

Helping Facilities Along the Journey to Reimagine Health Care

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Comagine Health is a national, nonprofit health care consulting firm.

We work collaboratively with patients, providers, payers and other stakeholders to reimagine, redesign and implement sustainable improvements in the health care system.

As a trusted, neutral party, we work in our communities to address key, complex health and health care delivery problems. In all our engagements and initiatives, we draw upon our expertise in quality improvement, care management, health information technology, analytics and research.

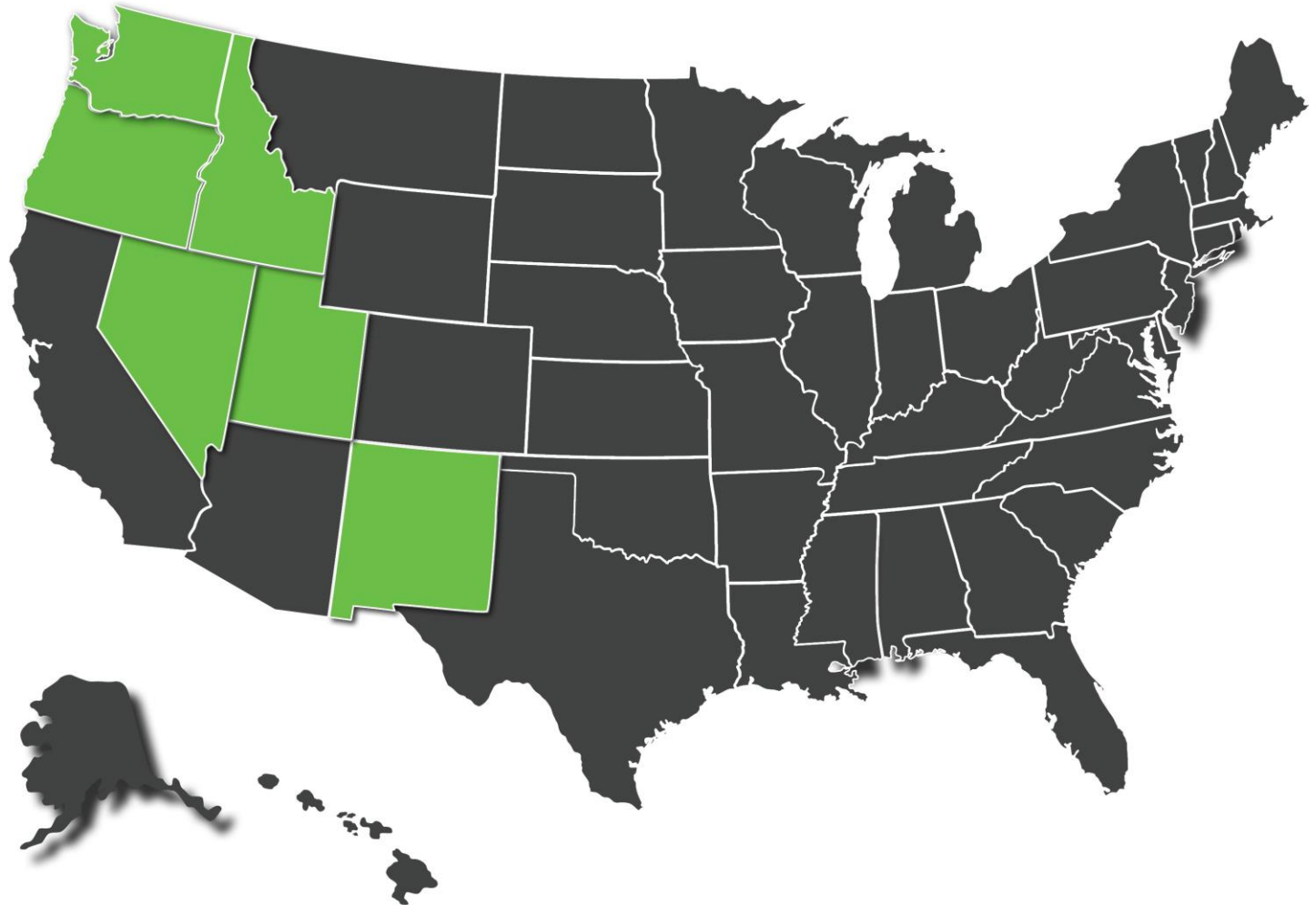
We invite our partners and communities to work with us to improve health and redesign the health care delivery system.

