

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: July 1, 2018 through September 30, 2018

Project Impact

- As we start the third and final year of this project, we will highlight the project's impact on the quality of life and quality of care of Ohio nursing home residents. In this report, we emphasize the ways provider communities use our materials to strengthen their ability to honor resident preferences. The PAL Card Quality Improvement Project (see the preliminary report on pages 3-4) is just one example of the resources providers statewide now use to provide preference-based care.
- As additional evidence of our reach into the provider community, we see a continuing increase in traffic to our website. In this quarter, *171 new users across Ohio have visited the site*, which is a *5% increase from the previous quarter* – to learn about preference-based living, download free resources or watch videos and webinars. Website users span all area of the state including: Steubenville and Boardman in the west to Proctorville and Portsmouth in the south, Sylvania and Ashtabula in the north, and all major Ohio cities.
- The material we develop, through close collaboration with providers, aids care team members in their efforts to assess and integrate preferences into care, which is instrumental in improving the quality of life and quality of care for Ohio's nursing home residents.
- We are proud to report that LeadingAge Ohio presented its *2018 Excellence in Innovation in Care Award* to the Knolls of Oxford for their work in co-creating and pilot-testing PAL Cards with us. For details, see: <http://miamioh.edu/cas/academics/centers/scripps/news-events/2018/09/knolls-leadingage-award.html>.

Project Administration

- Held weekly team meetings with all project investigators, staff and students.
- Increased 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

- Continued working with the 35 providers across the state who participate in the [PELI PAL Card QIP](#). In July, we visited two communities that completed the project ahead of schedule to learn about their processes. Soon we will publish brief case studies to highlight and share the strategies that led to their success. As of 9/28/18, 23 providers have completed all of the QIP's requirements and received a certificate of completion. This 66% completion rate is outstanding for this type of project – and the percentage will increase as the remaining providers anticipate completing the project within a month. During interviews, providers have affirmed the value of the PAL QIP project in comments such as this: *“It's probably about one of the most positive things that has ever been approved by the state”* (Friendship Village, Life Enrichment Director).

Goal Two—Education and Training

- Released a new [tip sheet](#) and [toolkit](#) to guide providers as they address the challenge of honoring residents' choices while mitigating potential risks associated with the choices and preferences.
- Released a 20-minute [training video](#) on the *Process for Shared Decision Making and Care Planning for Resident Choice*.
- Hosted a webinar entitled *Honoring Preferences when the Choice Involves Risk: A Process for Shared Decision Making and Care Planning*. Ninety-four people registered and 59 attended the virtual seminar (9/25/18). Six attendees received social work CEUs and 12 received BELTSS CEUs. The webinar was recorded and will be closed-captioned and placed on our [YouTube Channel in October](#).
- Completed the filming of our final training video, *Working with Proxies*.
- Presented two half-day sessions on the *PELI* at the Pioneer Network on August 14, 2018 in Denver, CO. An estimated 80 people from 26 states and two Canadian provinces attended.
- Presentation to OHCA Social Workers on “Incorporating Important Preferences into the Care Planning Process” in Columbus, OH on August 22, 2018 and approximately 50 people attended.
- Presentation to the Guardianship Assistance Program of Cincinnati, which serves 85 wards in 38 nursing/group homes in Hamilton County on August 31, 2018.
- Met with Scarlet O’Hara, the Director of Assisted Living at Ohio Living Llanfair. She asked for our guidance on ways to use the *PELI* to improve their resident and family satisfaction survey.
- Created and emailed three monthly *PELI*-Can e-newsletters to 2000+ nursing home administrators and care team members, ombudsmen, and family members. [Newsletters](#) are archived on the PreferenceBasedLiving.com website under the Resources Tab. According to industry standards, we have an excellent open rate of 29%.

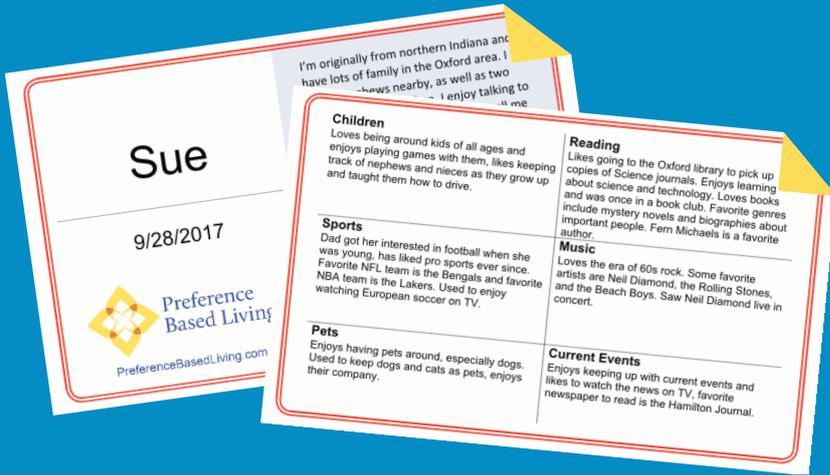
Goal Three—Understand Facilitators and Barriers to Preference-Based PCC Implementation and Evaluation

- 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

- During this quarter, 780 users (78% new users) have visited our website, [PreferenceBasedLiving.com](#). The majority (87%) of users are based in the US with **30% of our users based in Ohio**. We have a month-over-month growth of users of 51.14%.
- We actively post on our social media platforms -- [Facebook](#), [Twitter](#), and [LinkedIn](#) -- to engage with providers.
- In July, we conducted a heuristic evaluation user study on the Care Preference Assessment of Satisfaction (ComPASS-16) system to identify opportunities to improve the user experience. Based on the findings, we will focus on streamlining the interview workflow, providing users with clear help about how to use the system, and meeting user expectations.
- Our partner [Linked Senior](#) has identified a resource to perform a source code review and test. They also send information to their clients about our webinars and resources, expanding our reach to additional provider communities.
- ComPASS can be accessed by all Ohio providers via the following link: <https://pelicompass.com/>

THE PAL CARD QUALITY IMPROVEMENT PROJECT



WHAT ARE PAL CARDS?

