

**ISDH Long Term Care
Newsletter Issue 2014-03
August 25, 2014**

In Today's Issue:

- Quality Improvement
Training Announcement

Announcing the ISDH Advanced Healthcare Education Project

PROJECT OVERVIEW

The Indiana State Department of Health (ISDH) is excited to announce a new healthcare quality improvement project. In partnership with the University of Indianapolis Center for Aging & Community, the ISDH is developing and implementing a series of advanced education programs on geriatric care issues.

Formal education programs for healthcare professionals generally do not include dedicated courses or even detailed content in geriatric issues such as pressure ulcers, infection prevention, or Alzheimer's and dementia. Programs certainly do not include process improvement content needed for healthcare quality improvement. Without expertise on long term care quality issues, nursing homes often do not have personnel with the skills needed to develop quality improvement programs.

Through previous initiatives, the ISDH found that only about 40% of Indiana nursing homes had a nurse certified in wound care and only 2% had an individual certified in infection prevention. In order to increase the number of nursing home staff with advanced education needed to support improvements in healthcare quality, the ISDH is implementing an advanced education program in support of healthcare quality improvement.

The project will provide introductory certification-level educational programs throughout the state on several advanced education topics. The courses will be focused and can be completed quickly. Programs may at times be provided as part of regional healthcare quality collaborative groups. The programs are intended to prepare the participant to be eligible for a level of certification in the specified area.

OUR PARTNER

The ISDH is pleased to partner with the University of Indianapolis Center for Aging & Community on this healthcare quality improvement project. The University of Indianapolis will be leading the project. A Healthcare Quality Advisory Group has been established consisting of partners to assist in developing, implementing, and focusing this project as well as other quality improvement projects.

EDUCATION PROGRAMS TO BE OFFERED

The ISDH is planning to offer educational programs in the following areas:

- Wound care
- Infection prevention
- Alzheimer's and dementia care
- Process improvement

OUR GOALS

As part of the project plan, the CMP Fund requires the state to establish and track outcome measures. The University will be tracking and monitoring activities to assess project outcomes. The following are outcome measures for the project:

Project assessment and measurement will be accomplished through review of deficiencies found by long term care surveys. The following is general data that will be used to obtain an overall indicator of quality of care:

- Number of statewide immediate jeopardy level deficiencies cited on nursing home surveys along with the percent of providers cited at an immediate jeopardy level for federal tags F314 and F441.
- Number of statewide actual harm level deficiencies cited on nursing home surveys along with the percent of providers cited at an actual harm level for federal tags F314 and F441.
- Number of statewide total deficiencies cited on nursing home surveys along with the percent of providers cited for federal tags F314 and F441.
- The state's rank as to the frequency of a deficiency in relationship with all states and region v states for F314 and F441.

The ISDH will track the following indicators to obtain a specific indicator of process improvement:

- Number and percent of Indiana nursing homes with an individual with certification level education in wound care
- Number and percent of Indiana nursing homes with an individual with certification level education in infection prevention
- Number and percent of Indiana nursing homes with an individual with certification level education in Alzheimer's and dementia
- Number and percent of nursing home staff that have completed the PHI abuse prevention program
- Number and percent of Indiana nursing homes with an individual with yellow belt Six Sigma education
- Number and percent of Indiana nursing homes with an individual with green belt Six Sigma education

COST

The programs are funded by the ISDH Civil Money Penalty Fund. There will be no charge to participants for the courses or training materials. There may be a small cost for food and beverage provided at the programs as the CMP Fund does not allow for funding of food and beverage.

FIRST UP: QAPI AND PROCESS IMPROVEMENT

Section 6102(c) of the Affordable Care Act mandates the Centers for Medicare and Medicaid Services (CMS) to establish standards and provide technical assistance to nursing homes on the development of best practices relating to Quality Assurance and Performance Improvement (QAPI). Survey and certification letters 11-22 (April 8, 2011) and 12-38-NH (June 29, 2012) discussed activities related to QAPI implementation in nursing homes.

CMS has been developing and testing QAPI tools, resources, and systems. Once the program is ready, CMS will be promulgating a new regulation requiring nursing homes to implement a QAPI program. Nursing homes will be expected to submit their QAPI plans to CMS one year after promulgation of the regulation.

QAPI has [five elements](#):

- Design and scope
- Governance and leadership
- Feedback, data systems, and monitoring
- Performance improvement projects (PIPs)
- Systematic analysis and systemic action

As part of the QAPI requirements, nursing homes will be required to adopt a process improvement process. The essential components include assessing facility quality using well-designed quality indicators, designing quality improvement projects based on the quality assessment, and measuring outcomes.

One of the more accepted quality improvement processes is Six Sigma. The ISDH realizes that most nursing homes do not have staff trained in LEAN Six Sigma or any other process improvement process. To assist nursing homes in preparing for the coming QAPI regulations, the ISDH is providing process improvement training. By completing the training, the nursing home will be able to demonstrate adoption of a process improvement process and then utilize the process with the facility's QAPI plan and implementation.

Quality Improvement Training Schedule

Advanced Education in Quality Improvement for Long Term Care Professionals

The Indiana State Department of Health (ISDH) has made funds available for education of long term care health professionals in four topic areas: wound care, infection prevention, quality improvement and Alzheimer's and dementia care. The education provided will be suitable for participants to pursue certification in these disciplines at their own cost if they so choose. The Project Manager is the University of Indianapolis Center for Aging & Community.

At this time, **Quality Improvement Trainings** have been scheduled in regions throughout the state.

Who should attend? Long Term Care Nurse Leaders, Quality Improvement Directors, Executive Directors.
Note: There is a limit of one participant per long term care facility unless unfilled slots become available. Trainings are limited to 25 participants.

Trainer: Evelyn Catt, MHA, Lean Six Sigma Black Belt, TTAC Consulting, LLC

Delivery Mode: Four-day, face-to-face, Lean Six Sigma Yellow Belt Quality Improvement training course. Class is 8 am - 4:30 pm each of the four days. Participants must attend all 4 days to complete the course and be eligible to sit for the Yellow Belt Certification Exam.

Content: Evidence-based principles that facilitate improvement; QAPI Principles and key concepts of Lean; organizing the workplace; Kaizen and PDSA cycles; Six Sigma principles; root cause analysis; using quality improvement techniques to optimize care

Credential: Participants completing the four-day course will be prepared to implement QAPI and eligible to sit for the Yellow Belt Certification Exam. Certification of participants will be at their own cost.

Cost: \$60 for the 4-day workshop plus a \$2.49 registration fee.

Identical Quality Improvement Trainings will be held regionally. To register, visit the links below:

Fort Wayne, IN	Sept 8-11, 2014	https://qi-fwa.eventbrite.com
Merrillville, IN	Sept 29-Oct 2, 2014	https://qi-mer.eventbrite.com

Columbus, IN	Oct 27-30, 2014	https://qi-col.eventbrite.com
Evansville, IN	Nov 10-13, 2014	https://qi-evv.eventbrite.com
Indianapolis, IN	Jan 12-15, 2015	https://qi-ind.eventbrite.com

For more information:

Contact Lidia Dubicki, Project Coordinator, University of Indianapolis Center for Aging & Community, ldubicki@uindy.edu or (317) 791-5926.

Attached is a printable flyer for the [Quality Improvement Trainings](#).