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Go to the Hospital or Stay Here?

October 12, 2022

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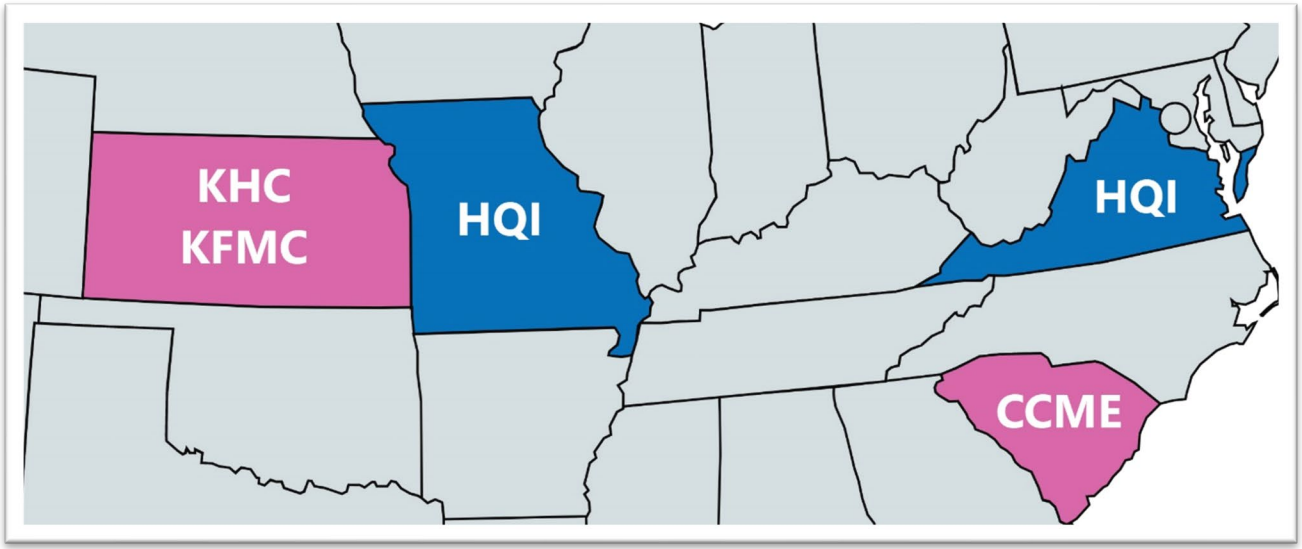

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Logistics – Zoom Webinar

To ask a question, click on the **Q&A** icon.

Raise your hand if you want to verbally ask a question.

Resources from today's session will be posted in **Chat**.

You may adjust your audio by clicking **Audio Settings**.

You have been automatically muted with video turned off.

Guest Faculty

Ruth M. Tappen EdD, RN, FAAN
Eminent Scholar and Professor,
Florida Atlantic University

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Learning Objectives

- Describe the purpose and use of the resident/family decision guide, *Go to the Hospital or Stay Here?*
- Empower staff to engage in patient and family conversations about care goals, transfer risks and care setting capabilities.
- Add the decision guide to care and conversation processes with patients.
- Increase cross-setting collaboration with partner nursing homes and hospitals

Part I

Development of the Decision Guide

Go to the Hospital or Stay Here? –A Randomized Clinical Trial

Preliminary Work Supported by Patient-Centered Outcomes Institute (PCORI)

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Background & Significance

- Avoidable NH Resident readmissions to acute care generate an estimated annual cost of $4.3 billion.
- CMS Value-Based Purchasing Program first reduced payments to hospitals with excess readmissions.
- Then, as of October 2018, nursing homes too were penalized on their readmission rates and reported now reported on CMS Care Compare.

Polling Question #1

Does your facility leadership team focus on reducing avoidable transfers to the ED?

1. Yes
2. No
3. I don't know
4. N/A

Programs to Reduce Avoidable Hospitalizations

- INTERACT® and the Missouri Quality Initiative addressed clinical factors, particularly early identification and timely response to changes in condition.
- Family and resident insistence on transfer have been largely overlooked yet 14 – 17% of potentially avoidable readmissions were reported by NH staff to be due to their insistence.

