MIAMI UNIVERSITY
OXFORD, OH • EST. 1809

Incorporating the Preferences for Everyday Living into Ohio's Nursing Homes to Improve Resident Care

Quarterly Progress Report to the Ohio Department of Medicaid
Timeframe: October 1, 2016 through December 31, 2016

We have had continued success throughout the second quarter of this project. Details of our accomplishments during this time period are listed below.

Project Administration

- Worked with the Ohio Department of Medicaid (ODM) on subcontracts with Pennsylvania State University and Tennessee Tech University.
- Held weekly project team meetings with all project investigators, staff, and students.
- Continued the development of a website dedicated to the concept of preference-based, person-centered care (PCC). Created logo and branding for the new site and all associated resources and publications.

Goal One—Guide Providers on Ways to Translate *PELI* Data into Daily Care Practices

- Met in-person with the following organizations: Butler County Care Facility, Knolls of Oxford, and Judson Care Facility to develop strategies for promoting preference-based, PCC care within their facilities.
- Developed and implemented a small pilot project designed to provide a user- friendly, "at-a-glance" look at an individual resident's activity preferences using 28 items from the *Preferences for Everyday Living Inventory* (PELI). Information on the cards can serve as a conversation starter for staff and volunteers interested in engaging residents in meaningful discussions and activities. We plan to develop a template with instructions that providers can use to implement this intervention in their organization. We will make this template available in 2017 after feedback from the organizations involved in pilot testing with their residents is received.

Goal Two—Education and Training

- Hosted a webinar entitled **"**When You Can't Ask the Resident: Practice Guidelines for Asking Proxies about Resident Preferences." Held on October 26, 2015, the webinar had 27 attendees, including 8 who received social work CEUs.
- Recorded and closed captioned two webinars:
  - "When You Can't Ask the Resident: Practice Guidelines for Asking Proxies about Resident Preferences," now available at: http://www.screencast.com/t/1kVZg0EgJx
  - "*PELI* FAQs,*"* held on September 28, 2016 and now accessible at: http://www.screencast.com/t/RVcjDDS1t
- Developed four additional tip sheets, which guide organizations on practical ways to collect *PELI* information and integrate resident preferences into daily life and activities. The following *PELI* tip sheets will be released in 2017:
  - Helping Staff Engage
  - Promoting Resident Choice
  - Do Resident Preferences Change?

- o Social Preferences
- Presented the *PELI*-Can project at the Academy of Senior Health Sciences Conference in Columbus, OH, October 17, 2016.
- Presented four papers across two symposiums -- "Deepening Our Understanding of the Self-Reported Care Preferences of Older Adults" and "Advancing the Quality of Psychosocial Care of Persons with Dementia and Their Caregivers" – at the Gerontological Society of America Annual Scientific Meeting, New Orleans, LA, November 2016.
- Met in-person with the Ohio Person-Centered Care Coalition on December 2, 2016. Discussed the *PELI*-Can project with coalition board members to seek their engagement in the project and offer support to their statewide conference scheduled for November 2017.
- Presented on the Pioneer Network's webinar on December 15, 2016: "Measuring Intangibles: A Review of Tools to Assess Quality of Life and Well-Being." Link to webinar recording is available at the following link: https://attendee.gototraining.com/22km0/recording/4607624801822454273
- Created and emailed three monthly *PELI-Can* e-newsletters to 960 facilities throughout the state. Newsletters are available at:
    - o October 2016: http://conta.cc/2ezm6Jt |
    - o November 2016: http://conta.cc/2hZGoNO |
    - o December 2016: http://conta.cc/2hZE21G
- Drafted the script for video #1, "How to Conduct *PELI* Interviews."
- Met with the production company that will develop the training videos for the *PELI*-Can project. We are on track to have video #1, "How to Conduct *PELI* Interviews" completed by June 30, 2017.
- Submitted proposals to present about the *PELI* at the following statewide and national conferences:
    - o "*PELI* FAQs", OCHA Activity Conference, February 2017.
    - o "*PELI* Boot Camp", Pioneer Network Conference, Rosemont, IL, July 2017.
    - o "Person-Centered Care, the *Preferences for Everyday Living Inventory*, and CMS Auditor Survey Tools", LeadingAge Annual Meeting, New Orleans, LA, November 2017.

Goal Three—Understand Facilitators and Barriers to Preference-Based PCC Implementation and Evaluation
- Continued to operate the *PELI* Help Line. Responded to and tracked all communications with providers.
- Developed a "Dear *PELI*" column to respond to providers' questions about the *PELI* in the monthly *PELI-Can* e-newsletter. (See links to *PELI-Can* e-newsletters above for examples.)
- Maintained a list of common barriers (e.g., staff time, staffing, etc.) to *PELI* implementation reported by providers.

Technology Infrastructure Support
- Began work on Care Preference Assessment of Satisfaction (ComPASS), a mobile responsive website that gives providers a system to ask residents about their preferences, and track residents' satisfaction with the way their preferences are met. We plan to start software usability testing with a small number of providers in 2017.
- In process of updating an Excel tool to track responses to the 16 MDS preference items over time that providers can utilize for data management and quality improvement reports. This tool will be made available to organizations in 2017.