

Step 2: Develop a Deliberate Approach to Teamwork and Data: Baseline & Benchmarking

Phase II, Session 4

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Last Week

- Reflections from structured (scripted) Walk Rounds?
- How did your Root Cause Analysis go?
 - Lessons Learned?
 - Did you incorporate the UCLA Loneliness Scale?

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Step 2: Develop a Deliberate Approach to Teamwork

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Characteristics of an effective team

- Having a clear purpose
 - Identified in job descriptions
 - Reviewed in annual evals & as needed
- Having defined roles for each team member to play
- Having commitment to active engagement from each member

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QAPI relies
on
TEAMWORK

Task-oriented teams focused on particular problem (limited and focused)

Performance Improvement Project (PIP) teams

Explore purpose of PIP to identify type of members to achieve that purpose

Family members and residents

Plan for sufficient communication

Leadership support is AGAIN essential

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Data:
Establishing a Baseline
& Benchmarking

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Benchmarks

Facility Quality Measure Report

Measure Description	CMS ID	Data	Num	Denom	Facility Observed Percent	Facility Adjusted Percent	Comparison Group State Average	Comparison Group National Average	Comparison Group National Percentile
Hi-risk/Unstageable Pres Ulcer (L)	N015.03	C	2	16	12.5%	12.5%	6.3%	8.8%	78 *
Phys restraints (L)	N027.02	C	0	32	0.0%	0.0%	0.0%	0.2%	0
Falls (L)	N032.02	C	22	32	68.8%	68.8%	57.0%	45.8%	96 *
Falls w/Maj Injury (L)	N013.02	C	1	32	3.1%	3.1%	5.0%	3.5%	52
Antipsych Med (S)	N011.02	C	0	1	0.0%	0.0%	1.7%	2.0%	0
Antipsych Med (L)	N031.03	C	7	32	21.9%	21.9%	18.0%	14.2%	84 *
AntiAnxiety/Hypnotic Prev (L)	N033.02	C	4	27	14.8%	14.8%	5.2%	6.3%	91 *
AntiAnxiety/Hypnotic % (L)	N036.02	C	3	27	11.1%	11.1%	19.0%	19.6%	21
Behav Dis affect Others (L)	N034.02	C	2	30	6.7%	6.7%	22.0%	20.6%	18
Depress Sx (L)	N030.02	C	4	32	12.5%	12.5%	5.8%	7.2%	84 *
UTI (L)	N024.02	C	0	32	0.0%	0.0%	3.2%	2.7%	0
Cath Insert/Left Bladder (L)	N026.03	C	3	32	9.4%	12.6%	3.0%	2.0%	99 *
Lo-Risk Lose Bib Con (L)	N025.02	C	3	13	23.1%	23.1%	45.7%	47.3%	11
Excess Wt Loss (L)	N029.02	C	0	27	0.0%	0.0%	6.9%	7.9%	0
Incr ADL Help (L)	N028.02	C	2	27	7.4%	7.4%	16.3%	16.9%	14
Move Indep Worsens (L)	N035.03	C	7	24	29.2%	36.6%	22.7%	26.1%	79 *
	0	-	-	-	-	-	71.2%	69.2%	-
Denominator			2		0.0%		0.0%	1.6%	

Long-stay quality of resident care



The long-stay quality of care rating reflects the quality of care delivered to long-term residents, and whose typical goal is to maintain or attain their highest possible well-being while residing in the facility.

Number of hospitalizations per 1,000 long-stay resident days: **1.14**
 Lower numbers are better
 National average: 1.69
 New Mexico average: 1.52

Data provided is fictional

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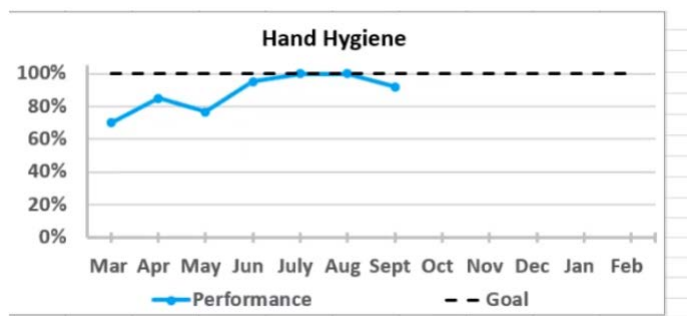
Baseline

- Definition = Baseline data are initial measurement data collected prior to the collection of the program intervention
- The value of having a baseline:
 - Serves as a point of reference
 - Demonstrates change over time
 - Helps monitor progress
 - Highlights areas or variables a program hopes to impact

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Indicator		Identified Goal (enter # between 90 and 100)	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov
Hand Hygiene	Performance	100%	70%	85%	77%	95%	100%	100%	92%	#N/A	#N
	# of Audits Passed		14	17	23	19	20	20	23		
	# of Audits Completed		20	20	30	20	20	20	25		



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Our Case: Social Isolation

2021.03.29 Virginia Smith Rm 312-A	1 Never	2	3	4 Always
How often do you lack companionship?		X = 2		
How often do you feel alone?				X = 4
How often do you feel left out?	X = 1			
How often do you feel isolated from others?		X = 2		
How often do you feel that there are people you can talk to? (reverse score) ***	X = 0			*** = 4
How often do you feel isolated from others?				
Comments _____				

Modified UCLA Loneliness Scale

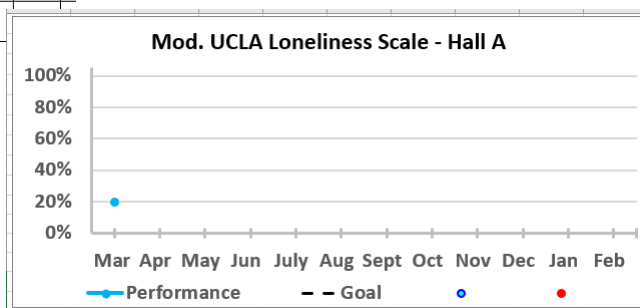
COLUMN TOTALS	1	4	0	8*
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TOTAL SCORE	13
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Our Case: Social Isolation

Indicator	Identified Goal <i>(enter # between 90 and 100)</i>	Mar	Apr	May	Jun
Mod. UCLA Loneliness Scale - Hall A	Performance	20%	#N/A	#N/A	#
	# of Audits Passed	2			
	# of Audits Completed	10			



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“Homework”

Baseline/ Benchmark

- Building on your Root Cause Analysis; establish a baseline or do some benchmarking

Homework Submission

- Starting with this week’s homework, in order to receive the \$50/week, please submit your “homework” to the DropBox by **Monday...** (you may get a call on Tuesday)

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