PAL (Preferences for Activity and Leisure) Cards provide a quick profile of a resident's background and preferences for daily living. The easy-to-create cards promote personalized care, spark conversations and build a sense of community among residents and staff.

ABOUT THE PROJECT

The PAL Card Project is an Ohio Department of Aging approved Quality Improvement Project (QIP) that offered training and support to Ohio nursing home providers striving to implement a person-centered quality initiative.



35

Ohio Nursing Home Providers Participated



57% Not for Profit
38% For Profit
5% Government Owned



81

Average Bed Size

Star Ratings

17 ★★★★★

3 ★★★★★

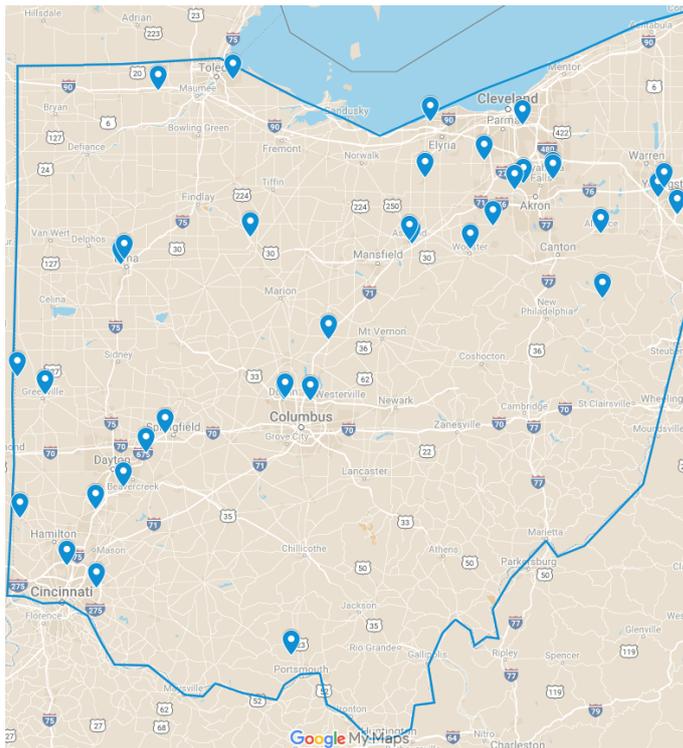
9 ★★★★★

5 ★★★★★

3 ★★★★★

Map of Participants

Click the image below to view the interactive map with each participant's information.



7

Months of Support Provided

Extended to accommodate the needs of our participants

1,428+

Minutes Coaching Participants

Does not include one-on-one coaching provided as needed between monthly group consultation calls

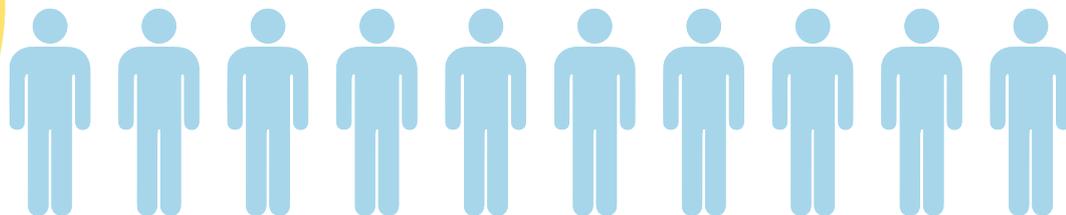
"You really dropped everything to make sure that we had the information we needed, when we needed it! So that was really appreciated."

— On the support provided by the PELI-Can team

540

Number of PAL Cards Created

This is an approximate number estimated by the number of PAL Cards reported to have been created by participating providers as of Sept. 27, 2018.



IMPROVING QUALITY OF LIFE & QUALITY OF CARE

PAL CARD QIP OUTCOMES

- Communicate residents' preferences regarding important recreation and leisure interests
- Successfully initiate conversations between staff and residents or residents and volunteers
- Assist agency staff to quickly learn about the residents they care for
- Provide opportunities for staff and residents to develop stronger relationships
- Enhance residents' well-being, and showing their voices are heard and preferences are respected
- Build capacity to create and use PAL Cards with all residents in the community



"It is very useful. For me, almost everything is about relationships. And this is a tool that could be used to increase our relationship with people, people who are in dire need of a relationship."

— Rosanne Kalinowski, Little Sisters of the Poor



"[Physical Therapy was] able to engage with the new admissions and help motivate them in therapy because they were able to talk about the specific things that the resident wanted to [talk about] and build that commonality, that trust between the two of them."

— Laura Lansinger, Stow Glen



"I can tell you that when the dietary manager brought me their [PAL Card and] they were like "Did you know that this resident did..." I mean it was like a whole new world opened up because they got to find out things specific to that resident. They weren't just preparing a meal for them, now they know some things that they can go talk to them about and have a meaningful conversation."

— Andrea Banks, Friendship Village of Dublin