



ADVANCING EXCELLENCE
IN AMERICA'S NURSING HOMES

Medications - Antipsychotic drugs

June 2015

The Music & Memory quality improvement project

Carol J. Scott
Field Operations Manager
cscott@leadingage.org



ADVANCING
EXCELLENCE
IN AMERICA'S
NURSING HOMES

OUR MISSION

*Making
nursing homes
better places
to live, work
and visit*

OUR VISION

Every nursing home resident in America experiences person-centered quality of life as a result of a stable and empowered workforce, dedicated to improving clinical and organizational outcomes, and engaging in open communication and transparency.

**WHO
WE
ARE**

Organization Members



American Academy of Nursing



WHO WE ARE

Organization Members



**ADVANCING
EXCELLENCE**
IN AMERICA'S
NURSING HOMES



**WHO
WE
ARE**

Advisory Members



**ADVANCING
EXCELLENCE**
IN AMERICA'S
NURSING HOMES



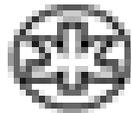
WHO WE ARE



ADVANCING EXCELLENCE

IN AMERICA'S NURSING HOMES

Supporting Members

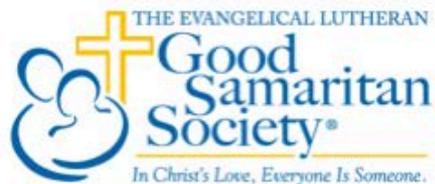


Kimberly-Clark



**WHO
WE
ARE**

Provider Members



**ADVANCING
EXCELLENCE**
IN AMERICA'S
NURSING HOMES

Individual Members

Theresa Schmidt, BA, MA
Dheeraj Mahajan, MD, CMD, CIC
Dayne DuVall, LMT, CAEd, CRTS



Together we're achieving excellence

Foster a community dedicated to nursing home excellence. Inspire long-term commitment and professional loyalty by connecting with your staff in ways that are both meaningful and memorable.

Look for more information about the launch of the **You Make A Difference** employee recognition program in the Advancing Excellence newsletter or contact dpac@aeltcc.org

Reward excellence and boost staff stability.

You Make a Difference is an employee recognition program that lets you acknowledge achievements easily and systematically—anywhere, any time.

Support and encourage your staff by recognizing them in meaningful ways.

Show your appreciation by personalizing greeting cards and virtual or printable certificates created with sincere, thoughtful messages and inspiring visual designs. Each can include a monetary incentive.

Celebrate our commitment and create a community of caring.



ADVANCING EXCELLENCE
IN LONG-TERM CARE COLLABORATIVE



4 Organizational Goals

5 Clinical Goals

Hospitalizations

Staff
Stability

Pressure
Ulcers

Medications
Antipsychotics

Consistent
Assignment

Infections
C. difficile

Mobility

Person-
Centered Care

Pain
Management

ADVANCING EXCELLENCE

Registering & Participating

REGISTRANTS:

Sign up, select 2 goals (one from each category)



PARTICIPANTS:

Demonstrate commitment to performance improvement by uploading data to AE website monthly for 6 consecutive months for 2 goals

WHO WE ARE



**ADVANCING
EXCELLENCE**
IN AMERICA'S
NURSING HOMES

Of Nation's Nursing Homes ...

9,783 (62.6%)
Registered
since 2006

Ohio 98.8%

4,181 (26.2%)
Currently registered
in AE Campaign
Selected 2 or more goals

886 homes

2,388 (15.1%)
Participating homes
Entered 6 months of data
on AE website

3,894
Consumers
(453 – Ohio)

3,954
**Nursing
Home Staff
Members**
(295)

53
**State-Based
LANEs**



FIND NURSING HOMES

- Registered
- Provisional Participant
- In Progress Participant, Inactive
- In Progress Participant, Active
- Full Participant, Inactive
- Full Active Participant

What is Participation?

