Healthcare Quality Reporting Program

NURSING HOME SUBCOMMITTEE

3-4:30pm, 10/15/13
Healthcentric Advisors, 235 Promenade Street, Suite 500, Providence, RI 02908

Goals/Objectives
▪ To advise the Department on nursing home reporting and implement agreed-upon policies

Invitees		
✓ Rosa Baier, MPH	☐ Hugh Hall, MA	☐ Adele Renzulli
☐ Lonnie Bisbano	✓ Ann Messier	✓ Janet Robinson, RN, MEd, CIC
✓ Emily Cooper, MPH	✓ Jim Nyberg, MPA	✓ Samara Viner-Brown, MS
☐ John Gage, MBA, CNHA, CAS, FACHCA	✓ Gail Patry, RN, CPEHR (Chair)	
✓ Diane Gallagher	☐ Arthur Pullano	

Time	Topic/Notes
3:00pm	**Welcome** *Rosa Baier, MPH* *Gail Patry, RN, CPHER*

- Gail and Rosa welcomed participants and thanked everyone for responding to the survey about the future meeting location. Based on survey responses these meetings will now be held at Healthcentric Advisors. When space is not available at Healthcentric Advisors, the meetings will be held at RIHCA.
- Rosa reviewed the previous meeting's action items:
  - **Send out MIV cover letter and timeline to nursing homes (Ann)** – Complete

    The cover letter and timeline were sent out to all of the facilities and the survey process is now under way.
  - **Publish the Nursing Home flu reports (Emily)** – Complete

    The Nursing Home Employee Influenza Vaccination Reports are available: http://www.health.ri.gov/nursinghomes/about/quality/
  - **Speak with Ray about Facilities Regulation's nursing home report (Rosa)** – Complete

    Rosa spoke with Ray about Facilities Regulations' nursing home report. They are getting their information from Nursing Home Compare; it makes the most sense for the public reporting program to obtain the same data file and incorporate into the new consumer-friendly report (vs. adding to Ray's).
  - **Obtain a list of hospital case managers (or point of contact)(Rosa/Emily)** –

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Complete

Maureen has a list of contact information for the hospitals' case management departments, which the program will use to send future reports. This will address concerns about the case managers using old reports and also help to disseminate the reports directly to consumers (via case managers).

- **Send Stefan's collection of flu articles to the subcommittee (Emily)** – Complete

  The collection of flu articles was sent out with the previous meeting's minutes.

- **Outreach to Hanna Kim and Dr. Bandy re: flu incidence (Emily/Rosa)** – Complete

  This arose from a discussion about linking increased healthcare worker flu vaccination with flu incidence data, to assess the impact of increased "herd immunity" on flu transmission.

  Rosa outreached to Hanna, but unfortunately the Immunizations Program does not have the data necessary to analyze this question – this would necessitate a large-scale epidemiological study. However, Stefan and Aurora Pop-Vicas (from Memorial) are currently planning a similar study; it may be a few years before information is available, but Rosa will ensure that learnings are shared with this committee.

  Gail asked whether it was possible to track flu related employee absenteeism. Sam explained that absenteeism is being examined in schools (via RIDE) and for workers (via DOA), but not healthcare workers. It would be interested to examine such data in the future.

3:05pm **Resident and Family Satisfaction Surveys**
Rosa Baier, MPH
Emily Cooper, MPH

- Process improvements:

  Emily gave a status report on the nursing home satisfaction survey: all facilities have completed the sign-up (returning facilities) or contract (new facilities) and have submitted their family member and residents mailing lists. The next deadline is 11/15, the due date for accepting surveys.

  As part of this year's new process, Emily and Ann have been calling facilities two days in advance of a deadline if they have not yet met that deadline. These calls serve as a reminder and provide facilities with the opportunity to ask questions if they are having trouble completing the task. They also called facilities that miss a deadline, alerting them to that fact and reminding them that this process is mandated by the Department of Health.

