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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: January 1, 2019 through March 31, 2019

Project Administration

- Held weekly team meetings with all project investigators, staff and students.

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

- Preparing case examples of providers who use the *PELI* and honor preferences to improve resident quality of life and quality of care. Once the case studies are finalized, we will share them with providers through PELI-Can newsletters, presentations, web posts and social media.

Goal Two: Education and Training

- Presented our *Plan, Do Study, Act Tip Sheet* at the Miami University LEAN Fair on January 16, 2019 to approximately 50 people.
- Released a new tip sheet and hosted a webinar on *Strategies to Improve Dining Satisfaction Using the PELI* for 28 nursing home staff on January 23, 2019. Four attendees received social work CEUs and six received BELTSS CEUs. The webinar was recorded, closed-captioned, and placed on our YouTube Channel.
- With Linked Senior, presented a virtual seminar on *The Top 10 Preferences Supporting Resident Purpose in Senior Care* to 363 people on February 12, 2019. The presentation was well received, with 100% of the attendees who completed evaluations (n=247) reporting that the content was great (56%) or good (44%), and 99% reporting that the presenters were great (58%) or good (41%). The webinar is archived here.
- The National Nursing Home Quality Campaign February 2019 newsletter featured our work and was sent to over 8,700 people.
- On March 15, 2019, presented on *How to Conduct PELI Interviews* to 15 individuals at a Cincinnati Area Guardianship Assistance program.
- Accepted to present at the Annual Pioneer Network Conference on August 7, 2019 in Louisville, KY.
- Accepted to present at the Annual Ohio Guardianship Conference on Sept. 19, 2019 in Fairborn, OH.
- Submitted an abstract to present *Evaluating the Implementation of a Person-Centered Communication Tool* at the Ohio Association of Gerontology and Education conference in April 2019.
- Submitted an abstract to present a symposium, *We Read His PAL Card at the Funeral:" Evaluating the Implementation of a Person-Centered Communication Tool*, at the Gerontological Society of America annual scientific meeting in November 2019.
- Submitted a proposal to present *Using the PELI to Enhance Your Advocacy Efforts* at the National Consumer Voice for Quality Long-Term Care Conference in November 2019.
- Created and emailed three monthly PELI-Can e-newsletters to 2000+ nursing home administrators and care team members, ombudsmen, and family members. Newsletters are archived on the website and remain fully accessible to providers.

- Eight Miami University students (2 undergraduate and 6 graduate, including 3 international students) coded qualitative responses from the *QIP PAL Card Project*. The student team is identifying implementation barriers and facilitators reported by nursing home providers participating in the *PAL Card* initiative.

Goal Three: Understand Facilitators and Barriers to Preference-Based PCC Implementation
- Continued to operate the *PELI Help Line*. Responded to and tracked all communications with providers.

Technology Infrastructure Support
- During the quarter (1/1/19 through 3/28/19), 1,189 users contributed to 1,758 sessions and 5,094 page views on our website, PreferenceBasedLiving.com. Of these users, 82.1% were new visitors to the website. Ohio continues to be the largest user group, accounting for 22% of the audience.

This diagram shows growth in the number of PreferenceBasedLiving.com website users, by month from September 1, 2018 through February 28, 2019. *Source:* Google Analytics.

- We actively post on Facebook, Twitter and LinkedIn to engage with providers on social media.
- Our partner Linked Senior analyzed the work needed to onboard ComPASS on their platform, and estimated the time and work needed to maintain the existing code on their services. Linked Senior's project manager attends our weekly meetings and offered feedback on the usability and user experience of ComPASS videos.
- The ComPASS development team completed the task of restructuring the code to make it both easier to maintain and to hand off to Linked Senior. Also, the group engaged in testing and repairing issues identified by team members. The primary activities have focused on improving user experience. Software changes involve revising terminology used in the interface to better align with end users' language.
- Additionally, the development team has created videos showing how to use the software. These videos are meant to be a first draft and eventually will be refined as training videos for ComPASS viewers. They can be accessed here.
- ComPASS can be accessed by all Ohio providers via the following link: https://pelicompass.com/.