National Partnership to Improve Dementia Care in Nursing Homes & Quality Assurance and Performance Improvement

March 3, 2020

Acronyms in this Presentation

- ADL: Activities of Daily Living
- CMPRP: Civil Money Penalty Reinvestment Program
- CMS: Centers for Medicare & Medicaid Services
- DREAM: Developing a Restful Environment Action Manual
- H2T: Head to Toe
- PDSA: Plan, Do, Study, Act
- SBAR: Situation, Background, Assessment, Recommendation
- SME: Subject Matter Expert

Agenda

- **Centers for Medicare & Medicaid Services (CMS) Civil Money Penalty Reinvestment Program (CMPRP) Toolkits**
  Cathleen Lawrence, Michele Laughman, and Sheila Hanns, CMS

- **National Partnership Updates**
  Dara Graham, CMS

CMS CMPRP Toolkits

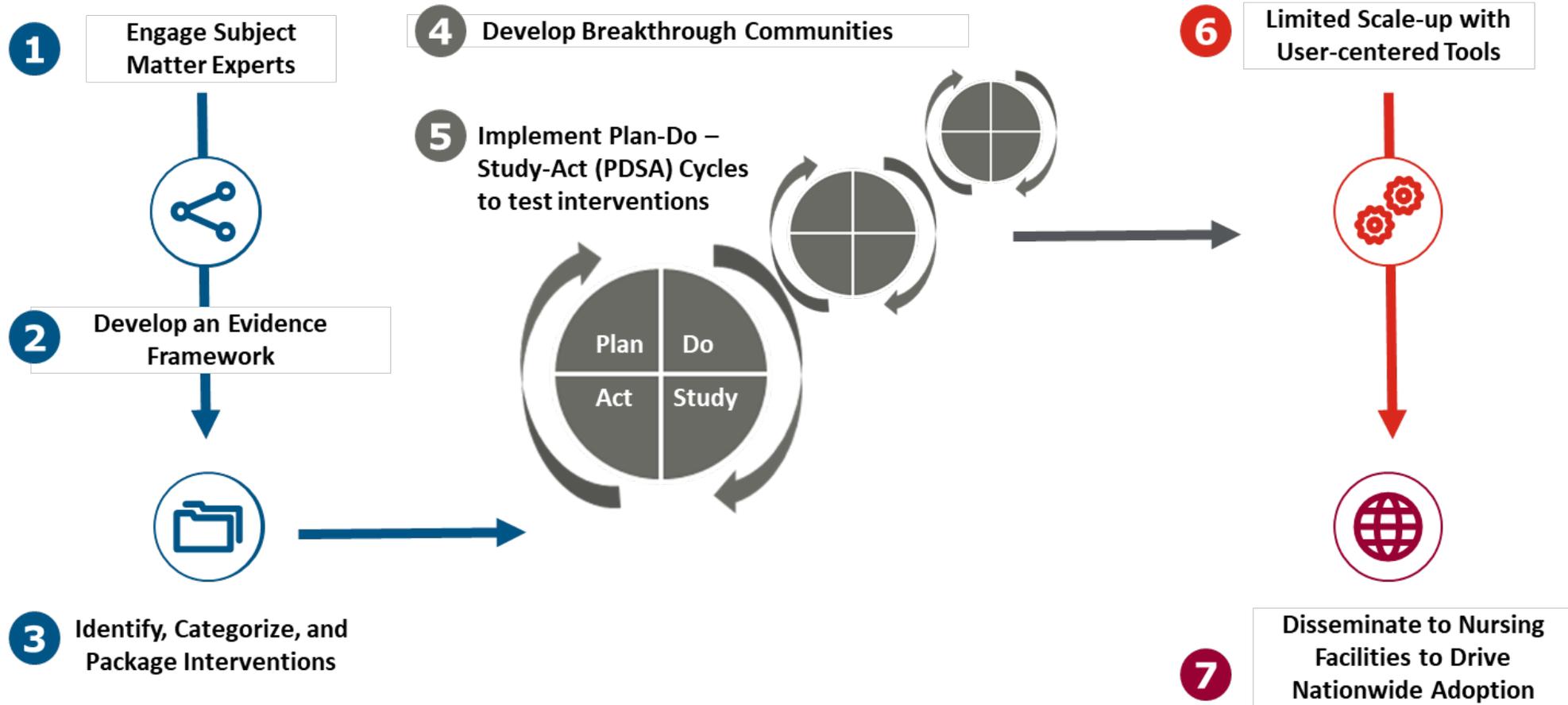**Presenters:**

Cathleen Lawrence
Michele Laughman
Sheila Hanns

Agenda

- Overall approach
- Breakthrough Community design
- Head to Toe (H2T) Toolkit for infection prevention
- Developing a Restful Environment Action Manual (DREAM) Toolkit for sleep improvement
- Staffing Toolkits for staff sufficiency, competency, and performance

Overall Approach

1. Engage Subject Matter Experts
2. Develop an Evidence Framework
3. Identify, Categorize, and Package Interventions
4. Develop Breakthrough Communities
5. Implement Plan-Do – Study-Act (PDSA) Cycles to test interventions