Development of a Decision Guide

Structured Interviews:

96 NH Residents

75 Family Members

100 Providers

18 Nursing Homes

Transformation of Results to Decision Aid

- Team read, and re-read interview results.
- Identified many misunderstandings about contemporary long-term care: addressed in the narrative and an FAQ section of the new Guide.
- Noted concerns about transfers vs remaining in NH and incorporated them into a narrative.

Field Test of Decision Guide

- 16 Nursing Homes selected in South Florida.
- Recruited 128 residents and 64 families, a total 192.
- Participants were randomly assigned to treatment and control groups.

Intervention

Treatment Group

- Provided the Decision Guide
- Brief discussion of main points
- Encouraged participants to read Guide and ask staff questions, discuss with providers

Comparison Group

- Customary Care

Participant Evaluation of the Guide (N = 73) at Post-test

- 85% found it helpful or very helpful
- Only 3 said it was not helpful, 2 were neutral
- On a rating scale of 1 (not helpful) to 5 (very helpful) mean rating was 4.5
- 25% shared it with others
- 55% read it thoroughly, 12% said they did not read it further

Conclusions Part I

- Decision Guide was very well received by Residents and Families
- Fills a Gap in Tools for Reducing Hospital Readmissions
- Potential to Reduce Hospital Readmissions

Polling Question #2

Are you using INTERACT tools in your facility to identify early changes in condition that contribute to transfers to the ED?

- Yes
- No
- I don't know
- N/A

Part II

Test of Organization-Wide Implementation

In the first year of an 8-state initiative designed to assist nursing homes in reducing unnecessary hospital readmissions, 16 nursing homes were identified and invited by CMS and state agency advisors to participate in the initial study of the effects of the intervention (use of the Guide).

CMS Region IV

1. Alabama
2. Florida
3. Georgia
4. Kentucky
5. Mississippi
6. North Carolina
7. South Carolina
8. Tennessee

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Expectations of the Participant NHs

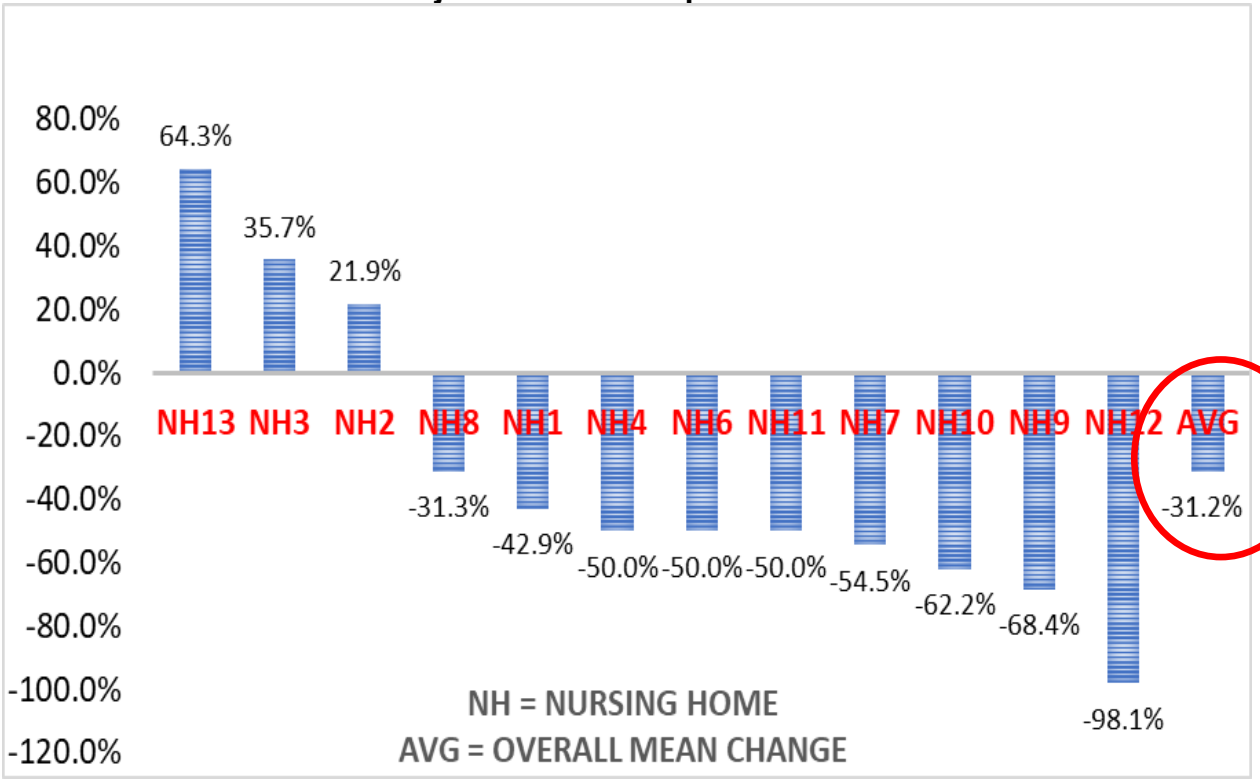
1. Complete a baseline survey of facility characteristics and report all hospital transfers that had occurred in the 3 months prior to introducing the Guide/Trifold in their facility.