	Select Goals	Monitor your QI Project	Enter Monthly Outcomes on the AE Website			
Participation Status Read More	<ul style="list-style-type: none"> Register Prioritize Choose 2 	<ul style="list-style-type: none"> Watch This (6 minutes) Get Tracking Tools Get QI Resources 	3 Consecutive Months (current) on an Organizational Goal	6 Consecutive Months on an Organizational Goal	6 Consecutive Months on an Clinical Goal	Currently Entering Data over the most recent 6 months
Active Full	●	●		●	●	●
Inactive Full	●	●		●	●	
Active In Progress	●	●		●		●
Inactive In Progress	●	●		●		
Provisional	●	●	●			

Good to Know

[Read More](#)



Circle of Success

Start

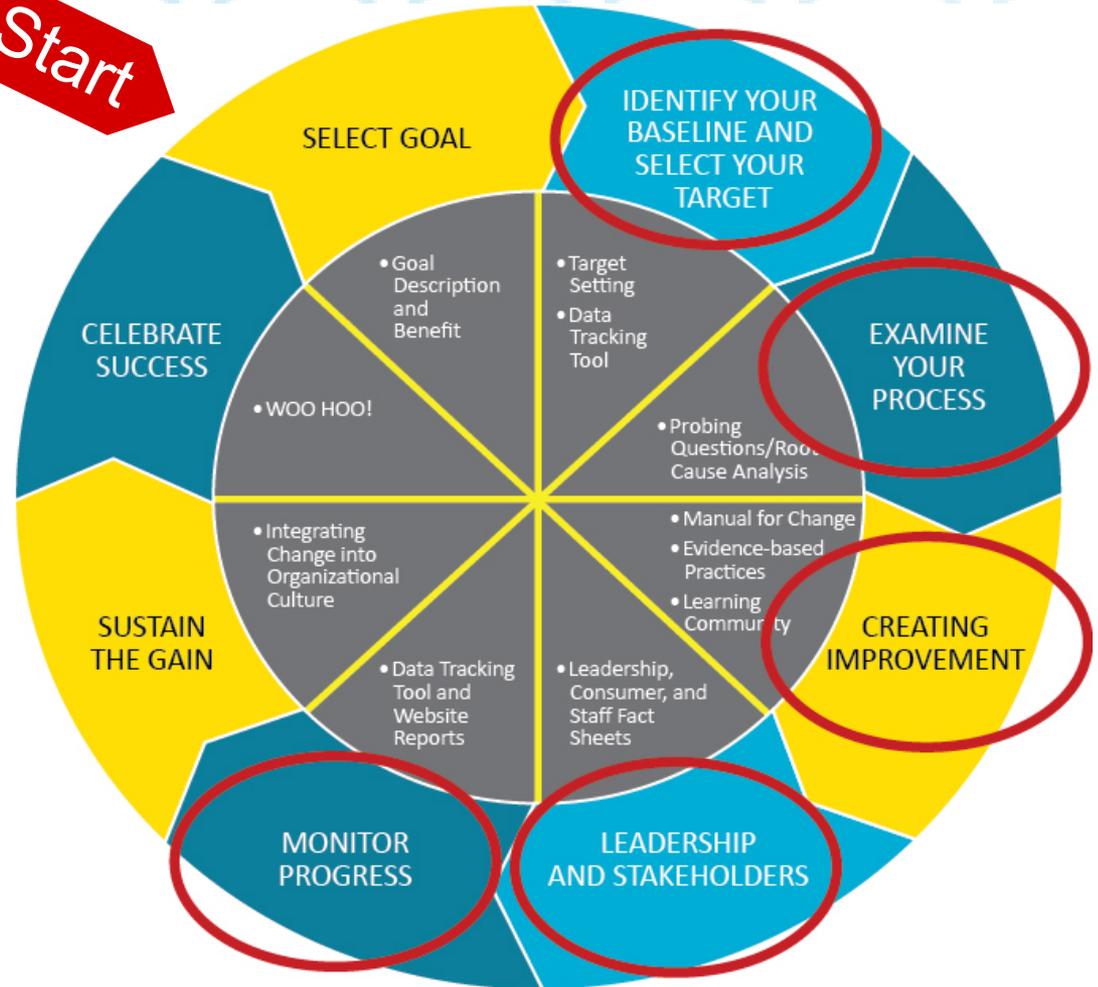
How do I know where I am?

