MIAMI UNIVERSITY
OXFORD, OH • EST. 1809

GRADUATE SCHOOL
Scripps Gerontology Center

396 Upham Hall
100 Bishop Circle
Oxford, OH 45056-1879
(513) 529-2914   main
(513) 529-1476   fax
scripps@MiamiOH.edu
MiamiOH.edu

Incorporating the Preferences for Everyday Living into Ohio's Nursing Homes to Improve Resident Care

Quarterly Progress Report to the Ohio Department of Medicaid
Timeframe: April 1, 2017 through June 30, 2017

We have had continued success through the final quarter of Year 1 and look forward to the start of Year 2. Details of our accomplishments during April 1, 2017-June 30, 2017 are listed below.

Project Administration

- Held weekly project team meetings with all project investigators, staff, and students.
- Held a four-day, in-person, face-to-face meeting with the PELI-Can project team. This session allowed our full team to conduct an AGILE retrospective of the project and strategically plan priorities for Year 2.
- Dr. Leser attended a LEAN project management training and learned strategies for effective team management.
- Continued the development of a website (www.preferencebasedliving.com) dedicated to disseminating the work developed around preference-based, person-centered care.

Goal One—Guide Providers on Ways to Translate *PELI* Data into Daily Care Practices

- Continued relationships with the following organizations: Butler County Care Facility and the Knolls of Oxford.
- Established relationships with Pristine Senior Living of Oxford, Artis Senior Living, Berkeley Square of Hamilton, and HCR ManorCare.
- Continued the proof of concept pilot testing of the Preferences for Activity and Leisure (PAL) cards discussed in the Q1 2017 quarterly report. PAL cards are being tested in three provider communities and the response from administrators, activity directors, and residents has been extremely positive. We will disseminate the PAL card template and implementation tip sheet in fall 2017.

Goal Two—Education and Training

- Hosted a webinar entitled "Helping Staff Engage In Preference-Based Care." Sixty-eight people attended the May 17, 2017 webinar. Nine attendees received social work CEUs and 21 received BELTSS CEUs.
- The above webinar was recorded and closed-captioned. It is available at the following link: https://www.youtube.com/watch?v=kqrzl92SDz4&feature=youtu.be
- Developed two new tip sheets, which guide organizations on practical ways to collect PELI information and integrate resident preferences into daily life and activities. The new tip sheets are: *Top Preferences Across LTSS Settings* and *Helping Staff Engage*.
- Three students working on the PELI-Can project presented as part of a symposium entitled, "Exploring and Implementing Preference-Based Person-Centered Care Across the Long-Term Services and Supports Continuum" at the OAGE conference at the University of Toledo on April 21, 2017.

- Presented the PELI and the PELI-Can project at the Beverly A. Chiron Education Symposium at Kent State University on June 13, 2017. Approximately 125 people attended. The Greater East Ohio Alzheimer's Association sponsored the event.
- Created and emailed three monthly PELI-Can e-newsletters to 960 nursing homes throughout the state. Newsletters are available at the following links: April: http://conta.cc/2qei7oe | May: http://conta.cc/2shm9MX | June: http://conta.cc/2sVXNfk
- Finalized the training video, "Preference-Based Living: Interviewing Older Adults Using the PELI" and video training guide. We will disseminate the video and guide through our newsletter, website, presentations and social media during project Year 2.
- Developed a script and storyboard for a 3 minute white board animated video about "Why Preferences Matter". This video provides an overview of the *PELI* and when completed, we plan to send it for viewing at the Core of Knowledge Nursing Home Administrator Training and Ohio State Tested Nurse Aides (STNA) training.
- Our team is confirmed to present at the following conferences in summer and fall:
  - OHCA's Social Work Conference in August 2017. Two presentations will be given—"Using the PELI for Quality Improvement Purposes" and "Communicating Important Preferences Using the PELI Among Staff, Residents, Families, and Volunteers."
  - American Public Health Association's (APHA) annual meeting in November 2017. Oral presentation entitled, "Translating Evidence into Practice: Ohio's Pay-for-Performance Initiative for Person-Centered Care Practices."
- We received notification that our abstract submissions to the Ohio and national LeadingAge conferences were not accepted. In addition, we were not selected to present at the Ohio Person Centered Care Coalition annual conference.
- We submitted an abstract to present a symposium, "Implementation Strategies for Nursing Home Quality Improvement: Lessons from Three States," at the March 2018 Aging in America annual conference in San Francisco.

Goal Three—Understand Facilitators and Barriers to Preference-Based PCC Implementation and Evaluation

- Continued to operate the PELI Help Line. Responded to and tracked all communications with providers.
- We have established a system to track common barriers reported by PELI providers. The information helps us to plan topics for our newsletters, educational offerings and individual consultations with providers.
- We developed a 'call for entries' to solicit success stories from provider communities who have created a positive outcome for a resident by using the PELI to assess his or her preferences. Details will be released in the July 2017 newsletter.

Technology Infrastructure Support

- Conducted usability testing on our mobile responsive website, Care Preference Assessment of Satisfaction (ComPASS), at a nearby nursing home. Our tech team observed staff using ComPASS and collected extensive data that will inform further refinement of key ComPASS features.
- Worked on developing data visualization methods to visually illustrate data about resident satisfaction collected through ComPASS. This will allow providers to quickly see how satisfied their residents are with preference fulfillment at both the individual and neighborhood levels.