2. Prepare facility management and staff to deploy the Guide/Trifold.

3. Rollout Guide/Trifold use in the facility.

4. Complete a report of hospital transfers that occurred in the first three months of Guide and/or Trifold use and report their experience implementing the Guide.

Understanding the Results:
Percentage Change in Readmissions:
3-Month Project Period Compared to 3 months Prior



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"It gives family members a better understanding of what questions to ask regarding nursing home services provided at this facility. It helps them (families) in structured meetings to ask questions about services."

NHA, Tennessee

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Conclusions Part II

Demonstrated the acceptability and potential usefulness of the Guide in reducing hospital readmissions of nursing home residents.

Reports from the participating nursing homes indicated that the resident and family members were appreciative of receiving the Guide and many had been unaware of the services that could be provided in the nursing home.

Polling Question #3 - *select one*

What is the most frequent reason for transfers back to the hospital?

- Limited ability to provide basic diagnostics and/or medical treatment?
- Staff expertise or confidence to manage changes in condition?
- A resident or family insistence

Part III

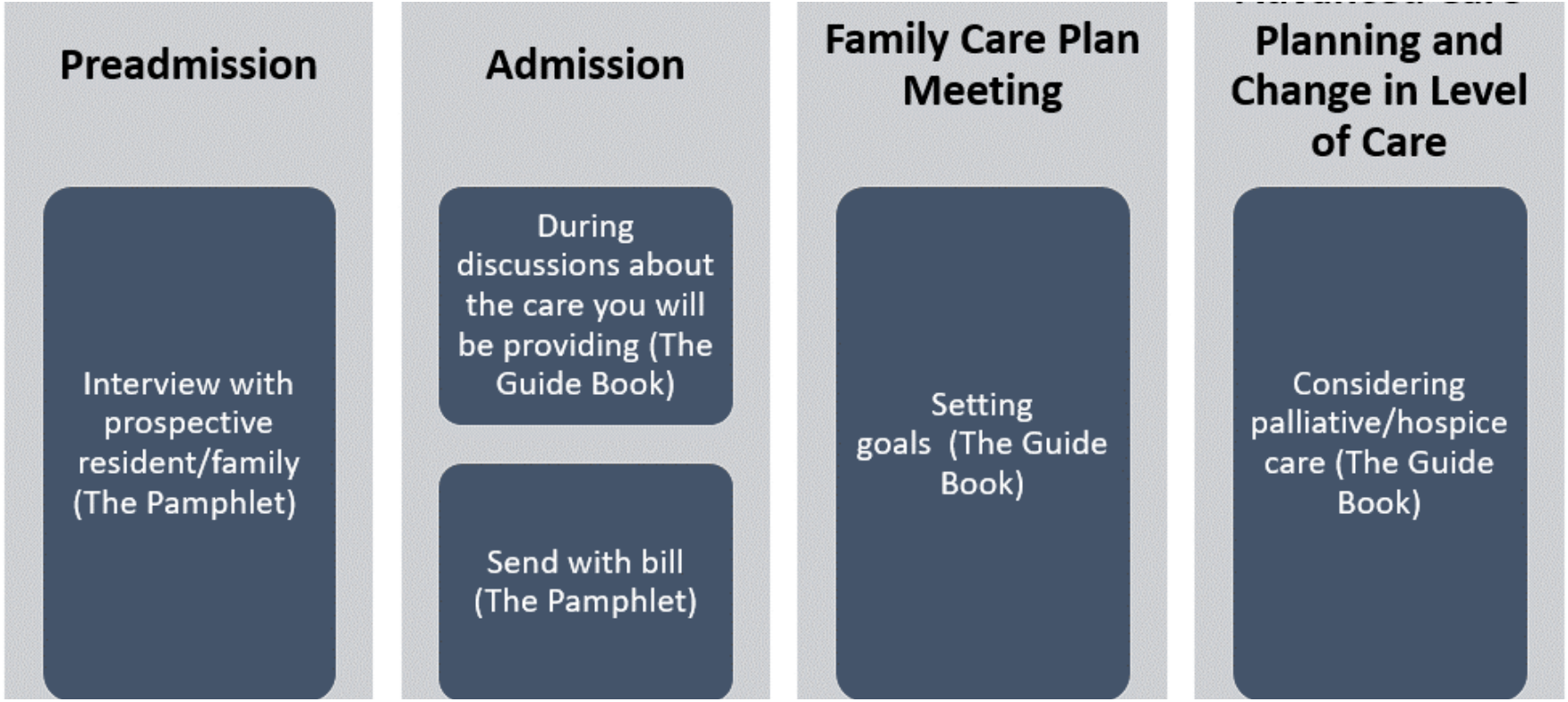
Using the Guide

Getting Started

First Steps:

- Meet with your leadership team.
- Make sure Medical Director and medical providers are on board with the initiative.
- Provide facility-wide staff preparation.
- Monitor and reinforce at the unit and team level.
- Embed in orientation.

Distribution of the Guide: Workflow



Distributing the Guide

Have the guide available in the resident's room. "We have the brochure in a binder at each resident's bedside. We find quite frequently that the copies of the brochure are removed-so people are reading the."

Nursing Home Executive, Alabama

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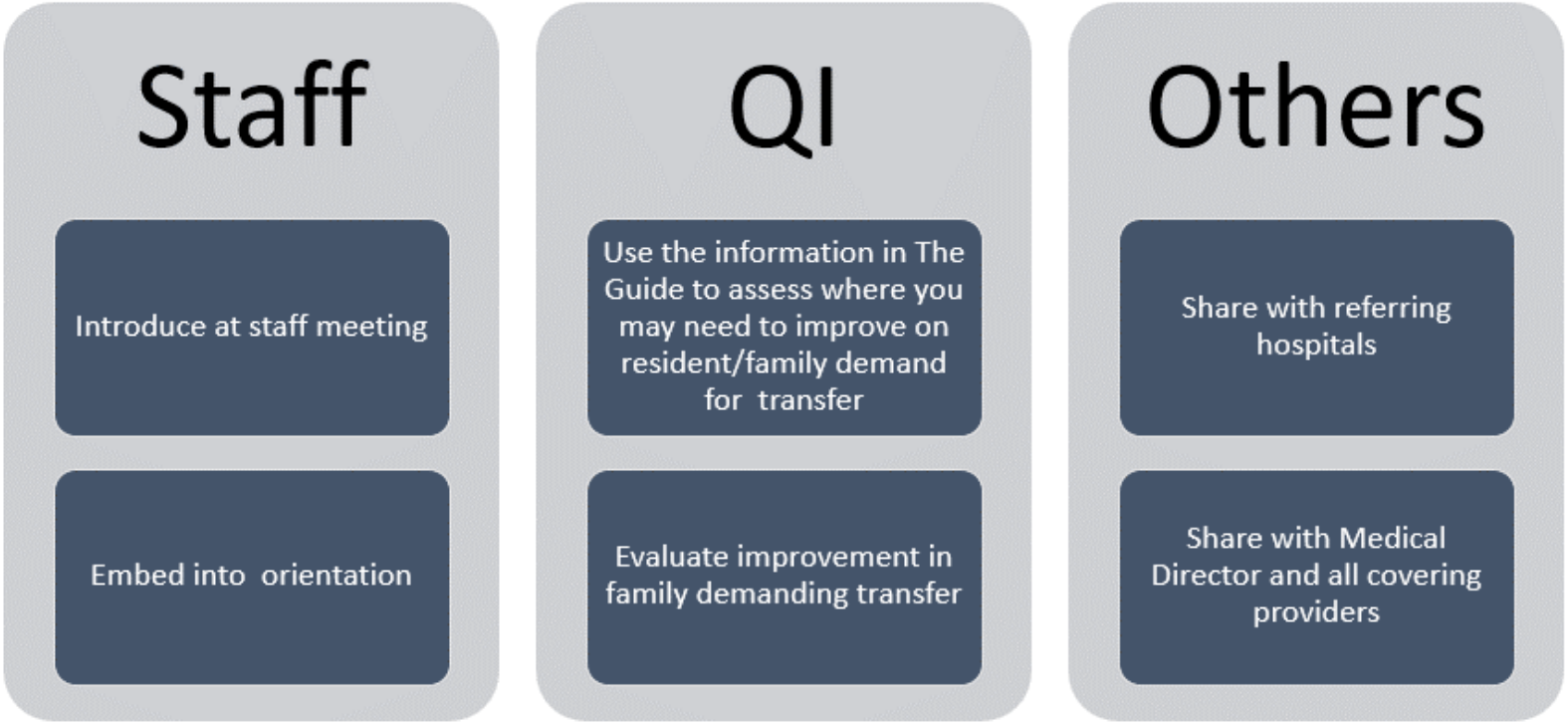
Hardwiring the Workflow Process