Where do I want to be?

What processes are associated with my outcome?

When I change a process, how do I know it had the effect I wanted?

How am I doing compared to other nursing homes working on this goal?



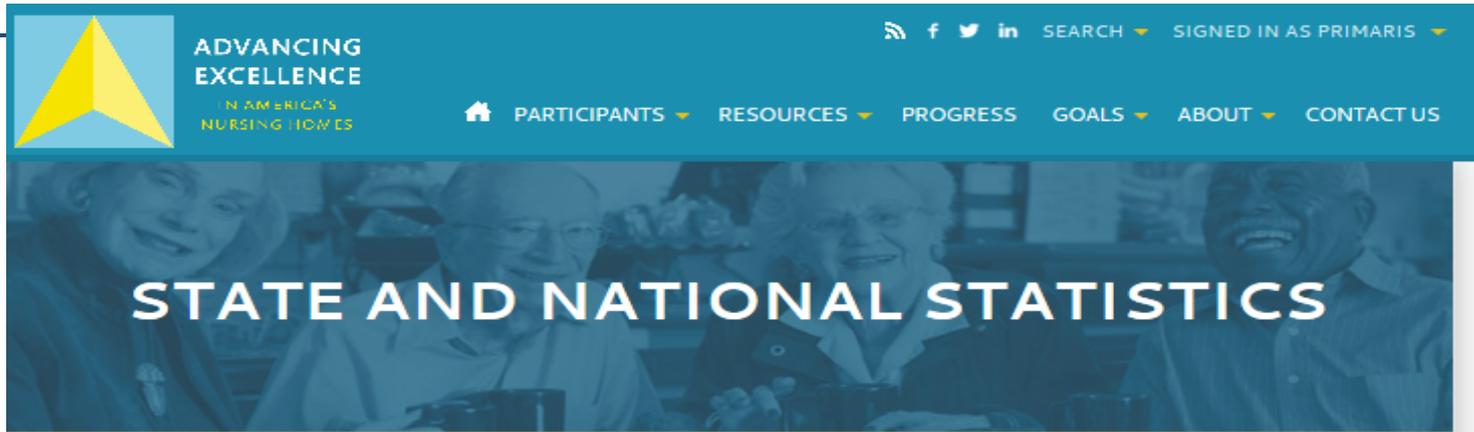
Zeroing in on....



