

Quality Partners of Rhode Island

Collaboration Opportunities and Strategies



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Quality Partners of Rhode Island

- Rhode Island's Medicare Contracted Quality Improvement Organization (QIO)
- Incorporated in 1995 (non-profit)
- Committed to the evaluation and improvement of healthcare quality
- The Centers for Medicare & Medicaid Services (CMS) contracts with Quality Partners to implement the national Health Care Quality Improvement Program in Rhode Island
- Private contracts – state and national
- On the web: www.qualitypartnersri.org

Quality Partners' Staff

Our team includes professionals with diverse hands-on experience and training in:

- Business
- Data Analysis
- Epidemiology
- Geriatrics
- Medicine
- Nursing
- Pharmacy
- Social Marketing

Our staff has the clinical knowledge and practical expertise necessary to improve the quality of the healthcare system

Advancing Excellence in America's Nursing Homes Campaign

Overview

- A coalition based, two-year national campaign that launched in September 2006
 - The coalition includes long-term care providers, caregivers, medical and quality improvement experts, government agencies, consumers and others
- Reinvigorating efforts to improve the quality of care and quality of life for those living or recuperating in America's nursing homes

Campaign Goals

Participating nursing homes will participate in at least 3 of the following 8 goals:

1. Reducing high risk pressure ulcers;
2. Reducing the use of daily physical restraints;
3. Improving pain management for longer term nursing home residents;
4. Improving pain management for short stay, post-acute nursing home residents;
5. Establishing individual targets for improving quality;
6. Assessing resident and family satisfaction with the quality of care;
7. Increasing staff retention; and
8. Improving consistent assignment of nursing home staff, so that residents regularly receive care from the same caregivers.

Strategies

- Management / Operational Structure
 - National structure
 - Steering Committee
 - Champions Advisory Board
 - Workgroups / Task forces (Communications & Marketing, Consumers, Recruitment, Results & Reporting, Technical Assistance)
 - State level support: Local Area Networks of Excellence (LANEs)
 - Leveraged a ‘proven’ model (i.e., LANE structure is similar to the Node structure for the IHI 100 K Lives campaign)

Strategies (cont'd.)

- Campaign Kick-Off
 - Summit in Washington, DC
- Development of campaign web site
 - Information related to the campaign and how to get involved (general and specific to audiences)
 - Registration forms
 - Campaign progress
 - Media
 - Resources and tools

Strategies (cont'd.)

- Email communications (monthly)
- Recognition programs (e.g., 'Trailblazers' designation on web site for nursing homes that coined the campaign early on)
- Recruitment Efforts
 - LANEs
 - Nursing Homes
 - Consumers

Strategies (cont'd.)

- Technical assistance: providing evidence-based information in support of the campaign goals
 - Process Frameworks
 - Flow Diagrams
 - Resources and Tools (recommended clinical practice guidelines, quality improvement tools, quality measure information, literature / research, etc.)

Results

- Registration
 - Nursing Homes: > 5,000 registered
 - Consumers: > 600 registered
- Campaign Goals
 - Beginning to analyze early data
 - Results to be reported shortly