

**Increasing the Preference-Based Care  
of People in Ohio's Nursing Homes  
with a Special Focus on People Living with Dementia**

Quarterly Progress Report  
to the Ohio Department of Medicaid  
Timeframe: April 1, 2020 – June 30, 2020

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## **Project Administration**

We moved forward on all grant deliverables even as the Coronavirus (COVID-19) continued to disrupt everyday life. Our distributed teams effectively worked remotely and met virtually on a regular basis to accomplish activities planned for this quarter, as well as to develop new resources to support nursing homes as they respond to COVID-19.

## **Promoting Value Over Volume**

### **Evidenced-Based Individualized Positive Psychosocial Intervention (IPPI)**

#### **IPPI Protocol Development**

We finalized 56 IPPI activity protocols and 16 personal care protocols. We have multiple IPPI protocols for each MDS 3.0 Section F preference. Also, we ordered the supplies necessary for nursing home providers to test the protocols. Once the IPPIs have been refined based on provider feedback, the protocols will empower direct care staff with easy-to-use one-to-one interventions to honor preferences and personalize care, particularly for residents with dementia. Additionally, we began writing scripts for IPPI training videos that will be filmed in Y2 of the project. Finally, we are developing an IPPI Quality Improvement Project (QIP) that we plan to offer in 2021.

#### **Leadership Communication Training**

We made excellent progress in creating key components for our new leadership communication training program (LCT). We contracted with an instructional designer who is converting our PowerPoint slides, videos, and pre and post-test questions into an interactive online training program using Articulate Storyline software. Also, the instructional designer has drafted all four training modules and we have filmed the videos that are key to the LCT curriculum. We revised the video scripts so actors could be filmed individually due to the need to maintain physical distance because of COVID-19. Currently, we are building out pre and post-tests to measure and evaluate learning outcomes. Trainees will complete the training using LearnPress, a learning management system that has been added onto our new WordPress website.

#### **Speech Pathology/Communication**

The speech-language pathology (SLP) team's accomplishments include:

- Identified photos for all 72 Preference for Everyday Living Inventory items. The team completed four rounds of preliminary testing on Activities and Leisure Preference photos plus three rounds of preliminary testing (over Webex conferencing) on Care Preference photos. The SLP team is planning to test the images virtually with a sample of adults age 65+ who live in a nursing home, assisted living, or the community.
- Requested Institutional Review Board approval to interview study participants via Webex video conferencing rather than in person. This change is in line with the need for physical distancing due to COVID-19.
- Created icons that indicate a nursing home resident's preferred style of communication for use on PAL Cards. Icons as well as a verbal description on each PAL Card identifies whether a resident prefers to communicate through gestures, writing, or pictures. This new feature will be included in the revised PAL Card QIP.
- Created a 20-minute virtual seminar (webinar) that demonstrates how nursing home staff can communicate effectively while wearing a face mask, as is now required during the pandemic. Providers can access the seminar on the Preference Based Living YouTube channel [here](#).

#### **Continuously Improving Population Health and Healthcare Quality**

This work group finalized a system-level audit trail to support providers as they assess and honor resident preferences. We designed the in-depth document so that it is similar to CMS Critical Element Pathways, and specifies the processes necessary to implement a person-centered system of care. Also, we are developing performance improvement projects (PIP) for processes that audit trails reveal as needing improvement. Students continue to code qualitative data collected

during the 2018 PAL Card QIP to understand the facilitators and barriers faced by providers when they implemented the intervention.

### **Performance Improvement**

We updated the PAL Card QIP with icons that show which forms of communication a nursing home resident prefers – picture, gestural, speech or written. The aim is to improve comprehension and reduce frustration for both residents and staff members. We submitted the QIP application to the Ohio Department of Aging (ODA). We propose enrolling providers through Dec. 31, 2020 and coaching them online through the first quarter of 2021. We heard from one provider who stated: “*With the pandemic these cards seem more useful*”.

### **Ongoing Support and Education (newsletters, webinars, presentations, helpline)**

During this quarter, we carried on with our planned dissemination activities to the extent possible within the new COVID-19 context. Activities include:

- An undergraduate student presented a virtual presentation titled “*It’s those little things*”: *Understanding How Ohio Guardians Assess Their Client’s Preferences* on April 29, 2020 for the Miami University Undergraduate Research Forum.
- We recorded a virtual seminar (webinar) on [Communicating Effectively while Wearing a Facemask; Especially when Caring for People Living with Dementia](#) and disseminated it to 1,825 individuals via our electronic newsletter (6/29/20). Although this was not a stated project deliverable, we felt it was essential information for providers now that they are required to wear face masks.
- We produced and emailed monthly PELI-Can e-newsletters in April, May, and June. Newsletters highlighted strategies to assess and honor resident preferences during quarantine as well as announced upcoming webinars and resources relevant to nursing home administrators, care team members, and others advancing preference-based person-centered care.
- We continued to publicize the PELI Help Line; respond to providers’ questions; and keep a log to track communications.
- We will be among the presenters for the [Pioneer Network Annual Conference](#), which has moved from an in-person to a virtual event. Our presentation on *Envisioning the Future of Preference Fulfillment* takes place on Sept. 1, 2020 from 3 to 4pm.

The following conferences and presentations scheduled to occur in this quarter were canceled:

- Our workshop on *Creating PAL Cards to Facilitate Person-Centered Care: A Relationship Building Activity* at the Ohio Association of Gerontology and Education conference on April 3, 2020.
- Our presentation on *Person-Centered Dementia Care: Achieving Quality Care and Regulatory Compliance* at the Ohio Health Care Association Convention and Expo on April 28, 2020.

We look forward to sharing the information we prepared for these conferences whenever possible in the future.

## **Technology Infrastructure Support**

### **Website and Learning Management System**

We are in the process of rebuilding the Preference Based Living website. During this quarter, we:

- Moved all content from the existing website to a new website hosting service.
- Reformatted resources including Tip Sheets and Training Guides from PDF files to web pages that are more accessible for users with different abilities.
- Implemented styling so all web pages on the [preferencebasedliving.com](http://preferencebasedliving.com) website can be easily saved as PDF files and printed by anyone using the website.

- Completed design and testing of a fully responsive website that can be used on mobile devices and laptops/desktop computers.
- Planned for a July 15, 2020 release date new website.

### ComPASS-16

Linked Senior collaborated with the Miami University PELI-Can team for the launch of the first version of ComPASS-16. We held brief conversations to touch base as well as face-to-face virtual meetings that took place on April 21st, May 18th, and June 29th, 2020. Linked Senior is prioritizing and implementing bug fixes and updates to the existing code base. Two large-scale tests were performed to address usability and load testing. Linked Senior plans to incorporate ComPASS-16 into their general product roadmap. This would include building ComPASS-16 into the assessment and recommendation engine under development. The Linked Senior team has begun reviewing all marketing, educational, and supporting material to ensure a successful launch. They are also creating a website to display onboarding and help information.

### Provider Outreach

We have actively posted on [Facebook](#) and [Twitter](#) to engage with providers on social media. On these platforms, we share information about upcoming events as well as tips, training videos, webinars, and newsletters to support those directly involved with resident care. Two examples of our social media posts during this quarter are provided below.