Plan | Do
Act | Study

6. Limited Scale-up with User-centered Tools
7. Disseminate to Nursing Facilities to Drive Nationwide Adoption

Breakthrough Community Design

The Breakthrough Community is a learning collaborative model that brings together groups of health care facilities to try new approaches and use data to understand what works. Tools are developed and tested in the community, which generates insights that serve as a foundation for national dissemination.
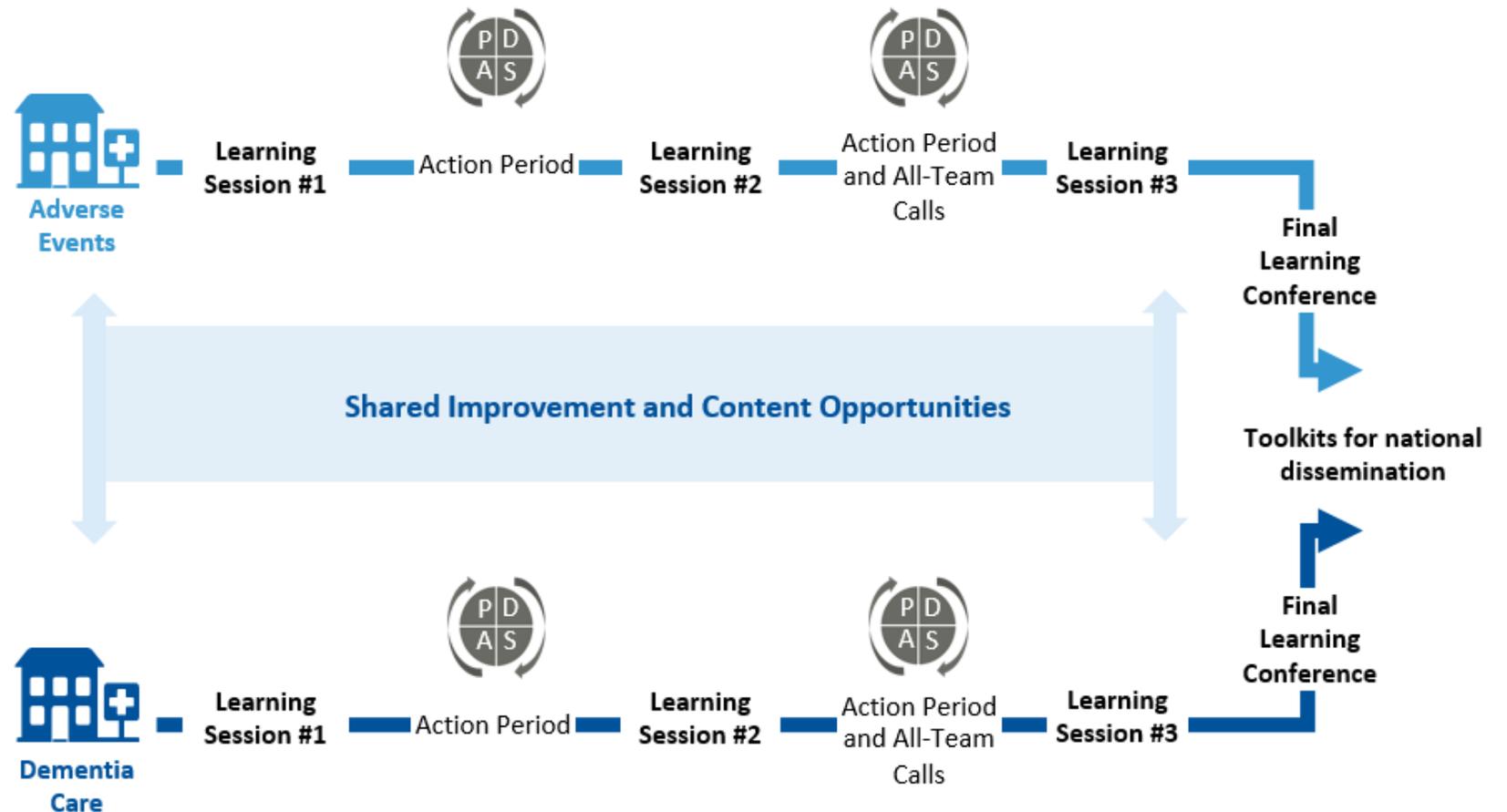
H2T Toolkit for Infection Prevention

Adverse Events Breakthrough Community: The Journey and What We Learned

- The Breakthrough Community on Adverse Events focused on reducing adverse events in long-term care settings

- Nursing homes attended learning events on staff stability, communication, root cause analysis, fall prevention, sleep hygiene, and how these strategies can reduce adverse events

- The process highlighted key insights on how nursing homes implement quality improvement efforts, such as:
    - A common focus on improving staff buy-in and follow-through in quality improvement efforts
    - Significant interest in customizable strategies and tools that homes can easily integrate into their routines
    - A desire for quality improvement resources that help staff provide better person-centered care

Why infection prevention?

- According to the 2014 Office of the Inspector General report:
  - 79% of residents who experienced an adverse event experienced harm that required prolonged stay, transfer, or hospitalization
  - 59% of adverse events in nursing homes were preventable
  - 26% of adverse events were related to infections

- The most common infections in U.S. nursing homes were:
  - Urinary tract infections
  - Pneumonia
  - Soft tissue and skin infections

The H2T Toolkit promotes a wellness approach to reducing the most common infections in nursing homes through excellent Activities of Daily Living (ADL) care

Source: Levinson, D. R., & General, I. (2014). Adverse events in skilled nursing facilities: National incidence among Medicare beneficiaries. *Washington DC: Department of Health and Human Services*.

Head to Toe: Implementation Guide

- Audience: Nursing home leadership, including Administrator, Director of Nursing, and corporate leadership (if applicable)
- Goal: Generate leadership buy-in and outline how to implement the Toolkit
- Content: Describe the Toolkit, potential benefits of implementation, how to get started, and the different pieces, including:
  - Educational Materials for Care Team and Loved Ones
    - Infection Prevention Handbook
    - Staff Presentation
    - Resource for Residents and Loved Ones
  - Tools for the Clinical Team
    - Observation Guide
    - Customizing Care Tool
    - Suspected Infection Investigation Tool