Our Work as the QIN-QIO

- We receive federal funding from the Centers for Medicare and Medicaid Services (CMS) to carry out health care quality improvement activities surrounding, in part, diabetes, hypertension, immunizations, readmission rates and behavioral health.
- Under the 12th Statement of Work, Comagine Health provides targeted assistance to nursing homes, hospitals, outpatient practices and various health care partners, particularly those that serve vulnerable populations and others living in rural and underserved communities. Through this body of work, CMS is focusing on results, protecting taxpayer dollars, and most importantly, ensuring the safety and quality of care delivered to every beneficiary.

Our Six-State QIN-QIO Region

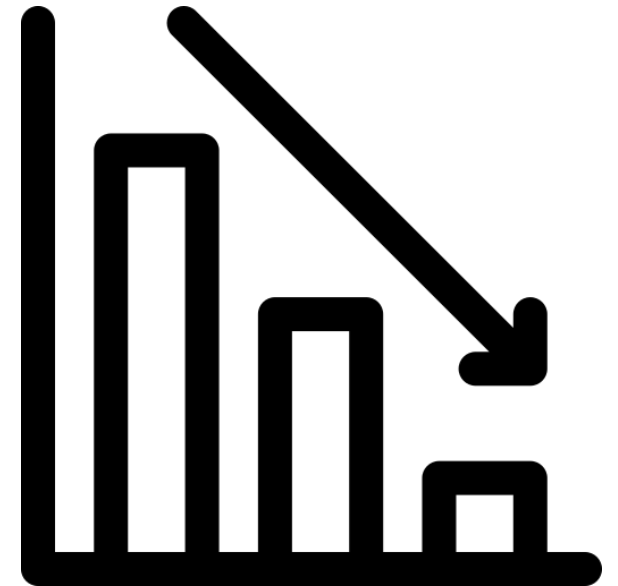
- Idaho
- Nevada
- New Mexico
- Oregon
- Utah
- Washington



Improvement Opportunities

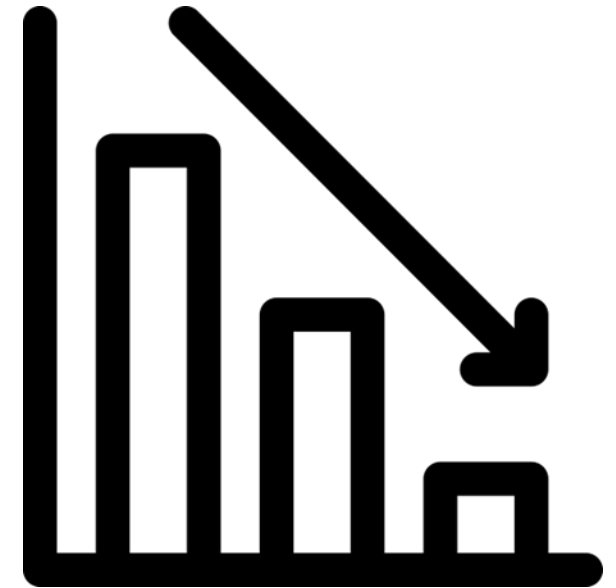
Improvement Opportunities for LTPACs & ALFs

- Infection Control Quality Improvement Initiative for COVID-19 in LTPACs
- Vaccination Outreach Technical Assistance
- Medication Safety
 - Reducing Adverse Drug Events
 - Reducing Opioid Adverse Drug Event
- Care Coordination
 - Reducing preventable emergency department visits
 - Reducing 30-day readmissions to the hospital



Improvement Opportunities for LTPACs

- Take Down 5 Campaign – Reducing rates of infection for:
 - Sepsis
 - Pneumonia
 - COVID-19
 - Urinary Tract Infections (UTI)
 - Clostridioides Infections (CDI)



Vaccination Outreach Technical Assistance

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Planning Worksheet

- The provided worksheet will serve as your guide to assess the previous season and plan for the upcoming season
 - Quick data overview: *What are your rates?*
 - Strengths: *What has gone well in the past? What has been well received?*
 - Weaknesses: *What could have gone better? What was not well received?*
 - Opportunities: *What can we start doing?*
 - Threats: *What is standing in our way?*

Vaccination Station 2.0

A Workshop Series for Long Term Care Facilities



Facility Name: Date:

What were your 2022/2023 vaccine rates?