  Another part of the new process is to prospectively call facilities whose mailing lists fall below the predetermined "audit" thresholds (based on bed count and an assumed number of cognitively intact, long-term stay residents). Emily and Ann give facilities an option to correct their lists, and let them know that they could receive a citation.

- Next steps:

  Yesterday, Emily emailed facilities to remind them to notify residents and family members of the upcoming survey (see attachment). The reminder included suggestions from MIV on how to raise awareness of the survey process and a template notification letter. Although facilities are not required to send these

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	notification letters, MIV suggests that facilities do so to increase participation rates. We will email and call facilities again in advance of the next deadline, the survey due date, and then results of the satisfaction survey will be available to facilities by the end of November and to the committee in January 2014.
3:25pm	**Discussion: "Consumer-friendly" report** *Rosa Baier, MPH* - <u>Update from last meeting:</u> Rosa reminded the group that the last meeting we had discussed the addition of a consumer-friendly nursing home report format that would include measures from all of the available reports. This is in response to new knowledge that the hospital case managers are distributing old (and hard to understand) reports to patients. Based on the Nursing Home Subcommittee's recommendation, Emily created a draft report for the committee to review and the Steering Committee to approve. - <u>Updated report template:</u> Rosa reviewed the draft, explaining the intent, content and goals. The two primary goals are to (1) create a printer-friendly report that includes information from the existing reports (the public reporting program's quality measures, satisfaction and flu vaccination reports, as well as Facilities Regulation's report), and (2) to ensure that the information is as consumer-friendly as possible. Since the report is likely to be shared in hard copy, that should be taken into consideration in design (e.g., can be printed in greyscale) and content (e.g., hyperlinks may not be usable). Janet asked if the reports were for case managers. Rosa explained that there are two target audiences, case managers and patients, but that the reports would be sent to case managers – both because they want this information (and don't currently have ready access to it) and because they are the best conduit to disseminate the reports to patients at the point of decision making. - <u>Discussion:</u> The group discussed the reports, making suggested edits. Suggestions included: • Limiting the quality and satisfaction measures to overall categories, • Standardizing the display so that it's all stars or all diamonds, • Standardizing the scales to 3 or 5 stars/diamonds, • Making it clear that the report does not contain all information, • Including links to other reports, • Adding language regarding bed availability, • Adding insurance (Medicare, Medicare Advantage, Medicaid and Rhody Health Options), Emily and Rosa will update the draft to reflect the requested changes, and then bring the report back to the committee and the Steering Committee for approval. We will also incorporate hospital case managers' input.

Time	Topic/Notes
3:45pm	**Program Google Analytics** *Rosa Baier, MPH* *Emily Cooper, MPH* - Review data: Emily reviewed the Google analytics for the public reporting program's nursing home page, which was shared with the Steering Committee in September. The page had 4,162 unique page views in a one-year period, which was an increase of 1,500 unique page views from the previous year. Unique page views are the number of unique computers that are used to view the site, meaning that an individual who viewed the site multiple times from their computer over the time period would only be counted once. One of the Google analytics limitations is that we are unable to see which reports are downloaded, if any. The average viewer spent ~2 minutes looking at the site. Jim asked if this number is high or low. Emily explained that while there is little science on the subject, a person can consume a large amount of information by looking at a web page for 2 minutes. Emily will run the Google analytic regularly and share updates. Rosa commented that it would be interested to look at any changes in the numbers in response to new reports or other outreach efforts.
4:05pm	**Open Forum & Next Steps** *Rosa Baier, MPH* - **Healthcare worker flu vaccination reports** Rosa sent the reports were sent to LeadingAge RI and RIHCA, as an FYI and in case the trade associations want to follow-up with their members to increase data submission rates. - **Action items:** • Forward MIV reminder to Jim and Virginia (Rosa/Emily) • Continue MIV follow-up with facilities (Emily/Ann) • Finalize the consumer-friendly report template (Rosa/Emily) - **Next meeting:** 12/17/13 at Healthcentric Advisors