Head to Toe: Infection Prevention Handbook
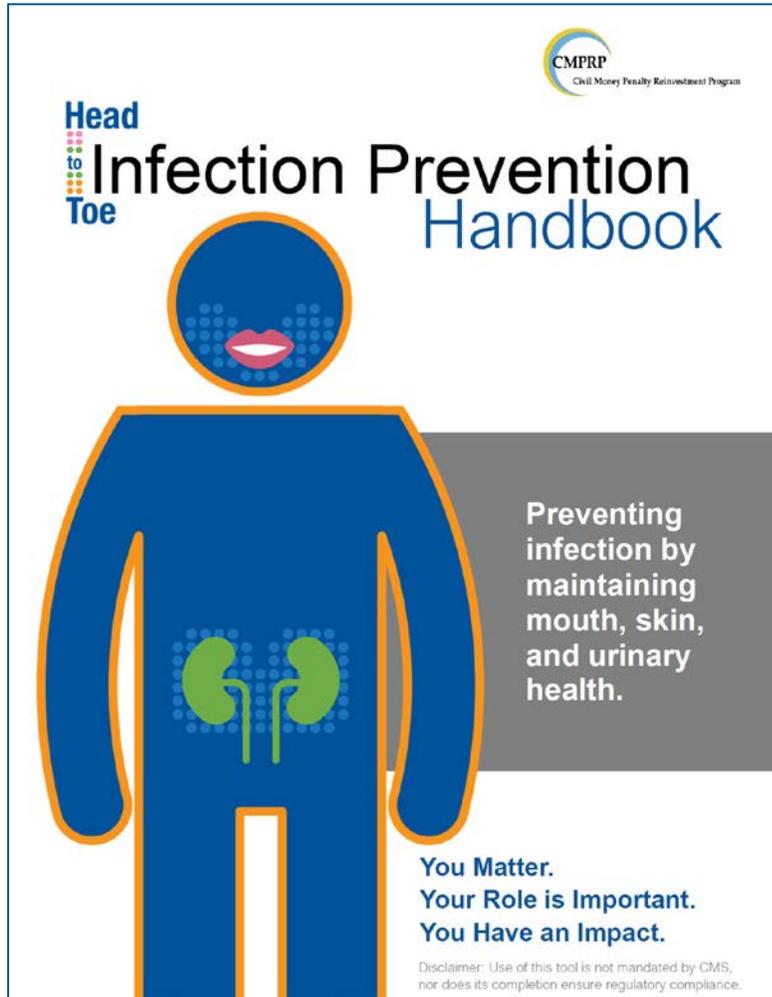
- Audience: Care team
- Goal: Explain the connection between ADL care and infections that occur in the mouth, skin and urinary systems
- Content: Best practices and interventions to prevent infections in the mouth, skin, and urinary systems through person-centered ADL care

Head to Toe: Staff Presentation

- Audience: Care team
- Goal: Supplement the Handbook by highlighting the most important educational information in a verbal, visual, and interactive manner
- Content: Modular training materials for use together or in small increments, including case studies and interactive practice activities

Head to Toe: Resource for Residents and Loved Ones

- Audience: Residents and loved ones involved in the resident's care decisions, such as family members, friends, and representatives
- Goal: Support the nursing home's infection prevention efforts by educating residents and their loved ones on how they can contribute to an infection-free environment
- Content: Educational information about the connection between infection prevention and mouth, skin, and urinary health, as well as actions residents and loved ones can take to prevent infection

Head to Toe: Observation Guide

- Audience: Licensed nurses and nurse aides
- Goal: Assist nurses and nurse aides in critical thinking around what to observe in order to prevent infections
- Content: Clinical tool that includes a number of prompting questions to help nurses and nurse aides note changes in resident status that might indicate an infection related to the mouth, skin, or urinary tract

Head to Toe: Customizing Care Tool

- Audience: Care team
- Goal: Support care teams in tailoring ADL care to the unique needs and preferences of each resident
- Content: Clinical tool for documentation of resident preferences in order to provide individualized infection prevention care that aligns with unique resident needs and preferences

Head to Toe: Suspected Infection Investigation Tool

- Audience: Nurse aides
- Goal: Support nurse aides in gathering information to communicate with licensed nurses when an infection is suspected
- Content: Clinical tool to support collection of clinical information when an infection is suspected in order to expedite care team communication

DREAM Toolkit for Sleep Improvement

Dementia Care Breakthrough Community: The Journey and What We Learned

- The Breakthrough Community on Dementia Care focused on improving quality of life and care for residents living with dementia and decreasing use of antipsychotics
- Nursing homes in the community attended learning events on staff stability and communication, root cause analysis for resident distress, meaningful activities, and sleep hygiene
- The process highlighted key insights on how nursing homes implement, evaluate, and sustain quality improvement efforts, such as:
  - An interest in sleep hygiene techniques to improve residents' sleep and quality of life
  - A common challenge in generating staff buy-in for changes regarding care for residents living with dementia
  - A desire for ready-to-use, practical tools that do not require major changes to workflow

Why sleep improvement?

- Almost 70% of adults living with dementia experience sleep disturbances
- Trouble sleeping accelerates cognitive decline and is linked to symptoms, including anxiety and aggression
- Sleep improvement efforts support the physical, mental, and psychosocial well-being of residents living with dementia

The DREAM Toolkit provides non-pharmacological interventions to improve nursing home sleep environments and person-centered approaches to support the highest-quality sleep for each resident

DREAM Toolkit: Implementation Guide

- Audience: Nursing home leadership, such as Administrator and Director of Nursing
- Goal: Generate leadership buy-in, introduce the DREAM Toolkit, and provide step-by-step instructions for implementation
- Content: Overview of the toolkit, why sleep is important, and tips on how to sustain progress and overcome potential barriers

DREAM Toolkit: Handbook

- Audience: All nursing home staff
- Goal: Explain the importance of sleep for residents living with dementia and what factors affect sleep
- Content: Visual educational material on the importance of sleep, includes strategies to improve sleep quality for residents and can be used as a series of one-pagers

DREAM Toolkit: Sleep Environment Improvement Tool

- Audience: Nursing home leadership
- Goal: Facilitate a scan of the sleep environment, identify areas to focus on, and specific approaches to help with those areas
- Content: A Sleep Environment Scan and approaches to create a restful environment in the nursing home to promote sleep

DREAM Toolkit: Pocket Guide

DREAM Toolkit
Pocket Guide

Here are some things to try if a resident has trouble with….

Getting comfortable
- Ask how you can help them get settled.
- Consider if the resident is experiencing pain, keeping in mind that a resident cannot always express pain or discomfort verbally.
- Encourage their loved ones to bring a favorite pillow or comfort item from home.
- Consider pajama and bedding preferences.

Falling asleep at night
- Ask if anything is keeping them from sleeping.
- Offer to reduce resident room lighting according to their preferences (examples: turn off TV, close curtains, and close doors).
- Offer a relaxing beverage, such as warm milk or herbal tea.
- Offer an alternative calming activity, white noise, or soft, soothing music.
- Offer gentle touch, such as a hand or back massage.