Medications



Quality Measure Information on AE website



Select Option: Enrollment Maps Quality Measures

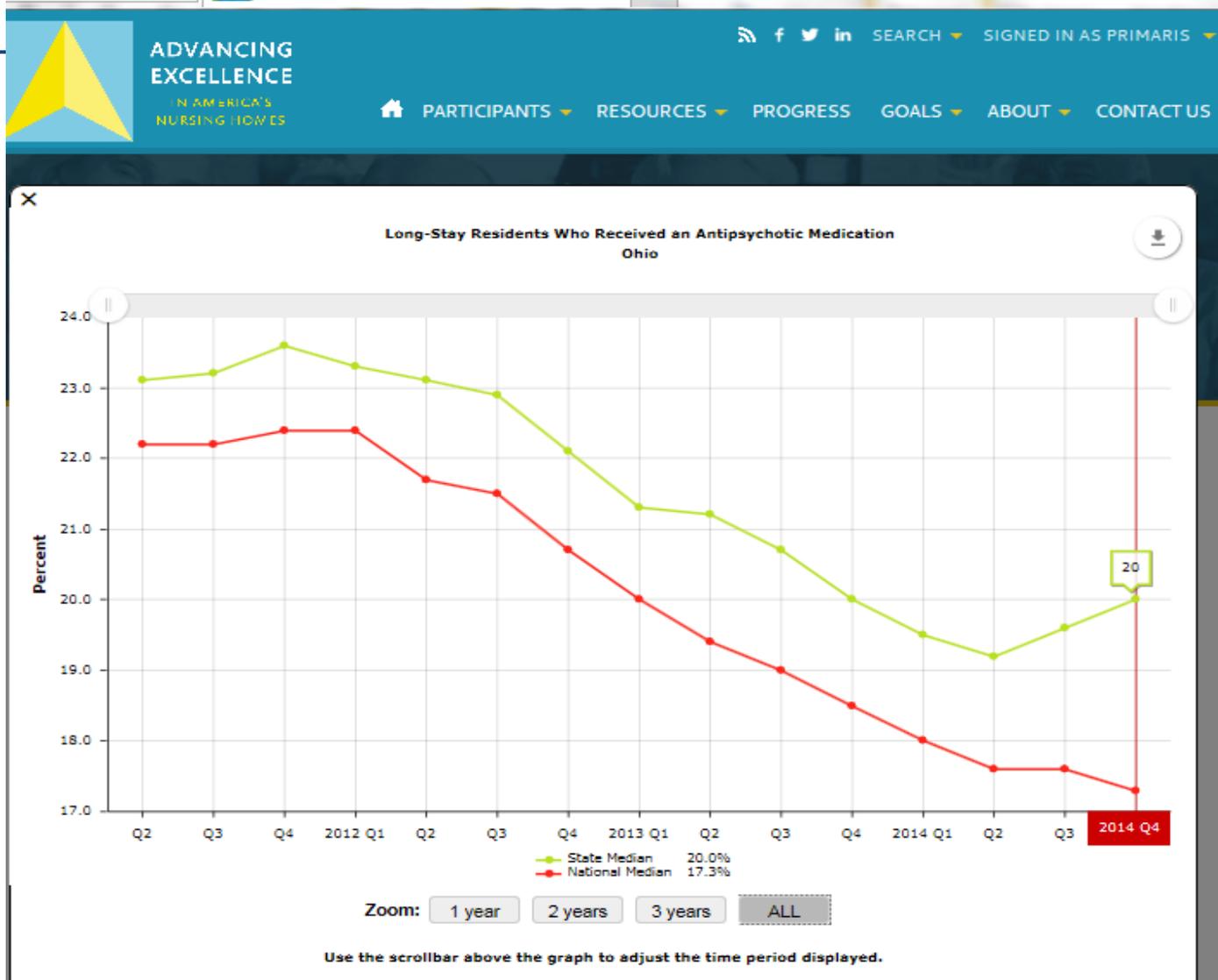
Create your graphs: Use the checkboxes below to select the trends you would like to view. To select state-level trends, select a state from the dropdown list. Click the "Display Data" button to display graphs for your selections. The "Reset" button will clear the selected state, graphs and checkboxes.

View your graphs: Clicking the "Display Data" button will display thumbnail charts at the bottom of the page. Double-click to see a full view of your chart. You may customize your chart by setting the time period. Use the download icon in the upper left of the chart to download your image.

Trend lines not displaying? If a state had less than 30 nursing homes with publicly reported data in any quarter for a measure, their 10th/90th percentile trend line will not be available for selection. In those instances, please use the national 10th/90th percentile lines for comparisons instead.

Long-Stay Quality Measures				
State:	Ohio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Select all quality measures by marking the appropriate checkbox				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	State	State	National	National
	Median	10th	Median	10th

QM Antipsychotic rates - Ohio



Tracking Outcomes

Why use the AE Medications Tool when we have access to CASPER data?

