



July 2, 2019 Meeting Minutes

Background: The TDH Office of Patient Care Advocacy Nursing Home Civil Monetary Penalty Reinvestment Program hosted the first annual CMP Parade of Programs on Tuesday, July 2, 2019. All CMP project leads were invited to give a brief presentation for the CMP Advisory Committee and other Tennessee stakeholders highlighting project goals and objectives, best practices, project partnerships, and how additional stakeholders could get involved. The Parade had approximately 50 attendees and was held at the Lentz Public Health Center in Nashville, Tennessee. Once the TN CMP Parade of Programs concluded, a CMP Reinvestment Advisory Committee meeting was held.

TN CMP Parade of Programs

Meeting Attendees: Mary Price, Toni Roberts, Kim Hanna, Linda Estes, Judy Powell, Pam Sixt, Becky Williams, Amanda Ryan, SangNam Ahn, Lindsey Jett, Cullen Andre, Monte Martin, James Powers, Elizabeth Jones, Lisa Norris, Jennifer Selby, Heather Lansaw, Jill Gaddes, Theresa Harris, Anna Lea Cothron, Meredith Martin, Rachel Blackhurst, Ellen Burton, Kayleigh Adrian, Kim Johnson, Wanda King, Anne Pope, Raven Walker, Angie Mcallister, Madeline Artibee, Ryan Ellis, Kristi Langford, Alexis Green, Jennifer Ride, Steve Fleming, Pam Isom, Connor Dahlberg, Laura Ivanoski, Sarah Patel, Sally Pitt, Jacy Weems, Chelsea Ridley

Introductions: Department of Health Chief of Staff Valerie Nagoshiner welcomed attendees and thanked the Office of Patient Care Advocacy for their efforts in improving the lives of older Tennesseans across the state.

National Quality Partners Playbook Initiative

Grantee: Tennessee Department of Health, Healthcare Associated Infections and Antimicrobial Resistance Program

Presented by: Dr. Cullen Adre, TDH Pharmacist and Project Lead

- **Goals and Objectives:** Provide all Tennessee long-term care facilities with a playbook, gather data on current state of LTCF antibiotic stewardship programs and provide tailored feedback to help facilities improve their program.
- **Partnerships:** TDH HAI-AR Program, National Quality Forum, CMP Reinvestment Team, All TN LTCFs, Tennessee Health Care Association, LeadingAge Tennessee and Qsource.
- **How to Support:** LTCFs will complete surveys and TDH HAI-AR Program will distribute download codes from NQF. Partners will share survey reminders and encourage providers



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to join the TDH Infection Prevention support calls to help facilities gain valuable feedback on their stewardship program.

Palliative Care Transitional Program

Grantee: Saint Thomas Healthcare Foundation

Presented by: Mary Price, Director of Palliative Care/CMP Project Lead

- Goal: To increase the numbers of patient care conversations that are conducted with and implemented for palliative care patients/residents during transfers to, and residencies at, skilled nursing facilities and develop a system to monitor and track concordant care for patient/resident deaths
- Partnerships: Saint Thomas Health | Ascension, National HealthCare Corporation
- Results: 372 patient medical records were reviewed and reconciled. Eight classes were conducted with SNF staff on documenting Palliative Care consults, and an increase in content understanding was shown with 40+ participants.

Standardizing Infection Control for Upper Cumberland Nursing Facilities

Grantee: Cookeville Regional Medical Center Foundation

Presented by: Kristi Langford, TDH Regional Hospital Coordinator

- Goal: To increase environmental services competencies among 23 SNFs in the Upper Cumberland region by providing training on infection prevention and equipping facilities with appropriate environmental services equipment to improve and standardize practices.
- Partnerships: 20 of 23 nursing homes in the Upper Cumberland region have committed to participating in this project.
- How to Support: Encourage local nursing homes to participate in EVS training in August.

Activities, Restorative and Therapy in Sync - Memphis and Jackson

Grantee: American Health Communities (Tennessee Health Management, Inc.)

Presented by: Heather Lansaw, Regional Director of Operations - Memphis

- Goal: To provide individualized meaningful activities and therapies in 19 AHC nursing homes using the It's Never 2 Late system and create resident-centered programs that promotes overall wellness.
- Results: ADL scores were improved or maintained for 90% of participants last quarter in comparison to the prior year's relative quarter.
- Project Best Practices: Using the devices for music therapy, Skyping family members, playing games for physical rehabilitation, engagement utilizing person-centered imagery and music, spiritual programs, and more.