Waking up in the middle of the night
- Ask why they woke up and what they need.
- Help the resident feel safe.
- Use a flashlight or indirect lights instead of overhead lights.
- Consider the volume of TV/music/noise from neighbors.
- Keep your voice at a low volume.

Developing a Restful Environment Action Manual

- Audience: Interdisciplinary team, especially nursing and direct-care staff
- Goal: Incorporate educational materials into daily operational workflow and tasks
- Content: Reminders on strategies to promote sleep, designed for staff to carry with them for quick reference and daily use

DREAM Toolkit: Resident Preferences Tool

Getting the Most from the Resident Preferences Tool

Asking about Preferences

- Depending on the stage of dementia, a resident living with dementia may be more comfortable with yes or no questions or simple choices. **Use short sentences and simple words.**
- If you need more information than the resident provides, **talk with the resident's loved ones and care providers who know them well.**
- Record the resident's preferred bedtime routine with other care information. Work with your supervisor to make a plan and add it to the appropriate system. **Update the care plan and communicate with staff when the resident's needs or preferences change.**
- **Follow relevant policies and procedures for protected health information.**

Conversation Tips and Reminders

- **Focus your full attention on the resident.** Make eye contact, unless it makes the resident uncomfortable. Hold the conversation in a quiet, private space where the resident is comfortable, such as the resident's room.
- **Allow the resident to finish their thoughts,** even if it takes some time. Repeat back what you heard, in your own words, to check that you understood correctly.
- When talking or working with the resident, use what you know about **their past and present life,** such as what job they had, to **better understand their preferences and needs.**
- You may learn about their past, including things that may trigger strong emotions for them. Do not pressure the resident to answer any questions they do not want to answer. **If the resident seems uncomfortable** or tired, stop. Try again on a different day or have a different staff member talk to the resident.

Pay Attention to How the Resident Living with Dementia Communicates

- Residents may explain their preferences with words. Other times, you may **learn about preferences by how a resident naturally reacts or behaves.** Pay attention to the resident's body language and facial expressions when they are getting ready for bed.
- Sometimes the resident will tell you exactly what they want for their bedtime routine. Other times you might have to **guess based on what you know about them and their preferences.** As needed, try different approaches in this tool, the **DREAM Toolkit Pocket Guide,** or other ideas from your team.
- Keep looking for what does and does not work for the resident. Sometimes a resident will want to change their routine for one day. **It is important to remain flexible.**

If the resident still has trouble sleeping, it could be a sign of an underlying issue, such as sleep apnea or medication side effects. Residents with a history of trauma may also have more difficulty sleeping. Work with your team to identify and address underlying issues.

DREAM Toolkit Resident Preferences Tool **1**

- Audience: Interdisciplinary team, especially nursing and direct-care staff
- Goal: Support team in understanding each resident's personal preferences and needs regarding sleep
- Content: Questions to learn more about resident sleep preferences and create individualized bedtime routines, as well as space to note any additional observations about resident preferences

DREAM Toolkit: Sleep Matters Video

Sleep matters.
An introduction to the importance of sleep for residents living with dementia
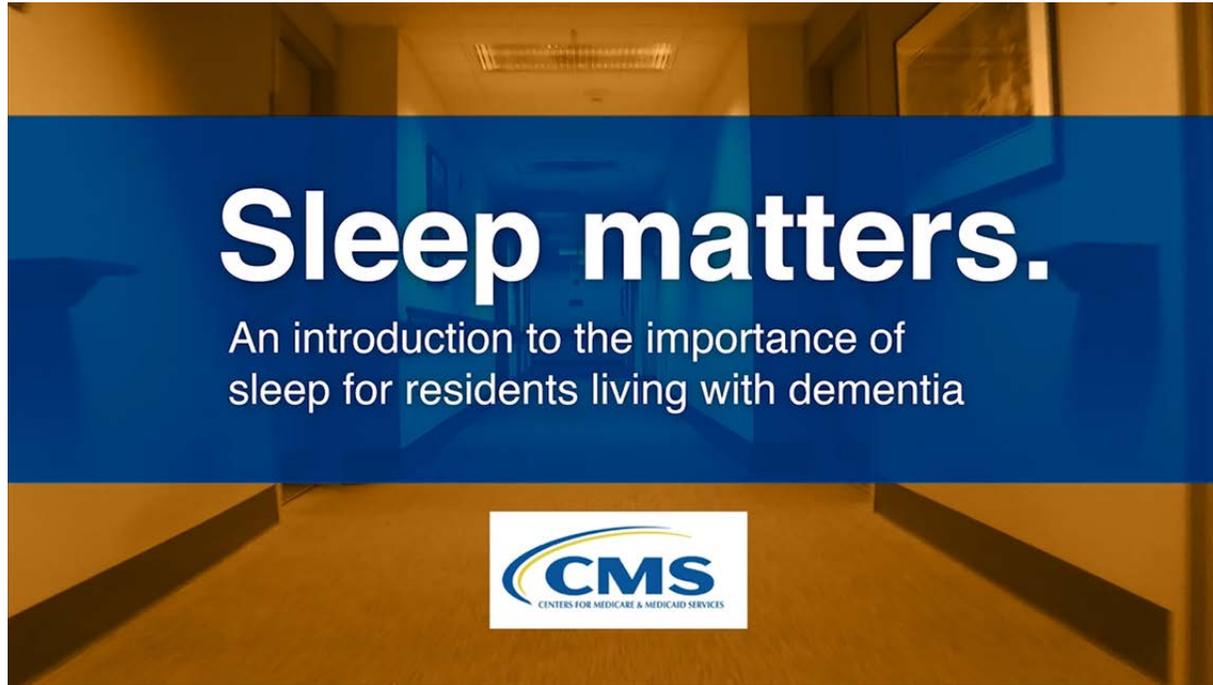
- Audience: Nursing home staff and residents' loved ones
- Goal: Explain the importance of sleep for residents living with dementia
- Content: Changes in the nursing home that can improve sleep for residents living with dementia