Advancing Excellence Use Medications Appropriately Tracking Tool

Detailed process information recorded for ongoing process improvement

Allows homes to track progress in dose reductions and/or discontinuations

CASPER reports

Monthly data reflecting NH Compare QMs

Measures are dichotomous (**Yes**, resident on med / **No**, resident not on med)



The Tracking Tool



AE_MedicationTrackingTool.xls

www.NHQualityCampaign.org

The screenshot displays the website's navigation bar with the logo "ADVANCING EXCELLENCE IN AMERICA'S NURSING HOMES" and menu items: PARTICIPANTS, PROGRESS, RESOURCES, GOALS, ABOUT, CONTACT. It also includes social media icons for Facebook, Twitter, and LinkedIn, along with "SEARCH", "GET INVOLVED", and "SIGN IN". The main content area features a blue banner with the text "MEDICATIONS" and "FOLLOW THESE SEVEN SIMPLE STEPS TO SUCCESS". Below this is a yellow button labeled "EXPLORE A DIFFERENT GOAL". A row of seven circular icons represents the steps: 1. Explore Goal (compass), 2. Identify Baseline (download arrow), 3. Examine Process (magnifying glass), 4. Create Improvement (bar chart), 5. Leadership & Stakeholders (group of people), 6. Monitor & Sustain (line graph), 7. Celebrate Success (cupcake). A vertical "RESOURCES" label is on the right side of the page.

How Do I Know Where I Am?

Advancing Excellence
AN AMERICAN HEALTHCARE CAMPAIGN

Data for Website Entry

Final Steps:

- Print this page.
- Go to The Campaign website:
<https://www.nhqualitycampaign.org>
- Log-in with your username and password.
- Select "Enter My Data."
- Under Medications" click "Submit Data" and enter the numbers below in the corresponding fields.
- Click "Submit" and check the screen for the confirmation message.

Thank You!

	May 2013	
	Long Stay	Short Stay
Percent of antipsychotic prescriptions written as PRN or BOTH scheduled and PRN	n/a	n/a
Percent of residents on antipsychotics for dementing illness with associated behavioral symptoms OR dementing illness with psychotic features	n/a	n/a
Percent of residents on multiple antipsychotics	n/a	n/a
Percent of residents with whom a Gradual Dose Reduction (GDR) was attempted with at least one medication	n/a	n/a
Percent of residents for whom GDR resulted in a dose reduction for at least one medication	n/a	n/a
Percent of residents for whom GDR resulted in at least one medication being discontinued	n/a	n/a

Identify Baseline

Are residents on scheduled antipsychotics, as needed (PRN) antipsychotics or both?

Are there clear and acceptable clinical rationale for use of medications?

Are residents on multiple antipsychotics (Are we managing side effects with more medications)?

Are we regularly attempting gradual dose reductions?

Are we reducing the number of medications and/or the dosages for residents on antipsychotics?

Required Fields

- For Residents on Antipsychotics
 - Resident name
 - Stay type (long- vs. short-stay)
 - Whether resident has more than one antipsychotic prescription
- For Medication Tracking Log
 - Resident name
 - Whether medication is written as scheduled, PRN or both
 - Diagnosis/clinical rationale for medication
 - Gradual dose reduction **attempts**
 - Gradual dose reduction **outcomes**

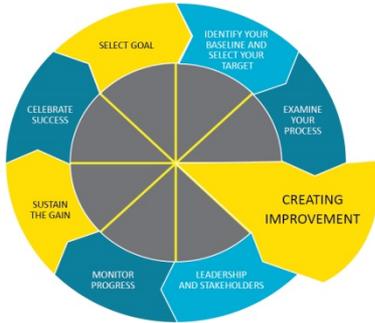


Optional Fields

- Prescribing clinician name
- Medication name
- Dose/frequency
- Route
- Target behavior for medication
- Target behavior been observed within last 7 days
- Target behavior affecting resident's functional status?
- Non-pharm interventions present in Care Plan AND being utilized?
- Notes on non-pharmacological interventions being used (if applicable)
- Documentation of risk/benefit discussion with resident or legal representative at initiation of medication?
- Biopsychosocial assessment completed for resident?
- Observed change in frequency/intensity of primary target behavior?
- ER or hospital admissions secondary to target behaviors in last 6 months?
- Has resident experienced adverse effects or functional decline within the last month?



