



Health Quality Innovation Network

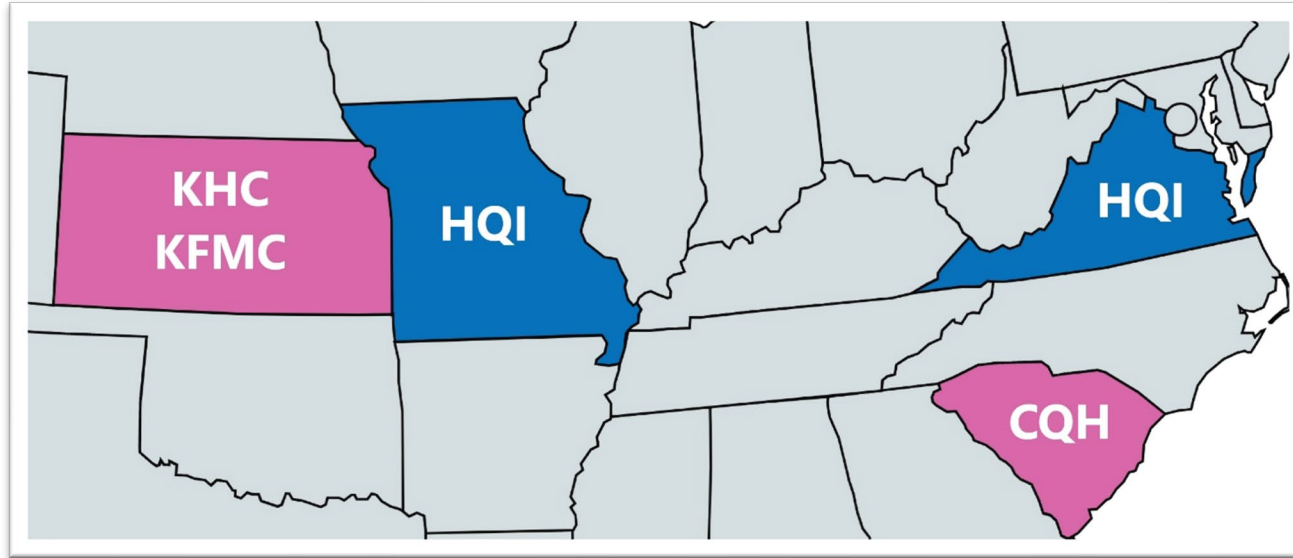


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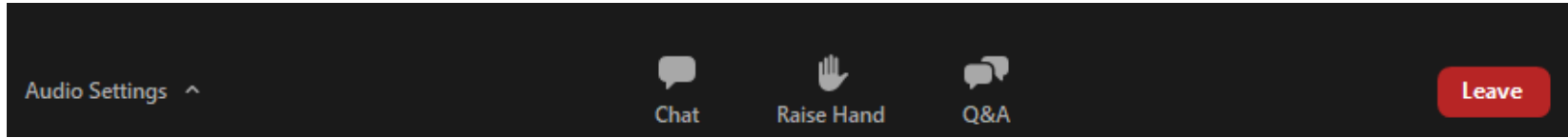
# Recognize and Respond Collaborative: INTERACT<sup>®</sup> Decision Support Tools

October 10, 2023

# Health Quality Innovation Network



# 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.

# Your Team



**Kristine Williamson, MSN, RN, CPHQ**  
Quality Improvement Specialist



**Sarah Banyai, MPH**  
Quality Improvement Specialist



**April Faulkner**  
Communications Specialist

# Webinar Objectives

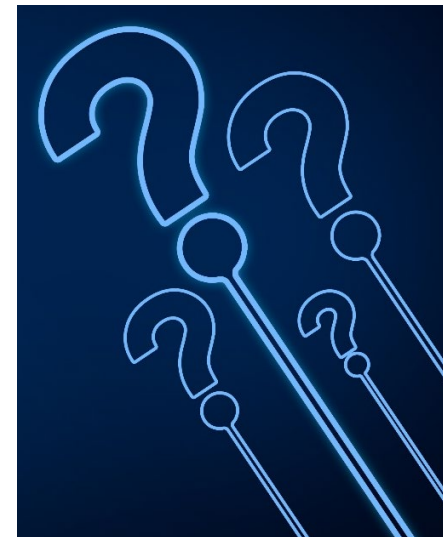
- Understand different care paths available
- Recognize the appropriate time for utilization
- Incorporate care paths into day-to-day operations