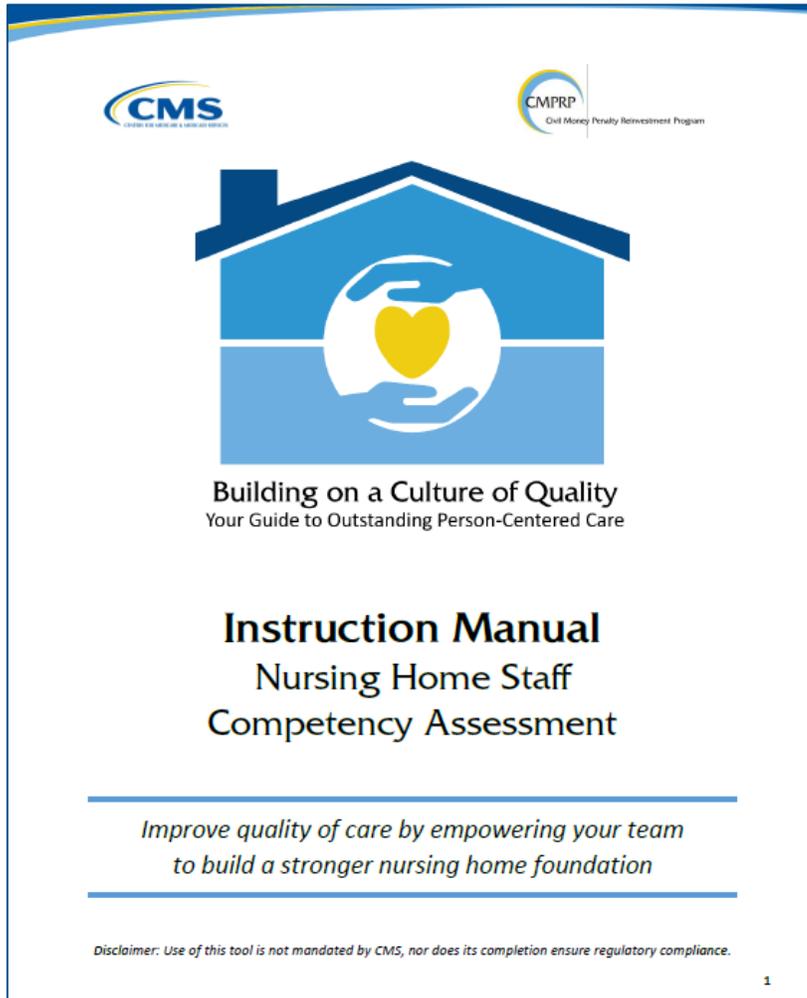# Staffing Toolkits for Staff Sufficiency, Competency, and Performance

Recently Released Resources

Beyond the two toolkits that emerged out of the Breakthrough Communities, the CMPRP team also developed three additional toolkits:

- Nursing Home Staff Competency Assessment evaluates the behavioral and technical competencies of frontline and management staff
- Nursing Home Employee Satisfaction Survey helps management identify areas for improvement
- Guide to Improving Nursing Home Employee Satisfaction connects facilities to evidence-based resources to address opportunities for improvement identified through the employee satisfaction survey

Staff Competency Assessment

Instruction Manual
Nursing Home Staff Competency Assessment

Building on a Culture of Quality
Your Guide to Outstanding Person-Centered Care

Improve quality of care by empowering your team to build a stronger nursing home foundation

Disclaimer: Use of this tool is not mandated by CMS, nor does its completion ensure regulatory compliance.

Component	Purpose
Instructional Manual	Provides an overview of the assessments and includes tools and videos to help implement the assessments and use the results
Certified Nursing Assistant/ Certificated Medication Technician Assessment	Covers behavioral, technical, and resident-based competencies
Registered Nurse and Licensed Practical/ Vocational Nurse Assessment	Covers behavioral, technical, and resident-based competencies
Administrator, Director of Nursing, and Assistant Director of Nursing Assessment	Covers behavioral and technical skills
Answer Keys	For use with the paper assessments

Employee Satisfaction Survey

Component	Purpose
Survey – Available in paper format to preserve staff anonymity with 38 questions and space for comments	Helps nursing homes identify the drivers of staff satisfaction and take action to make improvements
Implementation Guide	A step-by-step instruction guide provides guidance on how to successfully plan for and use the survey
Instructional videos for the survey and the data analytics tool	Provides an overview of how to use the guide and the tool
Data Analytics Tool – An Excel workbook that can be used to enter data from up to 200 surveys	Compiles responses and provides easy-to-print views of the highest and lowest areas of staff satisfaction

Improving Employee Satisfaction
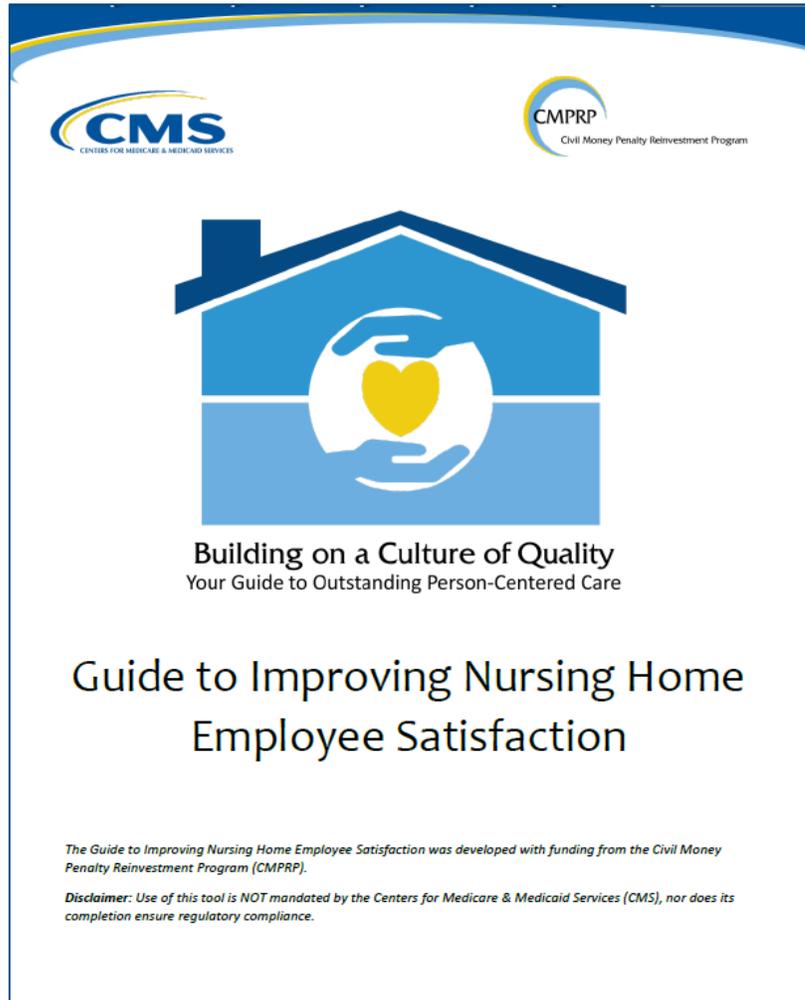
Component	Purpose
Guide to Improving Nursing Home Employee Satisfaction	• Resource to help nursing home leadership understand satisfaction growth areas, plan for change, prioritize improvement areas, and take action • Includes sample planning documents and staff communications

