

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, 2019 through June 30, 2019

Project Administration

- Held weekly team meetings with all project investigators, staff and students.
- Held a three-day, in-person, face-to-face meeting with the entire PELI-Can project team. This session allowed our full team to conduct an AGILE retrospective of the project and discuss outstanding deliverables and final reporting.

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

- Published six [case studies](#) on the website in order to share creative ways Ohio providers have honored resident preferences.

Goal Two: Education and Training

- Released a new tip sheet titled: [Do Resident Preferences Change over Time?](#) This tip sheet presents evidence-based recommendations for providers based upon three studies we have recently published in peer-review journals.
- Released a new [tip sheet](#) and hosted a webinar on *Advocating for Individuals Receiving Long-Term Services and Supports* on May 9, 2019. The session was targeted to guardians and family members and therefore we did not offer CEUs. The [webinar](#) was recorded, closed-captioned, and placed on our YouTube Channel.
- Presented *Evaluating the Implementation of a Person-Centered Communication Tool* at the Ohio Association of Gerontology and Education conference in April 5, 2019 to approximately 36 people. One person wrote the following on the program evaluation.

“The symposium that I am most excited about was the Evaluating Implementation of a Person-Centered Communication Tool. It was a surprise that they were talking about what to do with the Preferences for Everyday Living Inventory (PELI). I have about 100 of these completed assessments sitting in a binder in my office. This presentation gave great information on what to do with these assessments. I was so excited by what I heard when I went to work on Saturday, I made five PAL cards to show my supervisor on Monday. I hope that utilizing the information gathered on the PELI residents will have a higher quality of life that is personal and meets their needs.”

- Our proposal submitted to present *Using the PELI to Enhance Your Advocacy Efforts* at the National Consumer Voice for Quality Long-Term Care Conference in November 2019 was not accepted.
- 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 website and remain fully accessible to providers.

- Submitted a proposal to the Gerontological Society of America 2019 annual conference to present findings related to the PAL Card QIP Project. The session is titled: *"We Read His PAL Card at the Funeral": Evaluating the Implementation of a Person-Centered Communication Tool.*

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

- Continued to operate the *PELI Help Line*. Responded to and tracked all communications with providers.
- Eight Miami University students (2 undergraduate and 6 graduate, including 3 international students) continued to code qualitative responses from the *QIP PAL Card Project*. The student team is identifying implementation barriers and facilitators reported by nursing home providers participating in the *PAL Card* initiative. During this quarter, we focused on coding *process themes* that led to success, including: *planning, engaging, executing, and reflecting and evaluating.*

Technology Infrastructure Support

- During the quarter (4/1/19 through 6/28/19), 1,248 users contributed to 1,875 sessions and 4,791 page views on our website, PreferenceBasedLiving.com. Of these users, 83% were new visitors to the website. Ohio continues to be the largest user group. We experienced 29.75% month-over-month growth in users.
- We actively posted on [Facebook](https://www.facebook.com), [Twitter](https://twitter.com) and [LinkedIn](https://www.linkedin.com) to engage with providers on social media.
- The CEO of [Linked Senior](https://www.linked-senior.com) attended our face-to-face project meeting in May to discuss the progress on ComPASS and ways the tool can be integrated into the Linked Senior software platform. Linked Senior's project manager attended our weekly meetings and offered valuable feedback on the usability and user experience of ComPASS how-to videos.
- The Tennessee Technological University (TTU) team focused on developing support for a new ComPASS user type: individuals interested in expressing and advocating for their preferences. The new capabilities allow an individual or family member/guardian to record important preferences using the MDS 3.0 Section F preferences and print a report that could be shared either electronically or in print with care providers. We envision that this is an important feature to share preference information for individuals who may transition across settings and care teams over time.
- The TTU development team also focused on identifying and addressing user interface and user experience issues within ComPASS so as to make the transition of maintenance responsibilities from the ComPASS team to Linked Senior seamless.
- The TTU team worked closely with the Miami University subject matter team to clean up terminology as well as visibility of features from the perspective of the end users for ComPASS.
- All Ohio providers can access the original version of ComPASS at <http://pelicompPASS.com> as well as the version with the individual portal at <https://demo.pelicompPASS.com>.
- The team developed a detailed user guide for providers to facilitate the use of ComPASS by providers. The guide is available [here](#).