# Polling Question

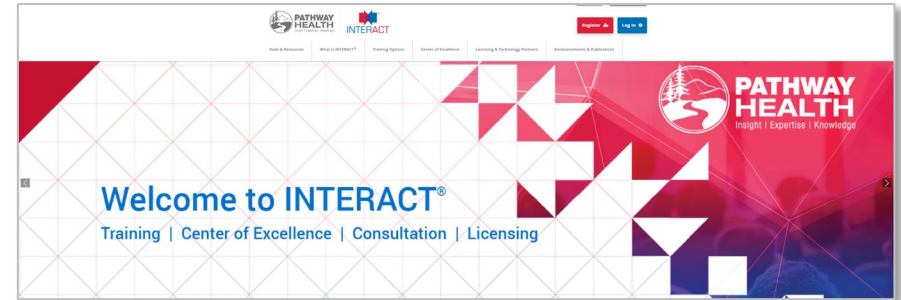
Are you currently using INTERACT® decision support tools or a similar platform within your EHR?

- A. Yes
- B. No
- C. Unsure



# What is INTERACT®?

- **I**nterventions to **R**educe **A**cute **C**are **T**ransfers
- An evidence-based intervention to help post-acute care providers identify, evaluate and communicate changes in resident status
- Goal is to reduce unnecessary hospital transfers
- Tools are available on the [Pathway-INTERACT website](#)





# Quality Improvement is the Glue of INTERACT®

- Conveys the importance of a quality culture
- Emphasizes teamwork and involves all staff
- Is proactive – anticipate, prevent and intervene early
- Can be integrated into work you're already doing
- Is a continuous process



# INTERACT® Tools

INTERACT® has four areas of focus:

Quality improvement

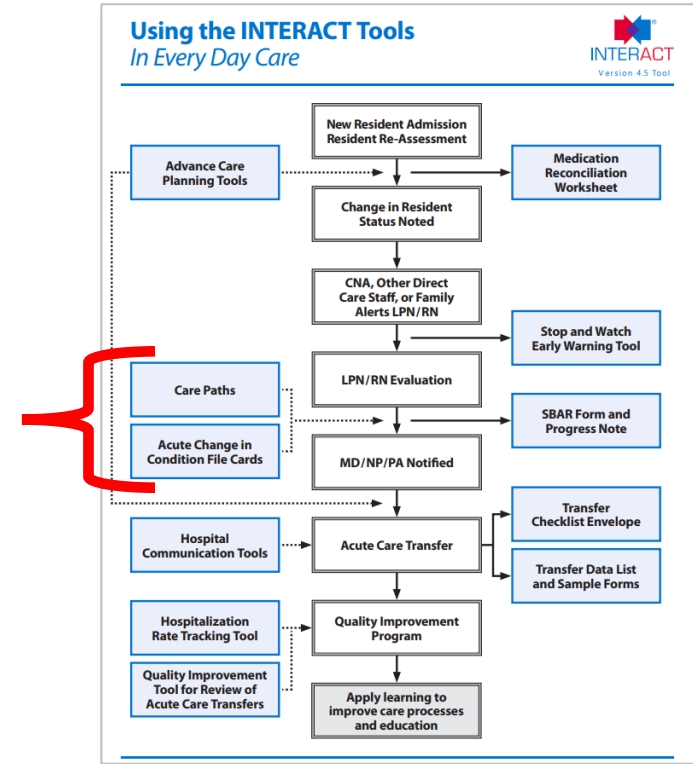
Community

Decision support

Advance care planning

# Decision Support Tools

- Useful resource after a change in condition has been noticed and reported
- Assist with determining next steps
- Opportunity for standardization in processes



# Decision Support Tools

- Acute Change in Condition File Cards
- Care Paths
  - Acute Mental Status Change
  - Change in Behavior
  - Dehydration
  - Fever
  - GI Symptoms
  - Shortness of Breath
  - Congestive Heart Failure
  - Lower Respiratory Illness
  - Urinary Tract Infections
  - Falls