Where to Find the New Toolkits

Visit the CMPRP webpage:

- H2T Toolkit for Infection Prevention
- DREAM Toolkit for Sleep Improvement
    - Sleep Matters Video

Additional Information

- The CMPRP tools and resources are not mandatory and using these tools does not guarantee compliance with federal long-term care requirements of participation. The use of the tools is meant to assist facilities in building on a culture of quality.

- We are interested to know what you think about the toolkits and how we can best support your efforts to provide the best care possible to your residents. If you have questions or feedback on the CMPRP or the Toolkits, please email CMP-info@cms.hhs.gov.
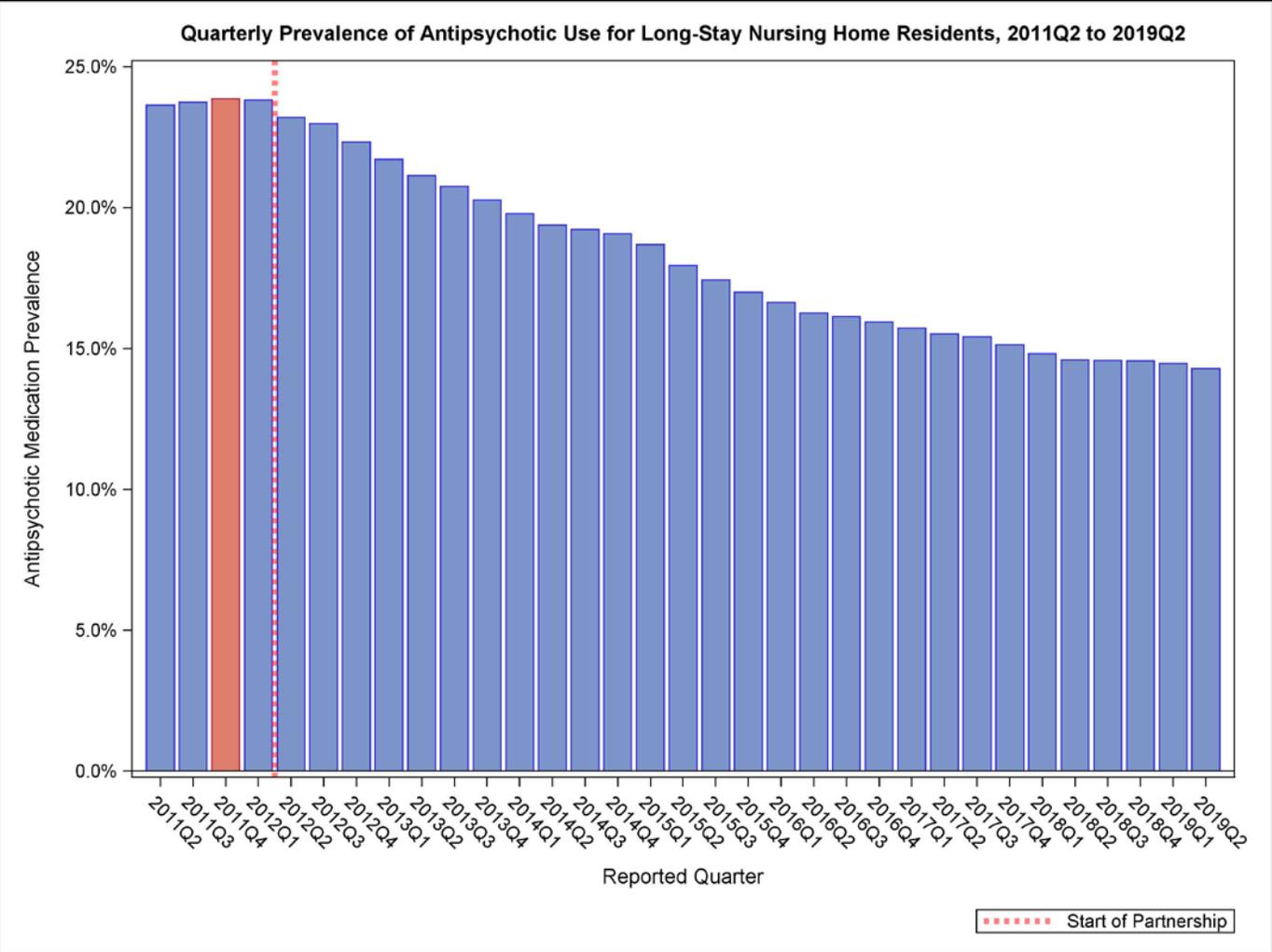
National Partnership Updates

Presenter:

Dara Graham

National Antipsychotic Medication Use Data

Quarterly Prevalence of Antipsychotic Use for Long-Stay Nursing Home Residents, 2011Q2 to 2019Q2
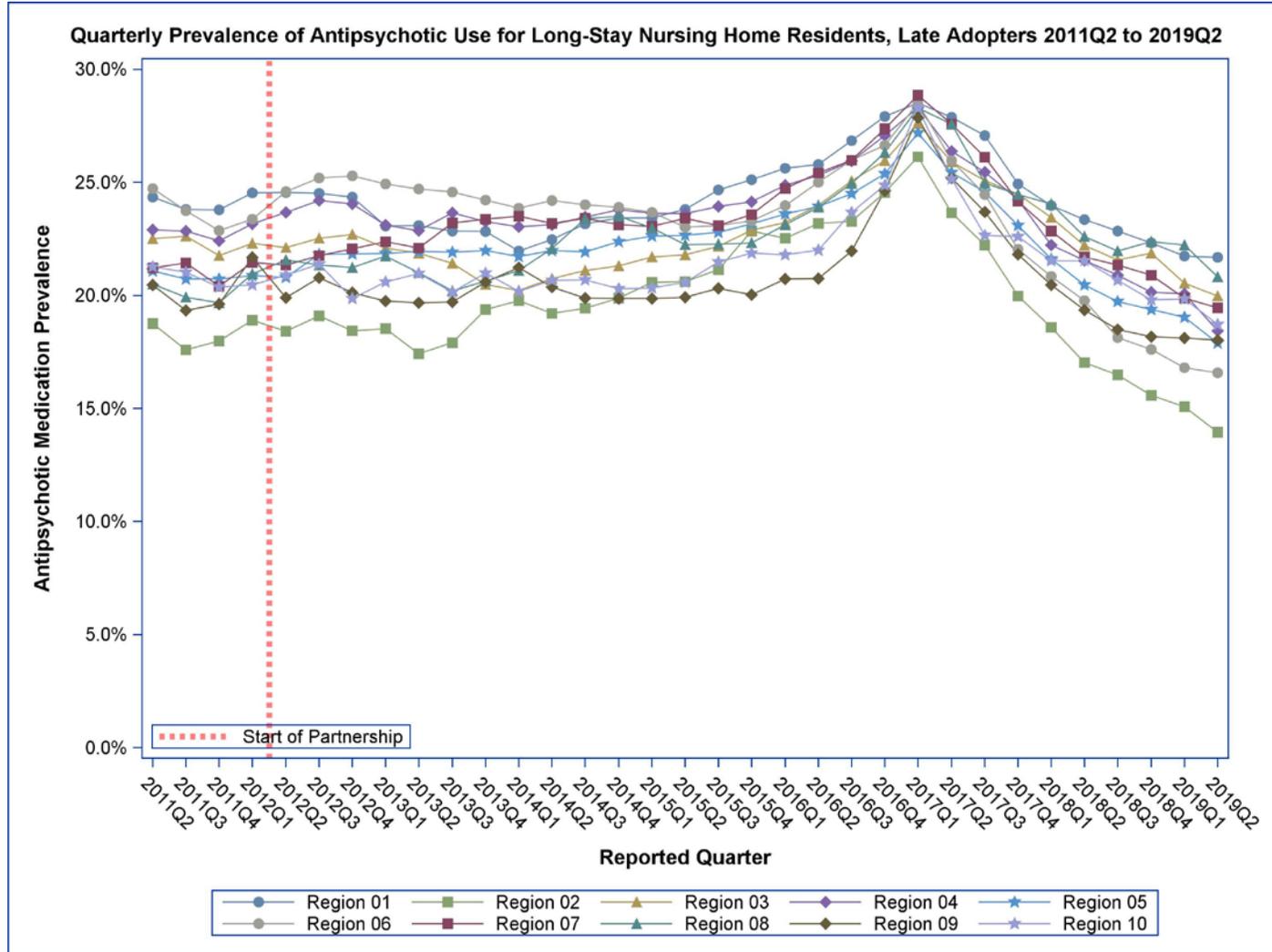
Regional Antipsychotic Medication Use Data

National Antipsychotic Medication Use Data – Late Adopters

Quarterly Prevalence of Antipsychotic Use for Long-Stay Nursing Home Residents, Late Adopters 2011Q2 to 2019Q2