	Flu	COVID	Pneumonia
Staff	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
Residents	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %


What are your strengths?

What are your weaknesses?

What are your opportunities?

What are threats to achieving your immunization goals?

 Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

 Comagine Health

Immunization Rates: How do you find them?

- Report from NHSN for Staff COVID and Flu
- Report from NHSN for Residents COVID Status
- Flu and Pneumococcal recorded in Charting System
 - Report generated from Point Click Care
 - Calculate rates by dividing total number of residents by doses given

Identifying Strengths

- What is working well in your facility?
 - Ex. “Our staff members have great relationships with residents.”
 - Ex. “We have a great vaccine partner.”
 - Ex. “Our building has a common area we can use for a vaccine clinic.”
- *Take a moment to jot down some strengths in your worksheet*
- **Building a plan around strengths: How can we replicate/sustain the program elements that did go well?**

Identifying Weaknesses

- What are some weaknesses in your facility?

*****Being smart is knowing what you are dumb at*****

- Ex. “The infection prevention nurse was the only one having vaccine conversations with staff and residents”
- Ex. “We did not leave enough time to have conversations and education about vaccines before we started offering them.”
- Ex. “We did not have a consistent, accurate way we chart vaccines within our facility”
- ***Take a moment to jot down some weaknesses in your worksheet***
- **Building a plan around weaknesses: What steps can we take to improve the areas that did not go well?**

Identifying Opportunities for Improvement

- What could be improved from last year?
 - Ex. Our pharmacy partner was difficult to work with
 - Ex. We did not start planning a vaccine clinic soon enough
- *Take a moment to jot down some opportunities in your worksheet*
- **Building a plan around opportunities: How can we eliminate/improve the program elements that did not go as well?**

Threats/Barriers

- Ex. People have very emotional reactions to the word “COVID”
 - Both staff and residents
- Ex. Families/Power Of Attorney for residents exhibiting “COVID fatigue” and not wanting to engage in further discussion or action
- Ex. Politicalization of vaccines in general

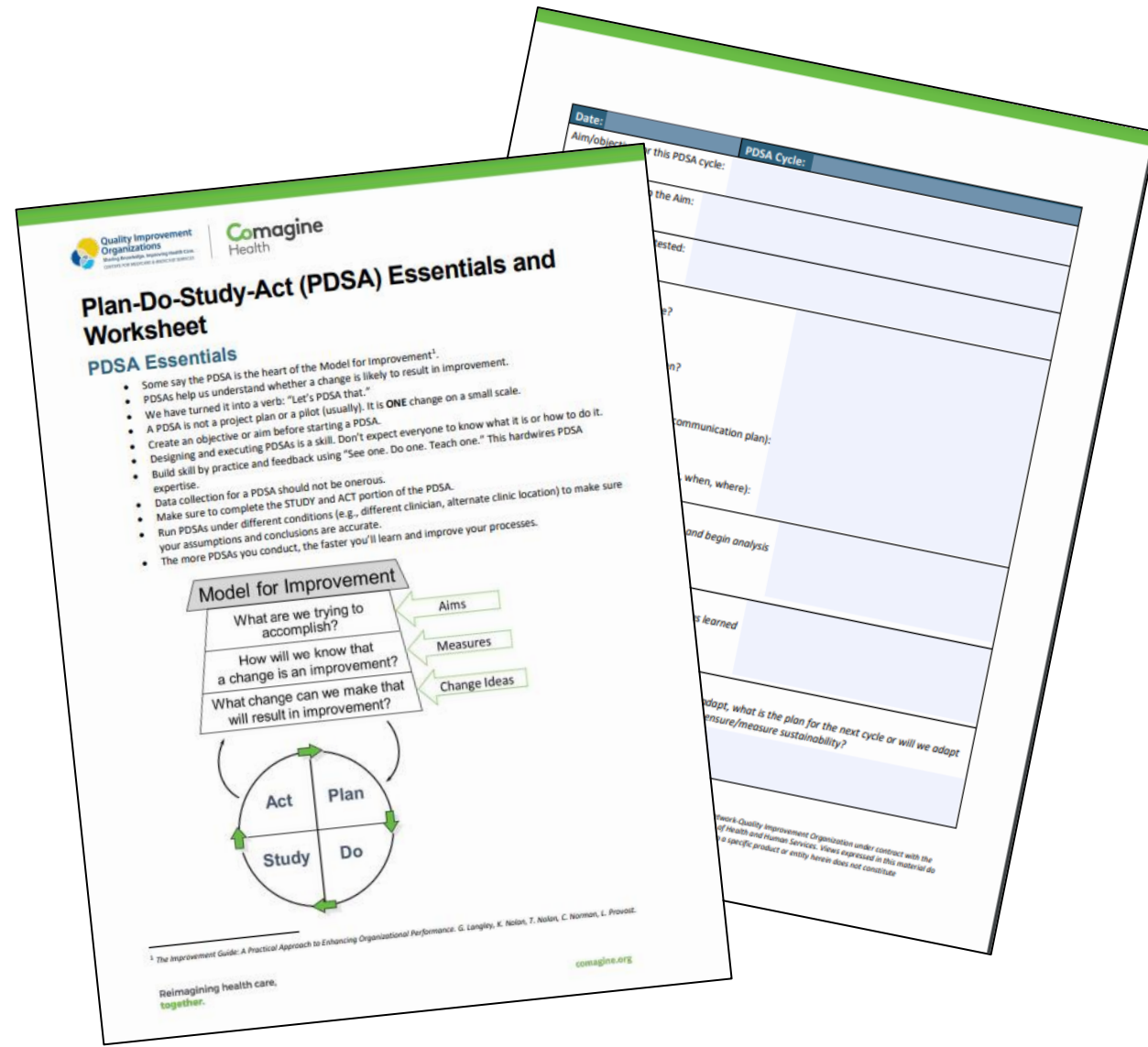
Take a moment to jot down some opportunities in your worksheet