# Change in Condition File Cards

## Change in Condition: When to report to the MD/NP/PA



### Immediate Notification

**Any symptom, sign or apparent discomfort that is:**

- **Acute** or **Sudden** in onset, and:
- **A Marked Change** (*i.e., more severe*) in relation to usual symptoms and signs, or
- **Unrelieved** by measures already prescribed

### Non-Immediate Notification


- **New or worsening symptoms that do not meet above criteria**

This guidance is adapted from: AMDA Clinical Practice Guideline – Acute Changes in Condition in the Long-Term Care Setting 2003; and Ouslander, J, Osterweil, D, Morley, J. *Medical Care in the Nursing Home*. McGraw-Hill, 1996

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[Change in Condition  
File Cards](#)

# Change in Condition File Cards



## Signs and Symptoms C's

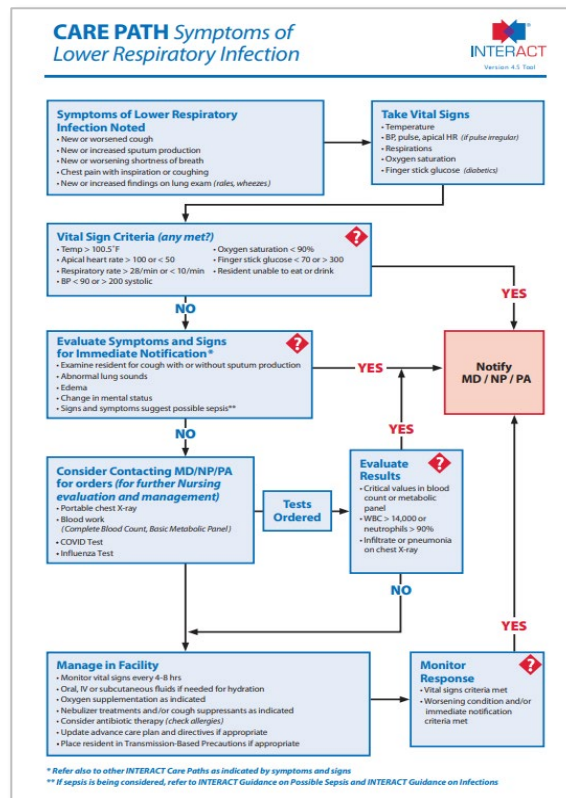
Symptom or Sign	Immediate	Non-Immediate
Chest pain, pressure or tightness	New or abrupt onset, unrelieved by current medications, OR accompanied by diaphoresis, change in vital signs or new EKG changes	Relieved by antacids or nitroglycerin, without other symptoms, but recurring more often than usual
Common cold ( <i>symptoms of</i> )	With marked respiratory distress, severe cough, or T > 100.5 F	Change in color of sputum or phlegm; persistent need for symptom relief
Complaint, medical, by family or patient	Demand to speak to a physician or have a medical assessment without delay	Any persistent or recurrent complaint that might need a physician's attention
Confusion <sup>1</sup>	See Altered Mental Status	See Altered Mental Status
Consciousness, altered <sup>1</sup>	Sudden change in level of consciousness or responsiveness	Gradual change in level of consciousness not associated with other criteria for immediate notification
Constipation	Severe abdominal pain, rigid abdomen, absent bowel sounds	< 1 BM in a week
Contusions	Accompanied by significant pain or bleeding	Associated with a recent fall with no other complications
Cough <sup>2</sup>	Associated with blood in sputum, new sputum production, fever or respiratory distress	New or recent onset of persistent or nocturnal cough, causing discomfort or disturbing sleep

<sup>1</sup> See INTERACT Acute Mental Status Change Care Path    <sup>2</sup> See INTERACT Symptoms of Lower Respiratory Illness Care Path

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# Care Paths

- Recognize, evaluate, manage and report symptoms related to common conditions
- Provide guidance on when to notify the primary care clinician