Regional Antipsychotic Medication Use Data – Late Adopters

Quarterly Prevalence of Antipsychotic Use for Long-Stay Nursing Home Residents, Late Adopters 2011Q2 to 2019Q2
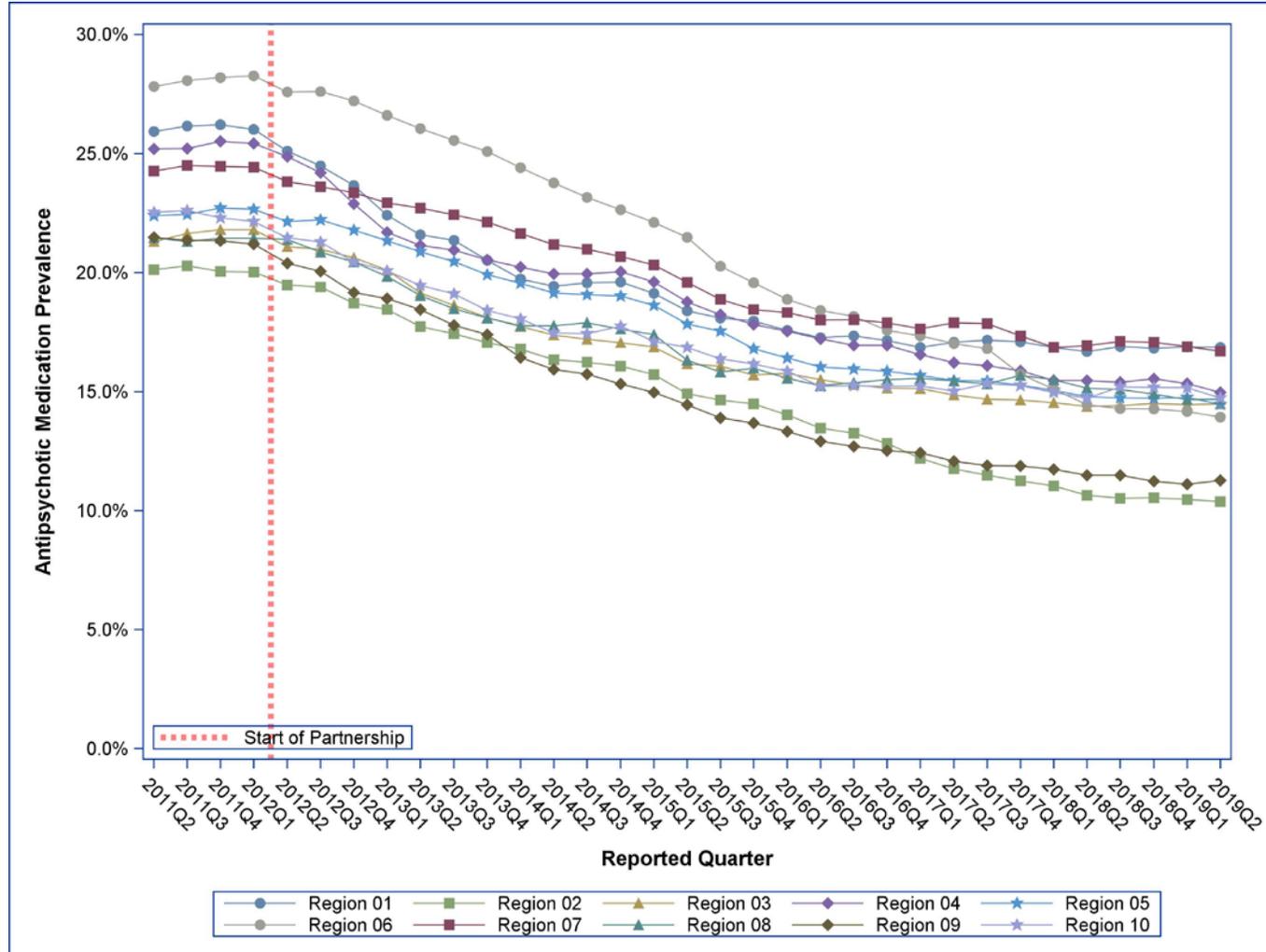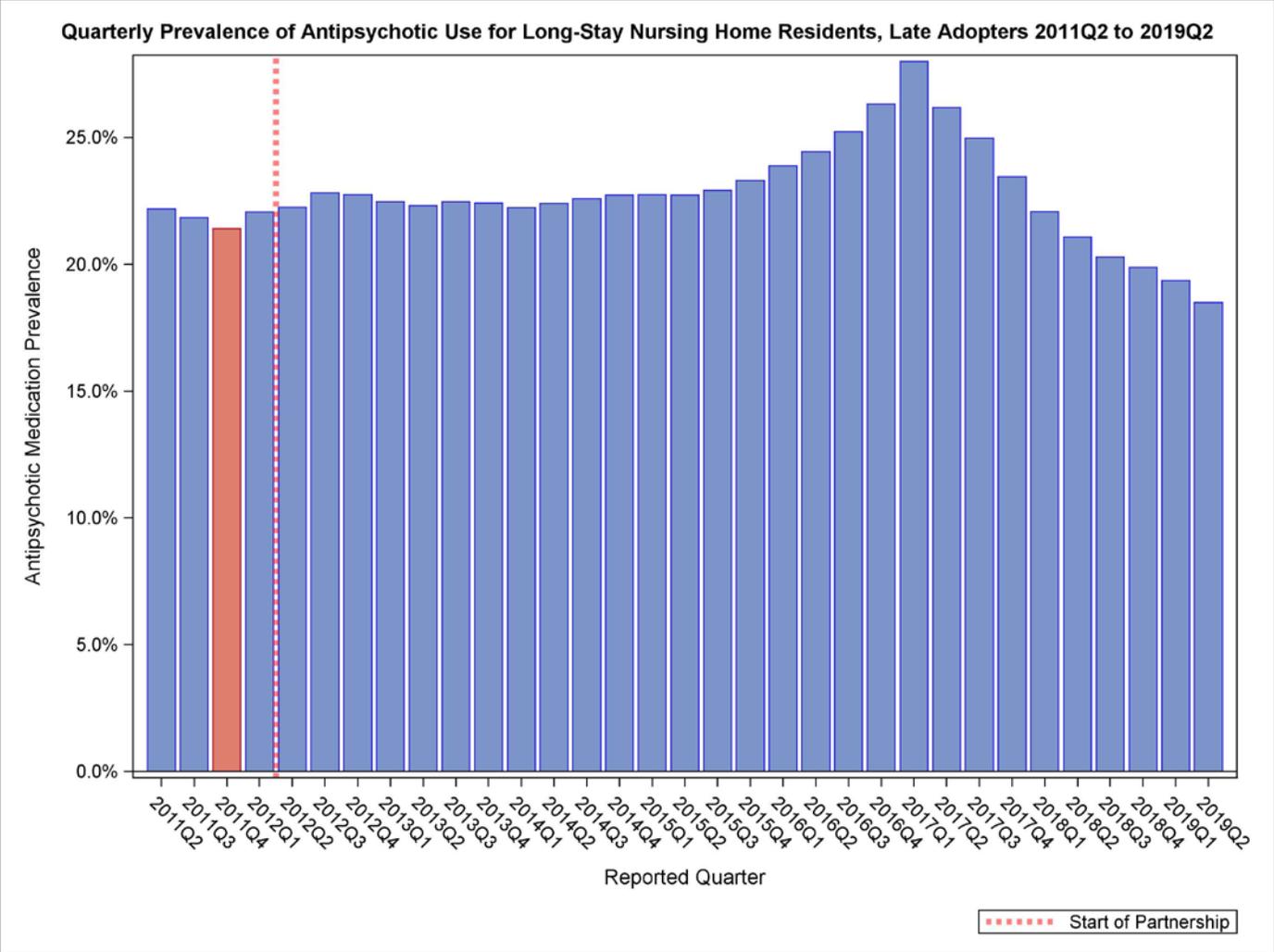
Dementia Care Resource Website

National Partnership - Dementia Care Resources

Question & Answer Session

Thank You – Please Evaluate Your Experience

Share your thoughts to help us improve – Evaluate today's event

Visit:

- MLN Events webpage for more information on our conference call and webcast presentations

- Medicare Learning Network homepage for other free educational materials for health care professionals

- National Partnership webpage for more information about the National Partnership

Contact the National Partnership:

- dnh_behavioralhealth@cms.hhs.gov

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