- It may not be possible to completely eliminate threats or barriers, but recognizing what they are allows you to plan around them, or help minimize them

Model for Improvement

- PDSA is considered the heart of the Model for Improvement
- PDSAs help us understand whether a change is likely to result in improvement
- PDSAs break down a problem into aims, measures and change ideas

<https://comagine.org/resource/2585>



Planning the Upcoming Campaign

Laying the Foundation

- **Obtain support**

- Do you have leadership buy-in?
 - If not, how can you obtain it?
- Do you have a Vaccine Partner for 2023-24?
 - Identify and connect with appropriate contact(s)
 - Ensure appropriate contracts are in place
 - Don't have one? Don't know who it is? Unsatisfied with last years' service?
 - *Comagine Health can help connect you with a vaccine partner*

Laying the Foundation

- **Assemble an interdisciplinary team**
 - Who do you need on your campaign team?
 - Consider recruiting representatives from...
 - Pharmacy
 - Clinician team
 - Facility management
 - Human Resources (HR)
 - Nurse managers
 - Leadership
 - IT

Who will your campaign team be?

Confirmed

What are your teammates' roles and responsibilities?

Name	Responsibilities

- *Take a moment to jot down potential team members in your worksheet*

Laying the Foundation

- **Outline roles and responsibilities**
 - Who is responsible for what?
 - Ex. Campaign Lead will be responsible for overseeing all aspects of the campaign
 - Ex. Facility Management will be responsible for setting up space in the building
 - Ex. Human Resources will be responsible for tracking staff vaccines
- *Take a moment to jot down roles/responsibilities in your worksheet*

Infection Control Quality Initiative for COVID-19

- CMS refers LTPAC facilities with five (5) or more residents testing positive
 - Comagine Health assigns a Technical Assistant
 - Arrange one or two meetings with facility – OR –
 - Sends an email to facility with questions about the outbreak
 - The Comagine Health Technical Assistant will remain a resource for the facility, even after outbreak resolution

Quality Improvement Projects

Medication Safety

Comagine Health is providing technical assistance to a selected group of facilities for medication safety focusing on reducing adverse drug events and reducing ADE related to opioid use. The facilities were chosen if they met one or more of the following criteria:

- The facility appeared in both the baseline (12 months ending September 2019 or September 2020) and remeasurement data (12 months ending July 2022) for the measure
- The facility appeared in the data for both the long-stay and short-stay measure
- The facility's rate for the measure was above the average rate for the baseline or remeasurement period

Medication Safety Technical Assistance

- Virtual visits to assess the facility's current processes and practices for medication safety
- Assist facilities to build processes that will track medication safety properly and provide technical assistance to prepare for upcoming surveys
- Targeted facilities are also invited to join Comagine Health's Data for Quality program and have access to facility specific reports to assist them in their improvement efforts

Medication Safety Resources

- The Society for Post-Acute and Long-Term Care Medicine's [Drive to Deprescribe](#) program is available to facilities and provides both professional development and evidence-based clinical guidance focused on polypharmacy and inappropriate medication.
- <https://comagine.org/article/drive-deprescribe-opportunity-optimize-medication-use-post-acute-and-long-term-care>
- Turn the Tide Pocket Guide for Prescribing Opioids for Chronic Pain <https://comagine.org/resource/1871>
- C.O.M.F.O.R.T. Menu (Choice Of Measures For Optimal Relief of Trauma/Pain) <https://comagine.org/resource/2404>
- Anticoagulant SBAR Form <https://comagine.org/resource/800>

Medication Safety Contacts

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Care Coordination

Comagine Health is providing technical assistance to a selected group of facilities for care coordination focusing on reducing emergency department (ED) visits and reducing 30-day hospital readmissions. The facilities were chosen if they met one or more of the following criteria:

- The facility appeared in both the baseline (12 months ending September 2019 or September 2020) and remeasurement data (12 months ending July 2022) for the measure
- The facility appeared in the data for both the long stay and short stay measure
- The facility's rate for the measure was above the average rate for the baseline or remeasurement period

Care Coordination Technical Assistance

Technical assistance plans for the targeted facilities includes

- Virtual visits to assess the facility's current processes and practices that can affect the facilities ED visits and hospital readmissions
- Provide technical assistance with the facilities' quality improvement activities related to care coordination
- Targeted facilities are also invited to join Comagine Health's Data for Quality program and have access to facility specific reports to assist them in their improvement efforts

Care Coordination Resources

- [Resident-Family Interview Questions](#)
- [Change in Condition \(CIC\) Self-Assessment](#)
- [Assessing Resident Change in Condition Powerpoint](#)
- [Looking Beyond COVID-19: Detecting Change in Resident Condition Advance Care Planning Program Assessment Tool](#)

Care Coordination Contacts

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Take Down 5 Campaign

Comagine Health is providing technical assistance to a select group of facilities. The goal of the campaign is to decrease the rates for the following five Healthcare Acquired Conditions (HAC):

- Sepsis
- UTIs
- COVID-19
- Pneumonia
- CDI

Take Down 5 Campaign

Comagine Health is providing technical assistance to a selected group of facilities for reducing these Healthcare Acquired Conditions. The facilities were chosen if they met one or more of the following criteria:

- The facility appeared in both the baseline (12 months ending September 2019 or September 2020) and remeasurement data (12 months ending July 2022) for the measure.
- The facility appeared in the data for either the long stay or short stay measure
- The facility's rate for the measure was above the average rate for the baseline or remeasurement period

Take Down 5 Campaign Technical Assistance

- Virtual meeting via Zoom or Teams to review Fee-for-Service data for each of the Healthcare Acquired Conditions
- Provide technical assistance with the facilities' quality improvement activities related to at least one of the Healthcare Acquired Conditions
- Targeted facilities are also invited to join Comagine Health's Data for Quality program and have access to facility specific reports to assist them in their improvement efforts

Take Down 5 Campaign Resources

- [Sepsis Toolkit](#)
- [Pneumonia Vaccination Flyer](#)
- [COVID-19 Vaccination and Therapeutics in PALTC Toolkit: Resources for Clinicians](#)
- [Simple Guide to COVID-19 Vaccines](#)
- [Quick Guide to Resources for Preventing Urinary Tract Infections.](#)
- [Quick Guide for Preventing and Managing Clostridioides difficile Infection](#)
- [Quick Guide to Conversations that Promote Vaccine Confidence](#)
- [The Motivational Interviewing Role Play Script written and shared by HSAG \(hsag.com\)](#)