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Sample page

Page 3 of the Guide

"It depends on what is going on, the severity of the illness. Give me a run down on what the hospital can do for me and what they can do for me here." (Patient)

"I don't want to push the panic button and send her to a hospital if it can be kept under control here." (Son)

2

REASONS TO PREFER BEING TREATED HERE

Many tests and treatments can be provided in the nursing home:

- Medications
- X-rays
- Blood tests
- Oxygen
- Wound care
- Checking on you and reporting to your doctor or other medical provider
- Comfort care (pain relief, fluids, bed rest)
- IV (intravenous) fluids in some facilities
- Physical or Occupational Therapy
- Speech Therapy

You can ask your nurse, doctor or other medical provider what else can be done for you here.

REASONS TO PREFER BEING TREATED IN THE HOSPITAL

Hospitals can provide more complex tests and treatments including:

- Heart monitoring
- Body scans
- Intensive care
- Blood transfusion
- Surgery

THERE ARE ALSO RISKS TO GOING TO THE HOSPITAL

Being transported to the hospital can be stressful. You are likely to have to explain your concerns to nurses and doctors you do not know. You are also at greater risk for skin breakdown,

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Helping Families to Use the Guide

"Great educational tool for residents and families and a useful guide for resident-family decision making and the treatments (their options) that can be performed in the nursing home." (Georgia)

"In a crisis, family members panic, staff panic. Just stop and think what we can do here. The guide is a great educational tool for staff." (Alabama)

Guide Website

Decision Guide | Home | About Us | Decision Guide | Audio Version | CMS Project | Education and Resources | Contact Us

GO TO THE HOSPITAL OR STAY HERE?

A Decision Guide for Residents, Their Families, Friends and Caregivers

CMS CENTERS FOR MEDICARE & MEDICAID SERVICES

"The Decision Guide tools and resources have really helped us think differently on how we can prepare our Residents and Families for changes in condition and to let them know, WE take care of them in our Nursing Facility." NC SNF

LOOK INSIDE

Trifold Version

Education & Resources

Use this section to access Training & Educational Videos, Case Studies and Webinar Presentations

Information for Residents & Families — click here

Information for Professionals — click here

Ordering information

To order printed, full-color guides with same-day shipping: click here

Give feedback

click here

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Training Videos

Videos

The Usefulness of the Guide

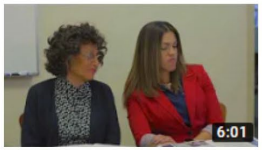
Dr Adrienne Mims shares her perspective as a gerontologist and the family member of a nursing home resident

An Introduction from the Project Director

Dr Ruth Tappen describes the development of the Decision Guide

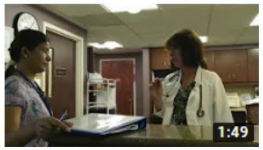
A Testimonial from a Nursing Home Resident

Paul, a rehab center resident talks about how the Guide and better information could have helped avoid an unnecessary hospital transfer.



