



Minutes

NQP Project Advisory Committee

March 15, 2016
8:00AM – 10:30AM
NUMC Auditorium

Agenda

- I. **Welcome** David Nemiroff

- II. **NQP Updates** David Nemiroff
 - a. NQP Activities and Announcements
 - b. DY1Q3 Report Finalization/ DY1Q4 Submission
 - c. Funds Distribution Process

- III. **INTERACT Panel Discussion** Dr. Laurie Ward

Skilled Nursing Facilities, that are partnering with NQP, will discuss their successes and challenges with using INTERACT

- IV. **Cultural Competency and Health Literacy Training** Liz McCulloch & Fallon Williams

- V. **Questions and Answers** David Nemiroff

- VI. **Next Meeting**
June 15th 8:30-11:00 AM
NUMC Auditorium

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- I. Welcome
 - a. Slides presented during this meeting will be distributed to the group and available on the NQP website: <http://www.nassauqueenspps.org/resources>

- II. NQP Updates
 - a. DY1Q3
 - I. Report, once finalized this week, be published on both NQP and the State's website
 - II. State prescribes a set of milestones that each PPS must complete, the requirements to meet each milestone, and the dates by which each must be met
 - 1. PPS has the freedom to determine tasks within each milestone
 - b. Funds Flow
 - I. NQP has developed a general framework for funds flow



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- II. NQP has specific targets for engagements (providers and patients) which drives some of the funds information
- III. Provider categories included in funds flow model are designated by state- additional provider types (e.g. health homes) are included within one of these categories

III. INTERACT Panel Discussion

- a. **INTERACT: Intervention to Reduce Acute Care Transfers-** is a “quality improvement program designed to improve the early identification, assessment, documentation, and communication about changes in the status of residents in skilled nursing facilities”
- b. Panelists
 - I. Gerard Kaiser, Executive Director, *Northwell Health Stern Family Center for Rehabilitation*
 - II. Dr. Conn Foley, Chief of Medicine, *Parker Jewish Institute*
- c. Length of time using INTERACT
 - I. Parker Jewish- 5 years with INTERACT
 - II. Broadlawn, Orzac & Stern Family- 5 years with INTERACT
 - III. Evercare/ Optum- pushed program about 5 years ago
- d. Patient Population at SNFs
 - I. Orzac/Stern- majority of individuals are sub-acute
 - II. Broadlawn manor- 80% are long term care/ 20% are subacute
 - III. Evercare/ Optum model is based on nurse practitioners
- e. Benefits
 - I. Tremendous decrease in hospitalization rates- Under 11% now at Gerard’s facilities
 - II. Constantly finding avoidable readmissions to drive improvement
 - III. SBAR has been helpful in identifying changes in patient
 - 1. SigmaCare- doing new release in June that will include Stop & Watch
- f. Challenges
 - I. **Resources**
 - 1. Gerard notes that his facilities do not have dedicated INTERACT person
 - II. **Cost**
 - 1. NQP and PPS will bring some support financially
 - 2. Some hubs can also provide support



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- III. **Long Term Use-** tough to keep momentum going after initial success in the short term (education, etc.)
 - 1. INTERACT use has a bell curve- increases with education and implementation, but levels off over time
 - 2. Need facilities and staff to commit to long-term
- IV. **Consistent Staff**
 - 1. If staff goes on vacation, temporary replacement staff may not have proper/adequate training
 - 2. Community versus employed physicians- need to make sure they are still fully vested in program regardless of employment status with facility
- g. Best Practices / Lesson Learned
 - i. **Identifying Changes in Patient-** Focus on more than just nursing staff- housekeeping, engineering, therapy staff likely see patient on a daily basis and are skilled at identifying subtle changes in patients
 - a. Stop & Watch- helps identify changes in patient
 - b. Nursing staff has to be open to housekeeping/ other staff coming to them in these situations
 - ii. **Champions to Support Long-term Use-** Need leadership support and clinical champion to be involved and drive ongoing reinforcement/education
 - iii. **“Do Not Hospitalize/ Re-hospitalize” Order** – could help reduce readmission rates
 - a. Difficult to determine at admission who will need to be readmitted
 - b. Situation, Background, Assessment and Recommendation (SBAR) – included in INTERACT toolkit and documents changes in status
 - iv. **Use Data-** to identify trends and opportunities for improvement
 - a. INTERACT provides form for each hospitalization (done by nurse manager)
 - b. Gerard Kaiser: Administration staff collects and puts into Excel to manage data
 - i. Multidisciplinary team Group reviews data every two weeks and identifies trends and areas of improvement
 - ii. Also brings the data to a quality/ performance improvement committee
 - c. Dr. Foley notes that facilities can leverage HER capabilities as well



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- h. Transfers
 - I. Common Reasons for transfers- Sepsis, UTI
 - II. Cost considerations- what about cost to maintain patient if he or she is not transferred to a hospital?
 - 1. Gerard notes that loss of revenue generally outweighs cost to keep patient at facility
 - i. Managing family requests for hospitalization
 - I. Hospitalists are supposed to document capabilities of facility within the INTERACT tool
 - 1. Hospitalists meet staff and tour the facility
 - 2. Hospital-based consultants – help determine whether a patient’s needs can be met at facility
 - 3. Family also meets with facility staff to review goal of care to plan for when potential problems arise and develop strategies ahead of time
 - j. Additional Resources
 - I. GNYHA report March 2014- Innovations to Reduce Hospital Readmissions and Avoid Hospitalizations from Nursing Homes
<http://chws.albany.edu/archive/uploads/2014/04/hospitalreadmissions2014.pdf>
- IV. CCHL Training
- a. The purpose of the training is to fulfill a Milestone that requires the education of leadership and partners
 - b. Slides can be found within the PAC slides and on the NQP website:
<http://www.nassauqueenspps.org/resources>
- V. Next Steps
- a. Next Meeting- June 15th 8:30AM- 10:00AM
 - b. NUMC Auditorium
 - c. Please contact Rachael Exon (rexon@nexerainc.com) with questions or to add additional contacts to distribution list