How Can We Improve?



AE Board-Approved Resources for:

CREATE IMPROVEMENT

- Resident Assessment
- Non-pharmacological Approaches
- Gradual Dose Reduction
- Direct Care Staff
- Monitoring (efficacy & toxicity)
- Consumer Awareness

Available Medline University course (free of charge):

[Medication Labeling for CNAs](#)

[Antipsychotic Drug Reduction: The Role of the Nursing Assistant](#)

In addition to using a PDSA cycle to create change, the AE Campaign has identified best practices to help you get started.

Resident Assessment



[Improving Antipsychotic Appropriateness in Dementia Patients](#)

Contains lectures, reference guides, and other information on appropriateness, risks, and benefits of antipsychotic medications in dementia patients.



[Assessments and Best Practices in Care of Older Adults](#)

Contains numerous assessment tools to assess dementia, pain, fall risk, nutrition, etc. in older adults.

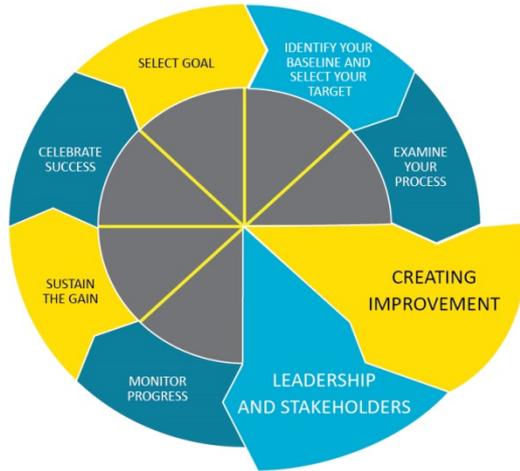


[A Guide for Behavior Management and Evidence-Based Medication Use](#)

Specialized educational materials about caring for residents with dementia, specifically relating to behavior management and atypical antipsychotic medication use in the nursing home.

Non-pharmacological Approaches

How Can We Improve?



CMS National Partnership to Improve Dementia Care in Nursing Homes

- [Physician Resources](#) [More](#) ▾
- [Background](#) [More](#) ▾
- [Initiatives and Presentations](#) [More](#) ▾
- [Handouts](#) [More](#) ▾
- [Trainings](#) [More](#) ▾
- [Individual Tools and How-To's](#) [More](#) ▾
- [Consumer Information](#) [More](#) ▾

ADVANCING EXCELLENCE
IN AMERICA'S NURSING HOMES

HOME PARTICIPANTS ▾ PROGRESS RESOURCES ▾ GOALS ABOUT ▾ CONTACT

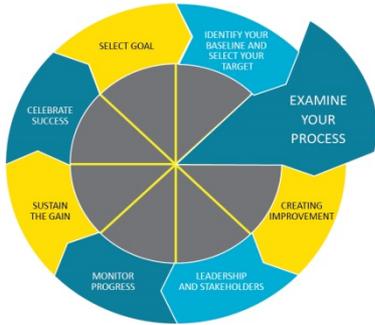
CMS LAUNCHES PARTNERSHIP TO IMPROVE DEMENTIA CARE IN NURSING HOMES

Updated 4/9/2014

On March 29, 2012, CMS launched a national partnership with the mission to improve quality of care provided to individuals with dementia living in nursing homes. This partnership focuses on the delivery of health care that is person-centered, comprehensive and interdisciplinary, in addition to protecting residents from being prescribed antipsychotic medications unless there is a valid, clinical indication and a systematic process to evaluate each individual. The partnership promotes rethinking approaches that are utilized in dementia care, reconnecting with people using person-centered care approaches and restoring good health and quality of life in nursing homes. CMS is partnering with federal and state agencies, nursing homes, other providers, advocacy groups, and caregivers to improve dementia care. The partnership promotes a multidimensional approach that includes public reporting, national partnerships and state-based coalitions, research, training for providers and surveyors and revised surveyor guidance.

