

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: January 1, 2018 through March 30, 2018

We have had continued success during Year 2. Our accomplishments during the period from January 1 through March 30, 2018 are detailed below.

Project Administration

- Held weekly project team meetings with all project investigators, staff and students.
- Continued to increase functionality and capability for analytics on our website. PreferenceBasedLiving.com provides tools, tip sheets, brochures, webinars, training videos and other resources free-of-charge to help provider communities implement preference-based, person-centered care.

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

- Applied for and received approval to lead a six-month Quality Improvement Project (QIP) through the Ohio Department of Aging. The [PELI PAL Card Project](#) assists each provider community to create PAL Cards for 15 to 20 residents. To assess the feasibility of PAL cards as a routine tool in nursing homes, providers will collect data regarding the appropriateness, acceptability and ease of implementation in their communities. This step is important as our work moves from the proof-of-concept stage, where students assist communities to produce PAL Cards, to a provider-based approach. We recruited 42 provider communities to participate in the QIP and we already have provided one hour of virtual training to 40. The participating communities reflect the diversity of providers across Ohio and have a range of star ratings (e.g., 14 communities have a five-star rating; 3 have four stars; 9 have three stars; 5 have two stars; and 3 have one star). We plan to write up the project findings for a peer-reviewed manuscript.
- Visited Woodland Country Manor (WCM) to discuss their modified use of the PAL cards. WCM would like to include preferred wake-up time, clothing, and sleeping time on PAL cards, but shared concerns about whether these topics would comply with HIPAA privacy regulations. Concerns with violating HIPAA are a major barrier to providers seeking to communicate important preferences via the PAL Cards.

Goal Two—Education and Training

- Created a webinar, *The [PELI PAL Card Project](#)*, which has been closed-captioned and posted on our [Preference Based Living YouTube site](#).
- Developed and released a [tip sheet](#) based on a peer-reviewed publication discussing barriers to fulfilling social preferences, as well as recommendations to strengthen nursing home residents' social connections.
- Disseminated our second training video, *Integrating Important Preferences in the Care Planning Process*. The [video and guide](#) are available free-of-charge on our website (under the Resources Tab).
- Began drafting the script of our third and final video, *Working with Proxies*.
- Presented a 5-minute "ignite" session on PAL Cards. Approximately 144 people attended the session at the Ohio State University Community Engagement Conference on 1/24/18 in Columbus, OH.
- Presented a 30-minute overview of the PELI-Can project at the Ohio State University Community Engagement Conference on 1/25/18 in Columbus, OH. An estimated 30 people attended.
- Presented a 90-minute session on using the PAL Cards and Resident/Family Brochure to approximately 75 people at the OHCA Activity Professionals Conference on 2/8/18 in Columbus, OH.

- Presented a 3-hour session on integrating preferences into care and communicating preferences via the PAL Cards to approximately 35 participants at the Council on Aging, Forum on Aging annual conference on 3/13/18 in Sharonville, OH.
- An undergraduate student involved in the PELI-Can project, Abigail Hermes, presented PAL Card research to representatives in Washington, DC and also at the Ohio State House. The presentations were part of Miami University's "Posters on the Hill" program held between March 16th and 22nd.
- Presented "Implementation Strategies for Nursing Home Quality Improvement: Lessons from Three States" at the Aging in America annual conference in San Francisco on 3/28/18 to approximately 20 people.
- Created and emailed three monthly PELI-Can e-newsletters to 960 nursing homes and approximately 600 additional contacts nationwide. New newsletter features include: *Success Stories* and *PELI Pointers from Providers*. [Newsletters](#) are archived on the PreferenceBasedLiving.com website under the Resources Tab. According to industry standards, we have an excellent open rate of 28-30%.
- Two symposia proposals were submitted to the Gerontological Society of America Annual Conference. The proposals focus on: 1) barriers to PELI implementation and 2) outcome measurement for person-centered care.
- Received approval to present at the OHCA NHA conference to be held on May 2, 2018.
- Received approval to present two half-day "PELI how-to" workshops at the Annual Pioneer Network Conference to be held in August 2018.

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.
- Continued to analyze common barriers to implementation reported by *PELI* providers. The information helps us plan topics for our newsletters, educational offerings and individual consultations with providers.

Technology Infrastructure Support

- Our website, PreferenceBasedLiving.com, has been visited by 2,505 users since July 1, 2017. Ninety percent of users are based in the US, with 22% from Ohio and 18% from Tennessee.
- Raised social media presence and built engagement with providers. We actively post on [Facebook](#), [Twitter](#), and [LinkedIn](#).
- Conducted usability testing for our mobile responsive website called ComPASS (which stands for Care Preference Assessment of Satisfaction). We tested ComPASS at The Abramson Center for Jewish Life, North Wales, PA, a community that has used the PELI to assess residents' recreation and leisure preferences for over five years. Project manager Alex Heppner along with three technical team members -- Dr. Gannod and two computer science students -- met with Therapeutic Recreation staff and observed them using ComPASS. This experience validated that the system can be used in a nursing home context. Also, the team saw that additional navigation features would help users shift among PELI questions and enhance the conversational flow of the assessment interview.
- Entered into a Memorandum of Understanding with Linked Senior to host the mobile responsive website Care Preference Assessment of Satisfaction (ComPASS). We are working with [Linked Senior](#) on the short-term deployment and long-term sustainability of the system. The MDS 16 item version will be made available at no cost to all providers. ComPASS will make it considerably easier for providers to use the PELI assessment, in comparison to the current paper-and-pencil version. ComPASS will store and track individual preference information over time; prompt providers to assess client satisfaction with preference fulfillment; and produce actionable reports to improve preference fulfillment.