## Care Paths

# Polling Question

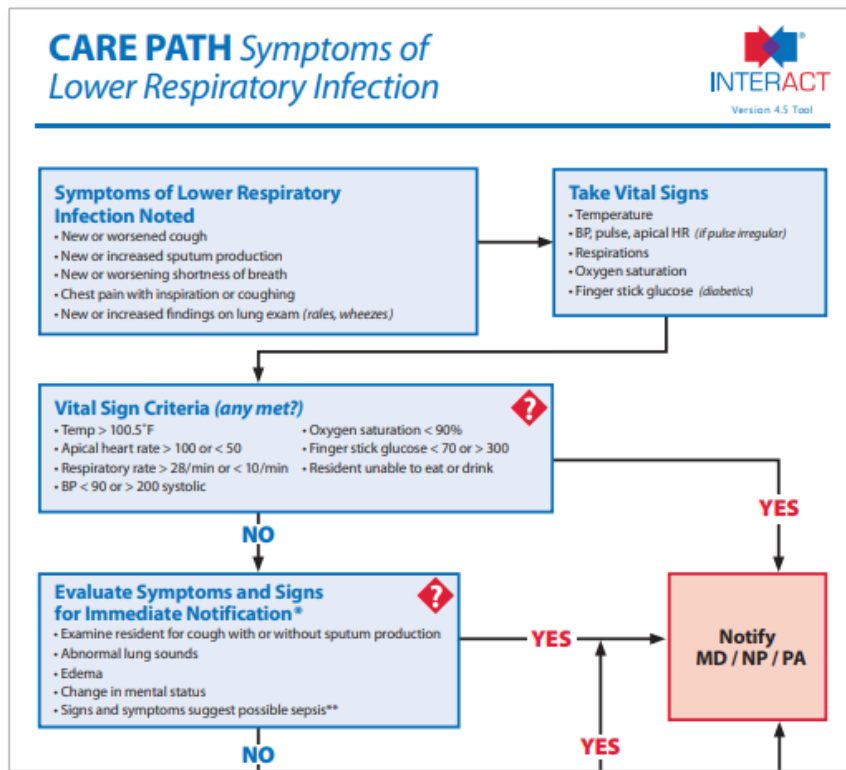
If you are using decision support tools, are you tracking their use in hospital readmissions?