<https://comagine.org/article/comagine-health-launches-campaign-lower-rates-healthcare-associated-conditions>

Conducting QI Efficiently: Tools for 15-minutes a day QI activities

Prioritization Worksheet for Performance Improvement Projects



Directions: This tool will assist in choosing which potential areas for improvement are the highest priority based on the needs of the residents and the organization. Follow this systematic assessment process below to identify potential areas for PIPs. This process will consider such factors as high-risk, high-volume, or problem-prone areas that affect health outcomes and quality of care. This tool is intended to be completed and used by the QAPI team that determines which areas to select for PIPs. Begin by listing potential areas for improvement in the left-hand column. Then score each area in the following columns based on a rating system of 1 to 5 as defined below:

1 = very low	2 = low	3 = medium	4 = high	5 = very high
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Rating is subjective and is meant to be a guide and to stimulate discussion. Finally, add the scores across the row and tally in the final column. Potential improvement areas with a higher score indicate a higher priority.

<u>POTENTIAL AREAS FOR IMPROVEMENT</u> Consider areas identified through: Dashboard(s) Feedback from staff, families, residents, other Incidents, near misses, unsafe conditions Survey deficiencies	<u>PREVALENCE</u> The frequency at which this issue arises in our organization.	<u>RISK</u> The level to which this issue poses a risk to the well-being of our residents.	<u>COST</u> The cost incurred by our organization each time this issue occurs.	<u>RELEVANCE</u> The extent to which addressing this issue would affect resident quality of life and/or quality of care.	<u>RESPONSIVENESS</u> The likelihood an initiative on this issue would address a need expressed by residents, family and/or staff.	<u>FEASIBILITY</u> The ability of our organization to implement a PIP on this issue, given current resources.	<u>CONTINUITY</u> The level to which an initiative on this issue would support our organizational goals and priorities.	<u>TOTAL SCORE TALLY</u>

15-minutes-a-day: Minor Efforts that Add Up



Driving Clinical Excellence

Quick QAPI Calendar

Week of

In preparation for this QAPI work, leadership will have defined key issues, identified staff who need to be involved in this work and confirmed the prioritization. The goal of this effort is to engage front-line staff further upstream to ensure they are part of QI Planning and outcomes – this will help ensure efforts are sustainable.

This worksheet is designed to help map out a plan for conducting QI efficiently by breaking each step down to one 15-minute portion of time per step. Be sure to complete each step in the order it is listed and document notes, etc., as you go.

QI Action Item	Notes/Next Steps
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Center of Excellence for Behavioral Health in Nursing Facilities

National Resource for Nursing Facilities




Interested in learning more about the Center of Excellence for Behavioral Health? Visit our website and Online Resource Hub at www.NursingHomeBehavioralHealth.org or scan the QR code.



Want to request assistance for Mental Health and Substance Use training? Submit an online request by scanning the QR code or call our National Call Center at 844-314-1433



Want to hear about our ongoing behavioral health trainings and resources? Sign up for our newsletter by scanning the QR code.



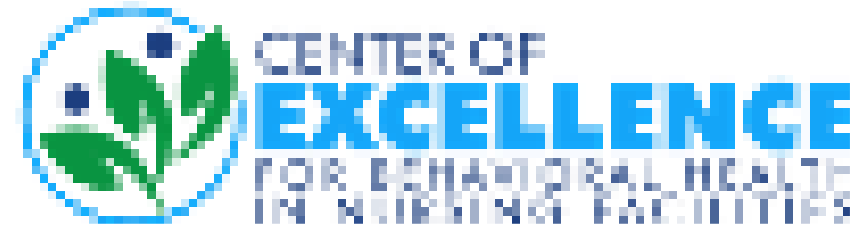
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Center of Excellence for Behavioral Health in Nursing Facilities

The Center of Excellence focuses on increasing the knowledge, competency and confidence of nursing facility staff to care for residents with behavioral health conditions.

- Provides mental health and substance use trainings, customized technical assistance and resources at no cost
- Services are available to all CMS certified nursing facilities throughout United States
- Established by the Substance Abuse and Mental Health Services Administration (SAMHSA) in collaboration with the Centers for Medicare and Medicaid Services



For assistance, submit a request at
nursinghomebehavioralhealth.org

Contact us:

National Call Center: **1-844-314-1433**

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