



Office of the State Long-Term Care Ombudsman Resident Protection Funds Proposal

Purpose and Summary:

Office of the State Long-Term Care Ombudsman proposes to utilize Resident Protection Funds in order to offer person-centered quality improvement assistance to nursing homes in Ohio utilizing project-based approaches including Music & Memory and other outreach similar to those offered by the Ombudsman program over the years with the generous support of the state Medicaid agency and CMS.

In the short-term, the Ombudsman program will work cooperatively with the Ohio Department of Aging to offer a Nursing Home Quality Improvement project that is intended to meet the requirement set forth in division (B) of section 3721.072 of the Ohio Revised Code, which states that "Beginning July 1, 2013, each nursing home shall participate every two years in at least one of the quality improvement projects included on the list made available by the department of aging under the nursing home quality initiative established under section 173.60 of the Revised Code."

Quality Improvement projects attempt to reward positive performances based upon a specific quality measure. The measures are to be:

- Resident-focused and consumer-driven;
- Objective and easy to validate;
- Evidence-based and correlated to quality;
- Easy to collect data about; and
- Something nursing facilities can act on to improve.

(Excerpt from Ohio Department of Aging website: Aging Connection page)

The initial project will be centered on a person-centered approach to dementia care offering numerous benefits including reduced use of anti-psychotics and improved resident and staff satisfaction. As a tool in the person-centered care toolbox, music offers a positive influence on and for residents residing in nursing homes. As a Quality Improvement project, it will be open to all nursing homes in the State of Ohio (at this time, approximately 960). The project proposes to offer all enrolled nursing homes the cost of certification through *Music & Memory*. At this time, the certification cost is \$1,000 per home, though the Department of Aging anticipates being able to negotiate a lesser rate based on similar offerings in another state and in a more limited project in southeast Ohio. Based on resources and a reduced certification rate, the Office anticipates being able to support certification for up to 400 nursing homes for a total of \$400,000; others voluntarily joining the project without financial support for certification would be able to participate in monthly support calls and receive project support from the Regional Ombudsman programs. See project roles and responsibilities below.

Longer-term efforts toward person-centered quality improvement will identify gaps and opportunities in nursing home care that would respond to efforts by the state and regional ombudsmen programs. In the past, the Office has engaged resident and family councils, addressed discharge planning, and offered person-centered strategies projects among other efforts. The additional \$350,000 will be available for future nursing home quality initiative efforts, including development of quality improvement projects similar to others introduced by the Long-Term Care Ombudsman Program such as developing resident and family councils, addressing discharge planning, and offering person-centered strategies projects directly to nursing homes. In the last biennium, the Office of the State Long-Term Care Ombudsman Program offered competitive grants to regional programs to design and implement innovative person-centered care strategies in area nursing homes. The intent is to expand statewide the strategies that demonstrated the greatest success. One such project was in region 7, which encompasses 10 southern Ohio counties. That program worked with nursing homes to develop Person-Centered Care (PCC) committees to implement at least two new PCC strategies per home. An ombudsman worked with each facility to complete the “Artifacts of Culture Change” tool to identify needed areas of improvement (focus areas included nursing care, activities, end-of-life care, menus/styles of dining, consistent assignment, dementia care, environment, leadership, and pain management). Ombudsmen initiated monthly PCC committee meetings, provided training themselves and with contracted experts, and engaged residents and staff on implementing PCC changes. Though the project is not yet complete, some homes have reported transformative changes to improve the lives of the residents.

Expected Outcomes:

Evidence of reduced use of anti-psychotics and improved resident and staff satisfaction has been reported by other organizations utilizing Music & Memory.

Results Measurement:

As part of the Music & Memory Quality Improvement Project, the participating nursing homes will be required to identify residents’ baseline measures for falls, antipsychotics, and restraints. The Office of the State Long-Term Care Ombudsman Program will review verified complaints and survey citations as well as family and resident satisfaction to document any measurable change through use of Music & Memory.

Benefits to NH Residents:

Music & Memory and other person-centered quality improvement projects intend to enhance resident quality of life in many ways. Hoped-for benefits include reduced use of inappropriate anti-psychotic medications, restraint reduction, falls reduction, and retention of caregivers through consistent assignment and better caregiving strategies.

Non-Supplanting:

The Music & Memory and other proposed projects do not supplant current nursing home responsibilities to meet Medicare/Medicaid requirements and are not required by state law or rule. Nursing homes must have an activity program that meets the interests and needs of the residents. However, Music & Memory, as designed, is not an activity program. It is intended to permeate the

residents' care and provide staff a new intervention toward meeting the needs of those with dementia and other psychosocial needs.

