategies to manage situations
- Develop education on specific topics



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Identify Trends

Common reasons for transfers identified in QI tools

- Acute change in condition with unstable vital signs
- Family expectations
- Lack of availability or communication problems with primary care providers
- Services required are unavailable in AL
- Lack of advance care planning and advance directives



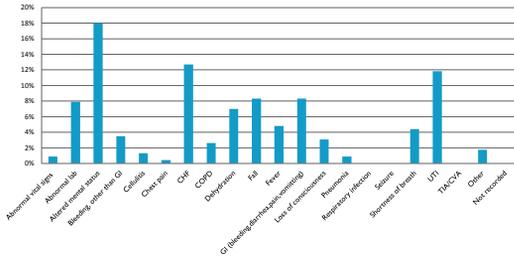
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Use Data to Explore Patterns

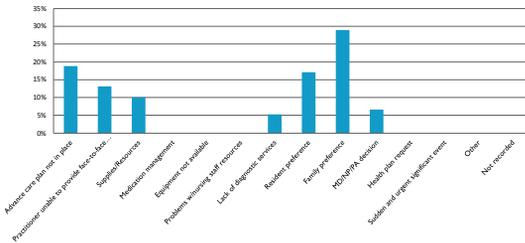
Primary Clinical Reasons for Transfers



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Use Data to Explore Processes

Primary Contributing Reasons for Transfers



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INTERACT

Background Information

- Two nearly identical hospitalization rate tracking tools exist:
 - > Advancing Excellence (AE)
 - > INTERACT
- The **AE Tracking Tool** was developed first, with support from Dr. Ouslander and INTERACT team
- The **AE Tracking Tool** was simplified to include items collected on original paper/pen INTERACT transfer tracker, to conform to specific requirements for INTERACT research projects funded by NIA, CMS and others

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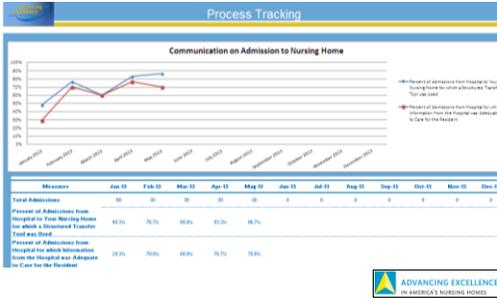
Again, from Dr. Joe

- INTERACT tracker created for research projects. Homes may find it on **AE website**, even if they're not **AE** participants.
- INTERACT tracker does not have QI items. INTERACT has separate tool for QI data.

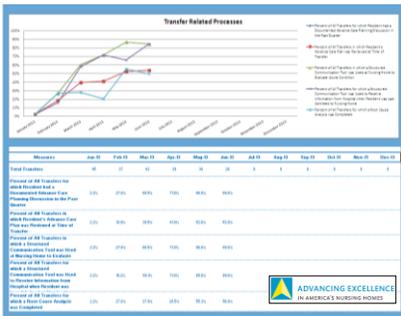
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AE Version



AE Version



Calculated Outcomes Identical in Both Tools



February 2013			
Data for WebSite Entry		Monthly Summary	
<p>100% of all transfers for which a discharge plan was in place at the time of transfer (Target: 100%)</p> <p>100% of all transfers for which the resident's admission care plan was reviewed at the time of transfer (Target: 100%)</p> <p>100% of all transfers for which the resident was assessed for wandering prior to admission (Target: 100%)</p> <p>100% of all transfers for which the resident was assessed for wandering after admission (Target: 100%)</p>		<p>100% of all transfers for which a discharge plan was in place at the time of transfer (Target: 100%)</p> <p>100% of all transfers for which the resident's admission care plan was reviewed at the time of transfer (Target: 100%)</p> <p>100% of all transfers for which the resident was assessed for wandering prior to admission (Target: 100%)</p> <p>100% of all transfers for which the resident was assessed for wandering after admission (Target: 100%)</p>	
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AE and INTERACT The BIGGER picture

- Many nursing homes and now ALs use or intend to use some or all of INTERACT tools designed to standardize and optimize processes and communication points that occur around time of actual or potential transfer.
- By design, **AE Safely Reduce Hospitalization Goal** and **AE Hospitalization Tracking Tool** work with same INTERACT tools

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AE and CMS Initiatives

Reduce Avoidable Hospitalizations

- 147 nursing homes involved in CMS initiative via 7 communities.
- These nursing homes have data collection requirements specific to this project. They **are not and cannot use AE Tracking Tools nor INTERACT** to fulfill data collection requirement.
- Some homes/communities use INTERACT program as an intervention; one is using other **AE goal packages** as part of its intervention.
- AL efforts could be next, probably at the state level

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Thank you!

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