Nursing Home Quality and Quality Improvement

Nathan Williams, MS
Jody Rothe, RN, WCC
MetaStar, Inc.
Monona Terrace, Madison, WI
March 6, 2012
MetaStar, Inc.

- Wisconsin’s Quality Improvement Organization (QIO) contracted with CMS to work with health care providers in Wisconsin to improve health care for Medicare beneficiaries

- Our Mission: “To effect positive change in the quality, efficiency and effectiveness of health care”

- All states receive QIO services, per CMS
Objectives

As a result of this session, learners will be able to:

- Define how quality is measured in skilled nursing facilities (SNFs)
- Understand Wisconsin characteristics related to quality measures in SNFs
- Access resources for achieving and sustaining quality in SNFs
How Quality is Measured

- Nursing Homes for Quality Improvement: Process and Outcomes Measures from Minimum Data Set (MDS) Assessments
- CMS for Consumers: Nursing Home Compare Website
Nursing Home Compare

- A public website for consumers maintained by CMS
- Includes 5-star rating for each nursing home in the nation
- More stars are better
  - Much above average
  - Above average
  - Average
  - Below average
  - Much below average
Nursing Home Compare
Basis for 5-Star Rating

- **5-Star Rating based on:**
  - **Health Inspections**
    - Three most recent standard inspections, including observations of staff-resident interactions, environment, complaints (if any), and how these have been addressed
  - **Nursing Home Staffing**
    - Are there enough qualified nurses to provide adequate care, based on numbers and needs of residents
  - **Performance on Quality Measures**
    - Desired outcomes
    - Processes of care that are likely to result in good outcomes
Wisconsin Nursing Homes on the 5-Star Rating

- 392 WI Nursing Homes on Nursing Home Compare
  - 16% have 5-star rating (Best)
  - 30% have 4-star rating (Second Best)
  - 20% have 3-star rating (Average)
  - 24% have 2-star rating (Below Average)
  - 10% have 1-star rating (Not so Good)
- Mean rating is 3.2, which is slightly above average
How Quality is Measured
Minimum Data Set Version 3.0

- All long-stay residents are thoroughly assessed by nursing home personnel at least once each quarter
- Assessment includes key information from which 21 National Quality Forum-endorsed measures are derived
- Two types of measures:
  - First type: Processes of Care
  - Second type: Outcomes
How Quality is Measured
Minimum Data Set Version 3.0

Process of Care Measures
- Scientifically linked to better risk-adjusted outcomes
- Based on best practice guidelines derived from comprehensive meta-analyses of current scientific literature by panels of clinical experts
- Examples:
  - Percent of long-stay residents who were physically restrained (Since this is never appropriate, lower rates are better)
  - Percent of long-stay residents assessed and appropriately given seasonal influenza vaccine (Since this is always appropriate, higher rates are better)
  - Percent of long-stay residents who have or had a catheter inserted in their bladder (While indwelling urinary catheters are often appropriate, they are occasionally over-utilized, so the appropriateness of their continued use in a resident should be continually reassessed)
How Quality is Measured
Minimum Data Set Version 3.0

Outcomes Measures
- Rates at which events (usually undesired) are observed

Examples:
- Percent of long-stay residents with a urinary tract infection
- Percent of long-stay residents who report moderate or severe pain
- Percent of long-stay residents who report one or more falls with major injury
- Percent of high-risk, long-stay residents with pressure ulcers
- Percent of low-risk, long-stay residents with pressure ulcers

All nursing home residents are at some risk for acquiring pressure ulcers, but some residents (e.g., those with dementia, limited mobility, circulation problems, urinary incontinence) are at very high risk.
Quality Measures
Wisconsin vs. the Nation

- Process Measures
  - Avoidance of Physical Restraints in Long-Stay Residents
    - Wisconsin is a benchmark state
    - Wisconsin and other states have shown substantial improvement over the last five years
    - There are some geographically-dispersed facilities that still have substantial room for improvement
    - MetaStar is working intensively with a group of nursing homes that have high rates of physical restraint use
Quality Measures
Wisconsin vs. the Nation

🌟 Outcome Measures

🌟 Reducing Pressure Ulcers in High-Risk, Long-Stay Residents

🌟 Wisconsin is better than most states
🌟 This is slowly improving in Wisconsin and in the nation
🌟 There are some geographically-dispersed facilities that still have substantial room for improvement
🌟 MetaStar is working intensively with a group of nursing homes to reduce the prevalence and incidence of pressure ulcers
PERCENT OF LONG-STAY, HIGH-RISK RESIDENTS WHO HAVE PRESSURE ULCERS

Data prior to the 4th quarter of 2010 were obtained via CASPER version 2.0. Data from the 4th quarter of 2010 and continuing through the present are from CASPER version 3.0.
Challenges of Measuring and Improving the Quality of Long Term Care (LTC)

- Data availability
- Staff stability
- Culture
  - Patient centeredness
  - Patient safety
- Process for problem identification
Potential Solutions to Measuring and Improving the Quality of LTC

- Track facility data
- MDS 3.0 data
- Increase staff stability
- Increase staff and resident satisfaction
- Person-directed care
- Knowledge of survey process
- Nursing home association membership
Potential Solutions to Measuring and Improving the Quality of LTC

- Education programs
- Use evidence-based standard of practices in policies and procedures
- Model for Improvement
- Standardized and systemic processes
- Quality improvement audits
- Join coalitions
- Network
Resources

- Advancing Excellence  
  - http://www.nhqualitycampaign.org

- Nursing Home Compare  
  - http://www.medicare.gov/NHCompare

- Wisconsin Clinical Resource Center  
Contact Information:

MetaStar, Inc.
2909 Landmark Place
Madison, WI  53713

800-362-2320
www.metastar.com

nwilliam@metastar.com
jrothe@metastar.com

This material was prepared by MetaStar, the Medicare Quality Improvement Organization for Wisconsin, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. 10SOW-WI-HAC-12-16.