Introduction for a new Resident and Family Member

A new resident and a family member are introduced to the Guide



Teaming with Resident to Prevent Hospitalization

A resident's change in condition that can be managed in the nursing home. (Pneumonia)

Engaging the Resident and Family in the Plan of Care

Resident and family learn how following the recommended diet can prevent another hospitalization. (Salty Fish)

Managing an upset resident

How not to do it and how to get it right. (Including a resident calling 911.)

Decision Guide for Resident in Palliative Care

Offering Options: Speaking to a resident on palliative care about the Guide

Decision Guide for Resident in Hospice Care

A Social Worker and Hospice Nurse explain issue of hospitalization when the resident is in hospice care

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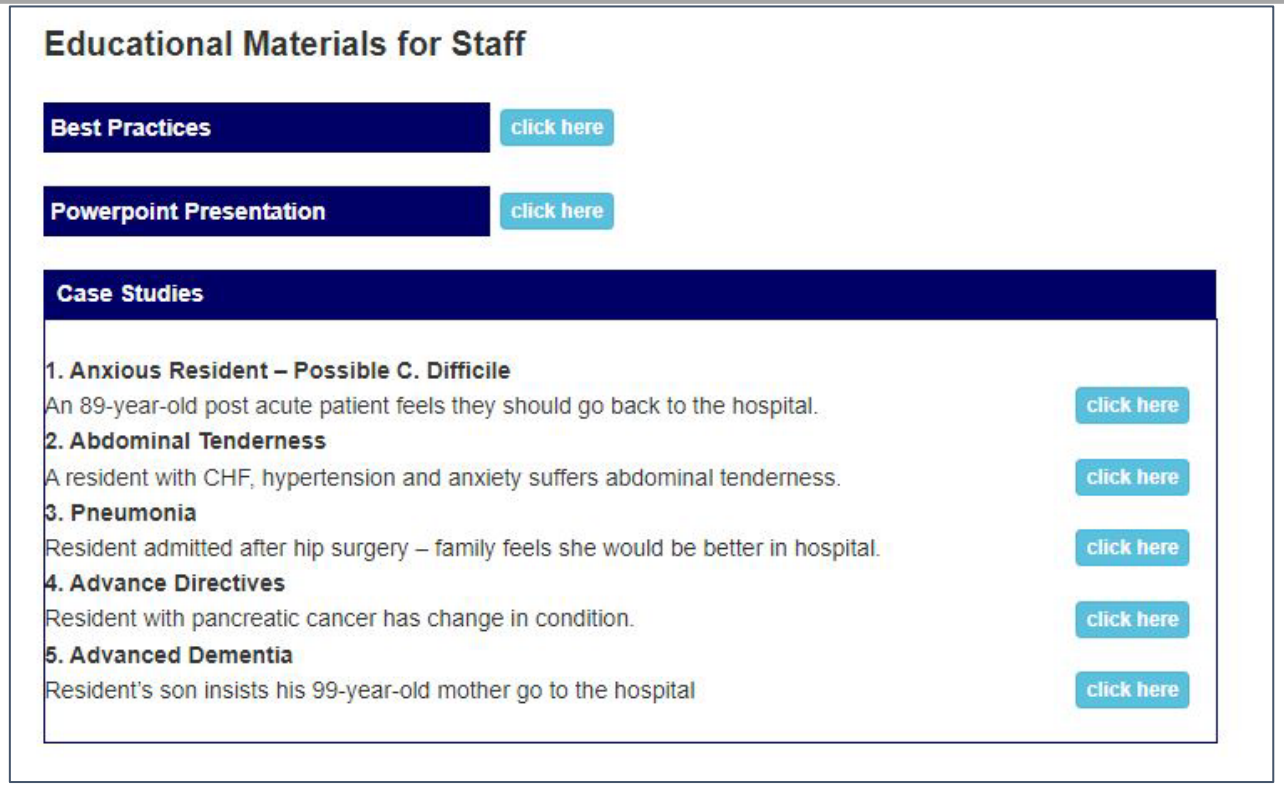
Project Website – Case Studies



Educating Staff In 30 Minutes

- Highlight how your facility is working to prevent avoidable transfers and readmissions to the hospital
- Review the Guide and plan when it will be introduced to the Resident and Family
- Review some recent transfers that could have been prevented-use a training video to emphasize learning
- Use a case study to engage staff in the discussion

Impact on Staff

"An educational tool for staff nurses (and for retraining staff) strengthens their confidence in decisions and the follow-up measures necessary when a change in a resident's condition occurs."

