

# Quality Improvement in the Long Term Care Setting Opportunities and Barriers

George Do, Pharm.D., MS HAIL

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## Disclosure

- Presenter has nothing to disclose

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## Learning Objective

1. Define Quality Improvement
2. Recognize the situation of readmission rates in the long term care setting
3. Reproduce results in clinical studies to specific work settings
4. Relate obstacles to quality improvement
5. List the number of ways pharmacists can help

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## Quality Improvement

- A framework developed by Institute of Healthcare Improvement (IHI) to systematically approach a process to reduce variation, achieve predictable results, and improve outcomes

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## When is a Quality Improvement Useful?

- Designed by IHI to address 6 dimensions of healthcare quality: safety, effectiveness, patient-centeredness, timeliness, efficiency, and equity
- Most applicable for stable systems
  - Can help identify systems of erratic occurrence
- Most tools rely heavily on quantitative measures

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## Tools of Quality Improvement

- Cause and Effect Diagram
- Failure Modes and Effects Analysis
- Run Charts
- PDSA Worksheet

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### Interpreting a Run Chart

- Shift
- Trend
- Run
- Astronomical point

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### PDSA Worksheet

- PDSA (Plan-Do-Study-Act)
- Cyclical approach that aims for continual improvement

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### Applying Quality Improvement

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## Long Term Care Project

- 200 bed skilled nursing facility
  - 50% post acute
- Base Rate Readmission was 25.7%
  - National rate was 20.3% based on data from SNF VBP
- Planning period over 3 months from September 2021 to December 2021
- Project implementation period from January 2022 to July 2022

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## PDSA cycles utilized

- Consultant Pharmacist joins Care Conferences
- 2<sup>nd</sup> day of remote review added
- Shift remote review to onsite review
- Pharmacist joins grand rounds
- Aligning pharmacist interventions and communications with nursing and physician expectations
- Reworking care conferences

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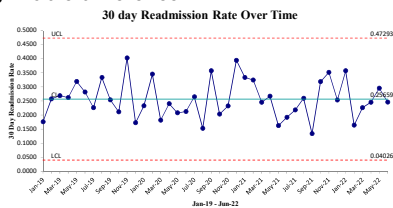
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## Results

- No recognizable difference



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### Barriers to Apply Quality Improvement

- Varying interest of important partners
- High turnover of partners
- Financial structures
  - SNF VBP parameters and metrics change
  - Value based care versus Fee for service
- Inconsistent population application
- COVID

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### Specific Barriers to Project

- Staff changes deteriorated core processes like care conferences
- Work changes deteriorated data recording systems and deprioritized initiatives
- Study period did not match well with data points needed to detect change
  - Secondary measures such as report response rate much more easily adjusted to detect change

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### Reflection for New Projects

- Control factors and acknowledge balance factors
- Approach a situation in small incremental steps
- Recognize, support, and adjust existing systems of improvement
- Maintain reasonable expectations

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### Assessment Questions

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### What is the goal of quality improvement?

- A. reduce variation, achieve predictable results, and improve outcomes
- B. increase employee satisfaction, reduce variation and achieve predictable results
- C. reduce variation, increase employee satisfaction, and improve outcomes
- D. reduce variation, achieve predictable results, and increase employee satisfaction

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### What tools can be used for quality improvement?

- A. Run charts
- B. t-charts
- C. chi square charts
- D. p values

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**What was the 2022 unadjusted readmission rate for SNFs?**

- A. 20.3%
- B. 10.3%
- C. 40.0%
- D. 8.0%

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**What of these measures may be the best candidate for quality improvement?**

- A. Report response rate
- B. Readmission rate
- C. Employee mood score
- D. Yearly performance review

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**What are obstacles to quality improvement more unique to long term care?**

- A. High turnover of partners
- B. Integrated health care model
- C. Aligned financial structures
- D. Long client to practitioner exposure time

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**Which of these ways can pharmacists likely implement for quality improvement?**

- A. Recognize, support, and adjust existing systems of improvement
- B. Dictate procedures
- C. Quickly change numerous aspects absent of feedback
- D. Take over other positional duties

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**References**

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**Questions?**

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**Thank you!**  
George Do, georgedopharm@gmail.com

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