The Advancing Excellence in America's Nursing Homes Campaign has offered to make available a variety of resources and

What Patterns & Processes Are Associated With My Outcome?



Examine Processes

Probing Questions



EXAMINE PROCESS

This set of probing questions will help you evaluate your current processes and provide guidance for ways to make improvements.

Why is our use of antipsychotics high for individuals with dementia?

[More ▼](#)

Which groups are affected?

[More ▼](#)

Processes and Resources to Consider

What practices do we have in place to minimize the use of antipsychotic medications?

[More ▼](#)

Are there patterns of use?

Probing Questions (Root Cause Analysis)

Why is our use of antipsychotics high for individuals with dementia?

Has the use of antipsychotics risen over the last three months?

Is our use of antipsychotics more than the average for our state?

How does our rate compare to the national average?

Probing Questions (Root Cause Analysis)

Which groups are affected?

a. Residents

Are the individuals with dementia long stay or short stay?

Are individuals on the same unit?

Are residents on scheduled antipsychotics, as needed (PRN) antipsychotics or both?

Do we discuss the use of anti-psychotics with residents and/or families and gain their consent for their use?

Probing Questions (Root Cause Analysis)

b. Prescribers

Do the prescriptions for antipsychotics come from the same prescriber or are there different prescribers?

Are antipsychotics started outside of the nursing home (for example - hospital, outside consultant) or are the drugs started after people are in the nursing home?

Have there been conversations with the prescribers about reducing or stopping antipsychotics?

Have there been any consulting pharmacist recommendations to reduce the antipsychotics and were these recommendations followed?

Creating Improvement by Involving Partners



LEADERSHIP & STAKEHOLDERS

Any time that you make changes, it is important to keep all of your stakeholders involved. Use these AE fact sheets to share information about the Campaign and to encourage feedback from others.

Medications Fact Sheets

 [Leadership Fact Sheet](#)

 [Staff Fact Sheet](#)

 [Consumer Fact Sheet](#)

Top 10 Ideas to Involve All Staff in Advancing Excellence

 We know that homes that involve staff in all aspects of performance improvement are more successful in reaching their goals. Check out these [ten ideas for involving your staff](#).

View Monthly Data for Monitoring

Enter DATA on AE Website

Data for Website Entry

Final Steps:

- Print this page.
- Go to The Campaign website:
<https://www.nhqualitycampaign.org>
- Log-in with your username and password.
- Select "Enter My Data."
- Under Medications" click "Submit Data" and enter the numbers below in the corresponding fields.
- Click "Submit" and check the screen for the confirmation message.

Thank You!

	May 2013	
	Long Stay	Short Stay
Percent of antipsychotic prescriptions written as PRN or BOTH scheduled and PRN	n/a	n/a
Percent of residents on antipsychotics for dementing illness with associated behavioral symptoms OR dementing illness with psychotic features	n/a	n/a
Percent of residents on multiple antipsychotics	n/a	n/a
Percent of residents with whom a Gradual Dose Reduction (GDR) was attempted with at least one medication	n/a	n/a
Percent of residents for whom GDR resulted in a dose reduction for at least one medication	n/a	n/a
Percent of residents for whom GDR resulted in at least one medication being discontinued	n/a	n/a



Select Stay Types:

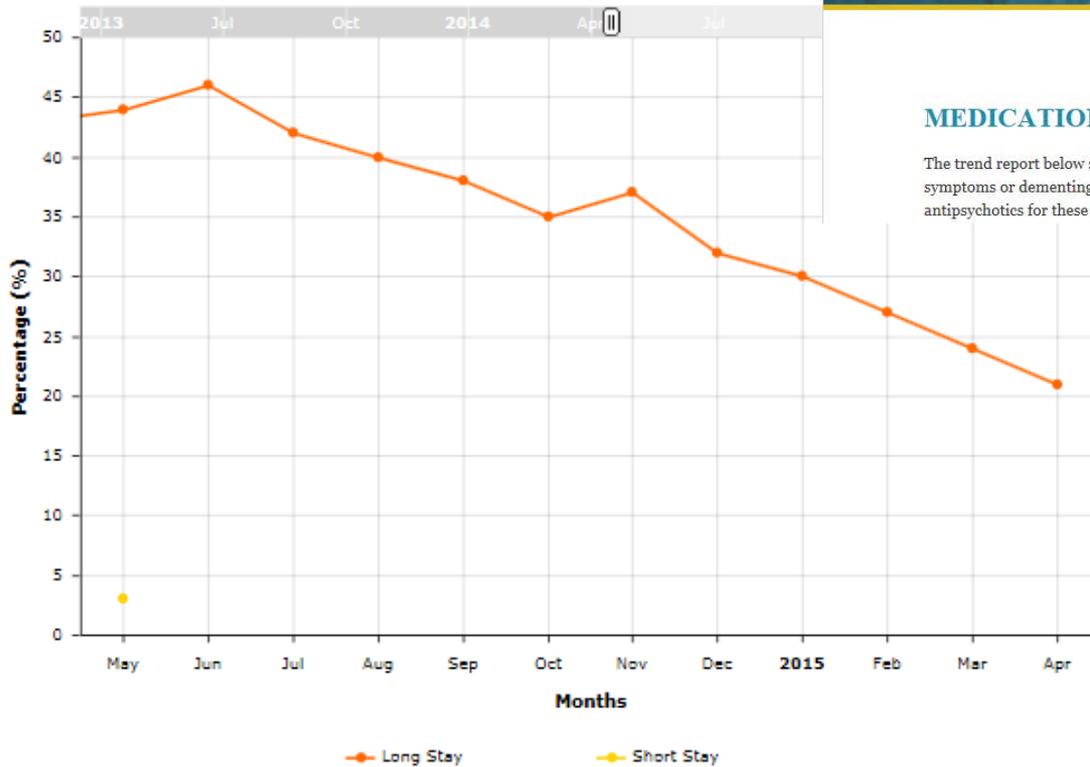
Long Stay Short Stay



VIEW MY PROGRESS

[EXPLORE A DIFFERENT GOAL](#)

Residents on Antipsychotics for Dement



MEDICATIONS ⓘ

[ENTER MORE DATA](#)

The trend report below shows the percent of residents on antipsychotics for dementing illness with associated behavioral symptoms or dementing illness with psychotic features. The Campaign goal is to reduce the number of residents receiving antipsychotics for these reasons.

Zoom:

help@nhqualitycampaign.org





ADVANCING
EXCELLENCE
IN AMERICA'S
NURSING HOMES

Thanks for



***Making nursing homes better places
to live, work and visit***

www.nhqualitycampaign.org

M&M Training

How do we receive a certificate?

For an individual certificate, email certificates@musicandmemory.org

Add:

- 1) names of participants who have attended all sessions
- 2) organization name as it should appear
- 3) contact person and their email to send Pdfs.

For a facility plaque, email plaques@musicandmemory.org

Add:

- 1) name of your organization as it should appear on plaque
- 2) Contact person, email address, and ship-to address

**Please direct further questions to:
ohiomusicandmemory@age.ohio.gov**

More info:

See

<http://aging.ohio.gov/services/music-memory/>

Ohio Music & MemorySM Nursing Home Quality Improvement Project

Nursing homes can use the Music & MemorySM program to fulfill the licensure requirement for participation in a [quality improvement project](#).

- [Invitation letter to nursing home administrators](#)
- [Project overview](#)
- [Participation agreement](#)
- [Webinar schedule](#)
- [Frequently Asked Questions](#)