- A. Yes
- B. No
- C. Unsure

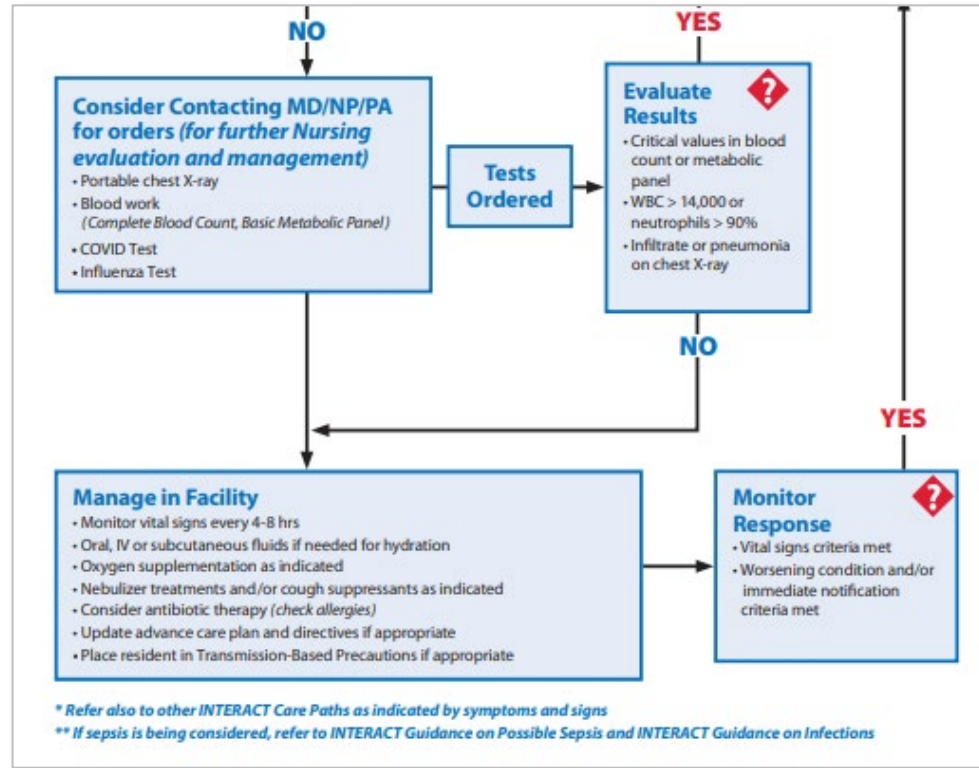




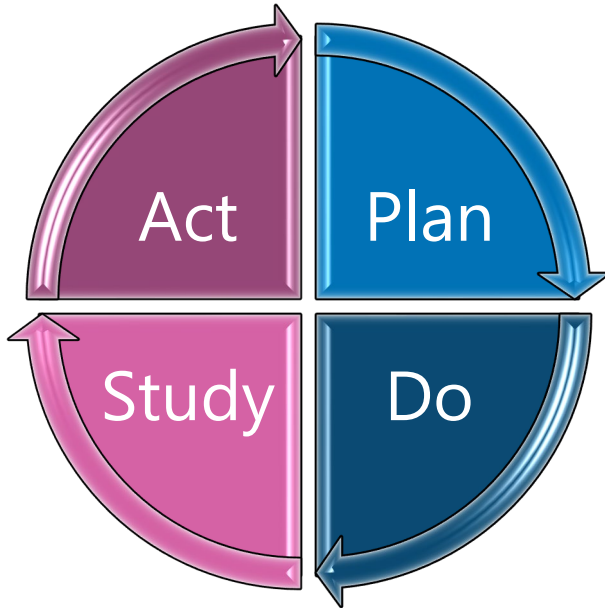
# Recognition & Evaluation



# Management & Reporting



# Integration into Daily Practice



- P** – Involve staff development, ADON and charge nurses in process and start on one shift or one unit
- D** – Provide education, place at station and select care path to review during huddles
- S** – Monitor number of times used and averted transfers
- A** – Modify, educate and spread

# Measurement Strategies

- **Structural**

- Make resources available on unit
- Provide staff training on program

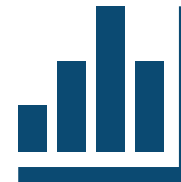


- **Process**

- # of times change in condition cards are referenced
- # of times care paths are used

- **Outcomes**

- # of ED visits
- # of admissions



# Join Our Next Session

*INTERACT Quality Improvement Tools*

**Tuesday, October 24, 2023**

**2:00 p.m. EST | 1:00 p.m. CST**



**October 24<sup>th</sup>**

2:00 PM EST

Register Today

# Questions



# Center of Excellence for Behavioral Health In Nursing Facilities

**The Center of Excellence focuses on increasing the knowledge, competency and confidence of nursing facility staff to care for residents with behavioral health conditions.**

- Provides mental health and substance use trainings, customized technical assistance and resources at no cost
- Services are available to all CMS certified nursing facilities throughout United States
- Established by the Substance Abuse and Mental Health Services Administration (SAMHSA) in collaboration with the Centers for Medicare and Medicaid Services



**For assistance, submit a request at**  
[nursinghomebehavioralhealth.org](https://nursinghomebehavioralhealth.org)

**Contact us:**  
National Call Center: **1-844-314-1433**

**Email:** [coeinfo@allianthealth.org](mailto:coeinfo@allianthealth.org)

# Center of Excellence for Behavioral Health In Nursing Facilities

**SCAN ME**



**Scan QR code to sign up for the COE-NF newsletter.**



**Visit the COE-NF website & Online Resource Hub:**  
[nursinghomebehavioralhealth.org](https://nursinghomebehavioralhealth.org)

**National Call Center: 1-844-314-1433**  
For more information or to request assistance.

**Subscribe to receive email updates from COE-NF!**  
Scan the QR code or visit  
<https://engage.allianthealth.org/coenf-newsletter-subscription> to stay up-to-date on COE-NF services and news.



# FOR MORE INFORMATION

Call 877.731.4746 or visit [www.hqin.org](http://www.hqin.org)  
**LTC@hqin.solutions**

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# CONNECT WITH US

Call 877.731.4746 or visit [www.hqin.org](http://www.hqin.org)



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