Consumer and Stakeholder Involvement:

The Office of the State Long-Term Care Ombudsman will conduct outreach to consumer and stakeholders to obtain feedback, buy-in, and direct involvement in Music & Memory and other quality improvement projects. To date, the Ohio Department of Aging has engaged provider trade associations, researchers and state and local partners such as the Alzheimer's Associations to move toward forming an engaged and active steering committee. The Office of the State Long-Term Care Ombudsman Program currently coordinates the Person-Centered Care Coalition and serves as the Convener of the Ohio Local Area Network for Excellence through the Advancing Excellence in Long-Term Care Collaborative. These two organizations include provider associations, representatives of the local ombudsmen, health care licensees, and consumers. The Office will be calling on both organizations for their input and involvement.

Funding:

The Office of the State Long-Term Care Ombudsman respectfully requests approval for the use of \$750,000 from the Resident Protection Fund in each federal fiscal year to support person-centered quality improvement projects aimed at improved resident care in Ohio's nursing homes. Approximately \$400,000 of that funding will be used toward certification of nursing homes as Music & Memory Certified facilities and funding for support of the program by the regional long-term care ombudsman programs. The additional \$350,000 will be available for future nursing home quality initiative efforts, including development of quality improvement projects similar to others introduced by the Long-Term Care Ombudsman Program such as developing resident and family councils, addressing discharge planning, and offering person-centered strategies projects directly to nursing homes.

Upon CMS approval of the request, the Office anticipates an RFP process that would commence activities beginning November 1, 2014.

- September 2014: Steering committee review of project goals and materials
- October 2014: Recruitment of voluntary facility participation
- November 2014: Training and certification of facilities; ombudsman program support
- January 2015 – ongoing: Full implementation including long-term sustainability

Involved Organizations:

The Office of the State Long-Term Care Ombudsman will coordinate the Nursing Home Quality Improvement (NHQI) project and sub-grantee arrangements with Regional Long-Term Care Ombudsman Programs. The Office will engage stakeholder support, ensure projects meet CMS requirements, and plan for expansion and sustainability. Key efforts will include:

- Host stakeholder meetings to introduce the project concept and solicit feedback and support. Invitees will include the Ohio Advancing Excellence LANE, Person-Centered Care Coalition, Alzheimer's Association, the Ohio Department of Health, provider associations, and consumers.
- Contract with Regional Long-Term Care Ombudsman Programs and offer in-person and regionally based training for the local ombudsman programs.
- Introduce NHQI project and invite participation by nursing homes.

- Establish baseline measures for falls, antipsychotics, restraints, verified complaints, survey citations, family and resident satisfaction.
- Coordinate regional Music & Memory training sessions for certifying nursing homes.
- Host monthly support calls for nursing homes to share best practices and brainstorm solutions to challenges.

Regional Long-Term Care Ombudsman Programs will invite nursing homes to participate, support participating nursing homes in launching the Music & Memory practices in the homes, participate in regional monthly support calls, and solicit and distribute used equipment. Responsibilities will include:

- Work with the State Office to engage local nursing homes to become Music & Memory Certified Care Providers. Discuss benefits of the program with key staff and liaison with the State Office to address any technical assistance needs.
- Ensure at least two members of each local program participate in the certification training offered to nursing homes to be fully aware of the Music & Memory approach.
- Solicit donation of new or used equipment to support the program in the participating facilities in their region via work with service organizations, corporate donors, advertisements, etc.
- Engage facility staff in each care planning opportunity, utilize music in complaint handling strategies, introduce the program and benefits to family and resident councils, participate in the monthly support calls, etc.
- Conduct advocacy visits above and beyond current frequency to participating nursing homes with the express goal of working with staff on implementing Music & Memory in residents' everyday lives.
- Visit participating homes to ensure the program is being used appropriately and address shortcomings if not.

Participating nursing homes will become Music & Memory Certified Care Providers, engage resident, family, and staff support, identify residents who would benefit from Music & Memory, and address Music & Memory in interdisciplinary team meetings and care plans. Homes will:

- Devote necessary staff time to participate in Music & Memory certification. *(October 2014)*
- Work with the Long-Term Care Ombudsman Program to solicit donations of equipment. *(October 2014)*
- Integrate Music & Memory into resident care: develop care plans that include Music & Memory techniques, train staff, host family support meetings, keep equipment in working order, and participate in regional monthly support calls. *(Ongoing)*

Contact:

Erin Pettegrew
 Ombudsman Projects Coordinator
 Office of the State Long-Term Care Ombudsman
 Ohio Department of Aging
 50 W Broad Street, 9th floor
 Columbus, OH 43215
 (614) 995-0882
epettegrew@age.ohio.gov