NHA, Mississippi

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A Family Story

" This decision guide should be offered to all families in nursing homes. It is very helpful to explain to families what treatments can be provided in the nursing home. My mother died this past July in a nursing home. We didn't have to go to the ER."

Tammy from Mississippi

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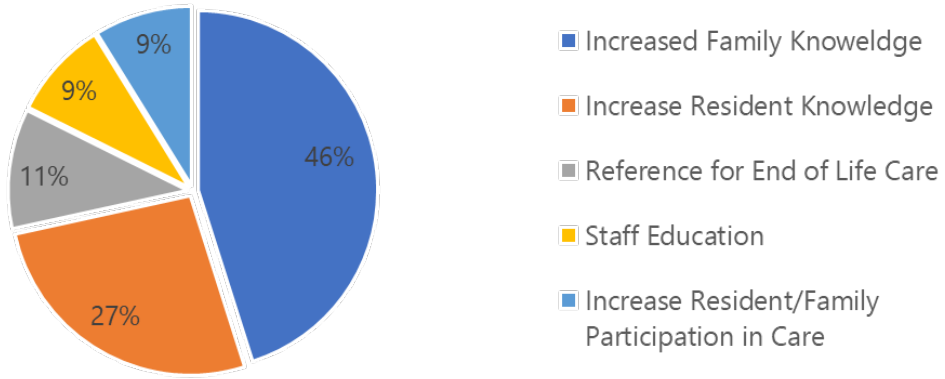
Results from Phase 3

How has the Guide been helpful in reducing avoidable transfers back to the hospital?



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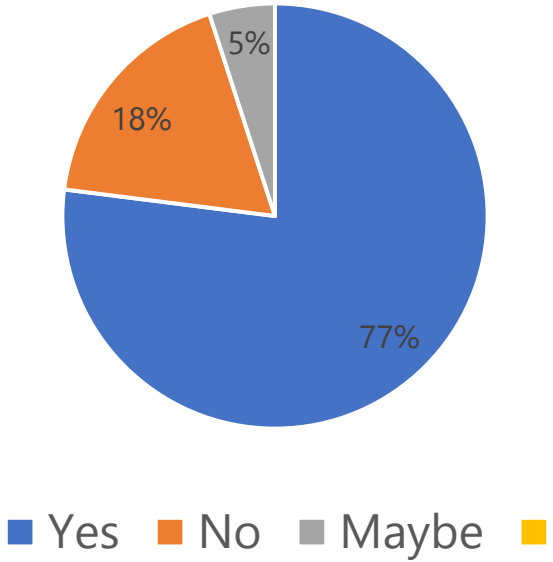
Did you achieve a reduction in avoidable transfers that led to readmissions?



Next Steps: Sharing with Hospitals

Distribute	Share the guide with case managers at local hospitals.
Provide	Provide more workshops to reinforce information-also provide networking between nursing home personnel and hospital personnel.
Collaborate	Look at your transfer and readmission rates, identify drivers and a team to improve coordination of care.

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Polling Question #4- *select multiple options*

What benefit do you think the Decision Guide could have for your readmission program?

- Provide facts for residents and families about the care a nursing home can provide if a change in condition occurs.
- Incorporate into staff education
- Implement into admission processes and care planning meetings
- Use as a reference for discussing a different level of care
- Starting a conversation about advanced care planning

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Wrap up and Next Steps

Karen Southard, RN, MHA, CPHQ
CCME, SC Director

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Join the
Go to the Hospital or Stay Here- The Decision Guide
Affinity Group to Reduce Avoidable Transfers

Learn about the following topics related to the implementation and utilization of the Guide and receive specific guidance for the next steps.

November 9, 2022: Leadership Commitment to the Guide and its Impact on Avoidable Transfers
December 7, 2022: Designing your Workflow and Educating Staff
January 11, 2023: Collaborating with your Hospitals on the Guide
March 15, 2023: Sharing implementation best practices and successes

All sessions - 1:00 p.m. to 1:45 p.m. EST

Registration information in chat.

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Thank you!

Dr. Ruth Tappen
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http://www.decisionguide.org/

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