



**QAPI IN ACTION
COLLABORATIVE
KICKOFF**

Quality Improvement Organizations
Sharing Knowledge, Improving Health Care.
CENTERS FOR MEDICAL CARE & MEDICAL SERVICES

Mountain-Pacific
Quality Matters

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Today's Agenda

- “Person-Centered Care: Why Is It Important and How to Make It Happen” with Carmen Bowman
- Fast break – Scavenger hunt (1)
- Peer Coaching Program
- Fast break – Scavenger hunt (2)
- Collaborative Planning
- Open Forum



**CARMEN BOWMAN
PERSON
CENTERED CARE**

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Do you have your scavenger hunt list?

- We have hidden 10 items in the next 2 slides
- You will get 2 chances to view the slides, once during each of the brief breaks in the agenda
- Don't be deceived by moving pictures, flashing lights or fading icons
- Beware of red herrings!

Ready
Set
Go!

PEER COACHING PROGRAM

Marcy Gallagher, RHIA, CPHQ
Mountain-Pacific Quality Health



Peer Coaches: Leaders of Change

Our goal is to have available a host of **nursing home staff, leaders** and **residents/family members** who have **expertise** in their respective areas of nursing home operations or perspectives and are willing to **share** and **support** their peers.

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What Is Peer Coaching?

A confidential process through which two or more professional colleagues work together to:

- **Reflect** on current practices
- **Expand, refine, build** new skills
- **Share** ideas
- **Teach** one another
- **Solve** workplace **problems**

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What Is Its Purpose?

To serve as an integral part of the nursing home community to **promote quality improvement** and **provide support** among those participating and enrolled in the National Nursing Home Care Collaborative

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How Will We Build?

- Recruit staff, leaders, residents, family members
- Match facilities with Peer Coaches
 - Area of expertise
 - Compatibility
 - Location
- Support, information, encouragement

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What Are the Benefits of Being a Peer Coach?

- Share knowledge and best practices
- Foster quality-centric nursing homes
- Gain recognition
- Satisfaction of providing useful assistance and support
- Assist Mountain-Pacific in instilling quality improvement methodologies

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What Are the Benefits of Being Coached?

- Receive practical, applicable education and support
- Solidify commitment to quality
- Enhance self-motivation and goal setting
- Receive focused, one-on-one assistance from Mountain-Pacific and Peer Coaches

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What's Expected of Peer Coaches?

- Participate in brief, free training sessions done at your convenience
- Be included in list of available Peer Coaches
- Participate in regional/statewide nursing home Listserv
- Participate in quarterly calls to provide feedback
- Possibly speak at a Learning and Action Network (LAN) event
- Coach nursing homes by phone, email or in person

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Why Is This Program Important?

- There's no better or faster way to **support quality** than **peer learning**
- The Peer Coaching Program is the foundation of a **strong network** of colleagues **working together** and supporting and **learning from one another**

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Want to become a Peer Coach or receive coaching services?

Contact **Marcy Gallagher**
(406) 547-5858 • 1-800-497-8232 ext. 5858
Marcy.Gallagher@area-h.hcqis.org
or your state **Mountain-Pacific representative**

Any questions?

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Do you have your scavenger hunt list?

- Here's your second chance!
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Ready
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**COLLABORATIVE
PLANNING**



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Mountain-Pacific
Quality Results

Our Collaborative Goals

- **Engage residents/family members** in quality improvement activities
- **Reduce antipsychotic medication** utilization rates
- **Improve resident mobility**
- **Reduce** each facility **Composite Measure Score** to 6 or lower
(Measure determined to represent top 10% of NHs in United States)

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IHI Collaborative Model

Improvement Collaborative Network

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Model for Improvement (PDSA)

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

← AIM

← MEASURE

← Selecting Change

Small Tests of Change

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What to Expect: Action Period 1

- Collaborative planner and supplemental materials
- CMS Change Package 2.0
- Monthly composite and/or proxy composite score reports
- Requests for technical assistance
- Peer Coaching Program
- QAPI program development and implementation
- State-based, customized activities
 - Venues to discuss "best practices," common issues and solutions

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What to Expect: Action Period 1

Monthly Educational Webinars

May 14	Root Cause Analysis for Long Term Care
TBA	Understanding the Composite Score
June 11	Key Public Health Issues in Anticoagulant and Diabetes Medication Safety
July 9	Promoting Mobility
August 13	TeamSTEPPS Leadership and Communication

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OPEN FORUM

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Mountain-Pacific
Quality Alliance

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Would you like to join a nursing home Listserv?

- A. Yes, **state-specific** only
- B. Yes, **regional**
- C. Yes, **both** state and regional
- D. No, I do not wish to participate in a Listserv

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We are planning to create small work groups. How do you prefer they be organized?

- A. The work groups should be **state-specific** (i.e., Wyoming sub-group, Alaska sub-group, etc.) and address multiple subjects
- B. The work groups should be regional and **broken out by subject**
- C. The work groups should be **state-specific and broken out by subject**

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THANK YOU



Your feedback is important to us!
Please complete the evaluation and let us know what you think.



This material was prepared by Mountain-Pacific Quality Health, the Medicare Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Montana, Wyoming, Alaska, Hawaii and the U.S. Pacific Territories of Guam, American Samoa and the Commonwealth of the Northern Mariana Islands, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency for the U.S. Department of Health and Human Services. The content presented do not necessarily reflect CMS policy. 11/20/16/PHQH-AS-GJ-15/14