Grantee: LifeBio, Inc.

Presented by: Becky Williams, LifeBio Project Manager

- Goal: The LifeBio process encourages meaningful conversations between residents, staff, volunteers and family. Each participating resident will receive a Life Story Book based on resident interviews; Snapshots, or one-page story summaries to hang in the resident's room; and Action Plans, customized activity guides to an individual's personal comforts, will be created and put into use.
- Partnerships: 10 American Health Communities facilities have agreed to participate in the project.
- Sustainability: All participants will be able to join a live call-in show to share life experiences with other LifeBio participants around the nation. AHC is engaging local healthcare students to perform interviews, exposing them to the field of geriatrics and promoting inter-generational relationships.

Music and Memory Program

Grantee: Tennessee Technological University

Presented by: Dr. Kim Hanna, Dean, Whitson-Hester School of Nursing & Dr. Toni Roberts, Professor, Whitson-Hester School of Nursing

- Goals: Improve overall functioning of Alzheimer's/dementia residents through person-centered care, reduce unnecessary antipsychotic medication use among nursing home residents, and assess nursing staff and students' pre- and post-intervention attitudes to determine progress towards culture change to improve quality of care and life.
- Partnerships: Long-term care residents, six LTC facilities, their staff, resident families and friends, long-term care volunteers, Whitson-Hester School of Nursing faculty and students, Tennessee Tech University, CMP Reinvestment Program, CMS.
- Best Practices: Recognition of benefits by facility and staff, attention to creating and refining playlists to enhance resident response, prescribed and consistent plan to administer music.

Tennessee Regional Quality Improvement Collaboratives

Grantee: University of Indianapolis Center for Aging and Community

Presented by: Dr. Ellen Burton, Senior Project Director, CAC & Kayleigh Adrian, Project Director, CAC

- Goal: Create and support five Regional Healthcare Quality Improvement Collaboratives across the state, each consisting of a lead agency and 20+ nursing homes who will work together to perform two QAPI projects and improve quality of care for long-term care residents across the state.



- Partnerships: Proposals for up to \$28,500 per Collaborative were solicited from potential lead agencies across the state who would help organize each Collaborative with extensive guidance, training and technical assistance from the Center for Aging and Community.
- How to Support: Share any communications regarding the Regional Quality Improvement Collaborative project with relevant stakeholders and support Collaboratives during the project phase.

Music & Memory Tennessee

Grantee: Tennessee Arts Commission

Presented by: Quiteka Moten, Project Director

- Goals: Reach 147 nursing homes and 2,205 residents utilizing digital devices and personalized music playlists to provide a therapeutic, low-cost program as an alternative to unnecessary antipsychotic medications for individuals with cognitive, intellectual and/or physical challenges.
- Partnerships: Tennessee Commission on Aging and Disability, Tennessee Health Care Association, Alzheimer's Association - Tennessee Chapter, Alzheimer's Tennessee, State Long-Term Care Ombudsmen Program, Volunteer Tennessee, Country Music Hall of Fame and Museum, and Qsource.
- How to Support: Interested facilities should visit musicandmemorytn.org to fill out an interest form. Participating facilities will sign a participation agreement, complete Music & Memory Certification, and submit quarterly evaluation data. Volunteers from AmeriCorps can be utilized to develop resident playlists.

Reframing Dementia through Person-Directed Practices

Grantee: Tennessee Eden Alternative Coalition

Presented by: Debbie Meredith, Board Chair & Meredith Martin, Treasurer, Tennessee Eden Alternative Coalition

- Goals: Reduce the use of antipsychotic medications, improve overall well-being and offer direct staff the satisfaction of knowing that they can make a difference utilizing the *Train the Change Agent* toolkit to deliver the *Reframing Dementia* training.
- Partnerships: Eden Alternative, atom Alliance (Qsource), and CMP Reinvestment Team
- Results: 193 nursing homes and 650 nursing home employees were trained as Change Agents. Pre/post surveys revealed *Reframing Dementia* participants experienced the most dramatic change in perceptions through these two questions: I know that people living with dementia continue to learn and grow; and people living with dementia are able to care for others.

Infection Prevention, Antimicrobial Stewardship and Rapid Response in Southern Middle Tennessee SNFs

Presented by: Jill Gaddes, Director of Population Health and Care Coordination

- Goals: Improve outcomes for residents that are treated at each facility and Maury Regional Hospital, reduce ED visits and readmissions to acute care, produce value for PACN, provide professional development for SNF staff, and improve continuity of care across the continuum.
- Partnerships: Maury Regional Hospital Staff and 11 SNFs in the region.
- Interventions: SNF-based coordinator focused on infection prevention, education, and surveillance, SNF-based pharmacist to assist SNF providers with antimicrobial stewardship, and deploying a rapid response team via virtual technology to assist local SNF caregivers assess and manage residents' deterioration.

Healthcare Associated Infection WashSense Program

Grantee: Spring Gate Care and Rehabilitation

Presenter(s): Sarah Patel

- Goal: Reduce nosocomial infections and related hospitalizations.
- Results: Results include a decrease by 32% in urinary tract nosocomial infections and decrease by 26% in nosocomial wound/skin/dental/eye/and other infections from, December 2017-June 2018. Decrease by 50% in Ventilator Unit Rehospitalizations due to HAI from Q1 2019 compared to Q2 2019. 75% of Staff surveyed believes the WashSense System increases awareness and improves thoroughness of hand hygiene.
- Project Best Practices: Infection prevention uses the information from the program to communicate potential infection issues and other risks associated with residents care with the Director of Nursing, Administrator, and Physicians

Individualizing Pain Management and Improving Opioid Safety in Nursing Homes

Grantee: Qsource

Presenters: Dr. Amanda Ryan and Lindsey Jett

- Goals: The project goals include increasing pain management knowledge by 25%, increasing non-opioid pain treatments by 25%, increasing specific pain indications by 15%, increasing the number of nursing homes using a comfort menu by 50%, reducing opioid use by 5%, and increasing pain management satisfaction by 5%.
- Partnerships: Twenty nursing homes across TN, Tennessee Department of Health, and Tennessee Healthcare Association

- Project Implementation: Facility recruitment is completed and facilities have been put on a wait list if they weren't one of the first 20 facilities to register to participate. Training for the facilities will be done in August and technical assistance will be provided for each home.

TN CMP Reinvestment Advisory Committee Meeting

Meeting Attendees: Linda Estes, Judy Powell, Steve Fleming, Vincent Davis, Elizabeth Jones, Meredith Martin, Rachel Blackhurst, Jennifer Ride, Pam Isom, Wanda King, Sally Pitt, Jacy Weems, Chelsea Ridley

Introduction and Overview: Chelsea Ridley, TN CMP Reinvestment Program Director, introduced the Agenda and the first speaker from Qsource, Jennifer Ride.

1st Speaker

Jennifer Ride, Qsource, Tennessee Quality Program Director: Provided an overview of Qsource's Tasks associated with atom Alliance's new contract with CMS. Three main task areas include Long Term Care, Community-Based Tasks, and Quality Improvement Initiatives. Nursing home task include:

1. Improve Behavioral Health Outcomes
 - a. Decrease opioid related adverse events including deaths by 7%
 - b. Using current best practices and patient-centered approaches, decrease opioid prescribing (for prescriptions ≥ 90 MME daily) across
2. Increase Patient Safety: Reduce all case harm
 - a. Reduce Averse Drub Events by 15.2%
 - b. Reduce *c. difficile*
3. Improve Nursing Home Quality
 - a. Improve by 11% the total quality score for all nursing homes, reduce by 41% the percentage of NHs with a total quality score less than 890 (2 Star rating)
 - b. Reduce healthcare-related infections in nursing homes (contribute to the development of national baselines for healthcare related infections in nursing homes).
 - c. Reduce ED visits by 14.44% and readmissions by 9.12% in short stay nursing home residents by 2024

2nd Speaker

Vincent Davis, Tennessee Department of Health State Survey Agency Director: Provided an overview of complaint data over three federal fiscal years and substantiated claims. He shared that many of the complaints received could be avoided, in his opinion, if better customer service had been provided and that having surveyors investigate claims that can be avoided utilized valuable resources. Mr. Davis's ask to the committee: Would you be interested in coming together as the



State of Tennessee and implementing a customer service training using the Disney model. Committee members are asked to send an email to Mr. Davis letting him know if there is interest.

3rd Speaker

Chelsea Ridley, TN CMP Reinvestment Program Director: Gave an overview of the strategic planning process and asked the committee to split in two groups to answer a series of focus group questions. (Focus group notes are provided on a separate page)