

**Increasing the Preference-Based Care of People  
in Ohio's Nursing Homes with a Special Focus  
on People Living with Dementia**

Quarterly Progress Report  
to the Ohio Department of Medicaid

Timeframe: January 1, 2020 – March 30, 2020

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## Project Administration

During the second quarter of the project, we moved forward on all grant deliverables even as the Coronavirus (COVID-19) dramatically changed life for all Ohioans and particularly for nursing home residents. We are fortunate that our distributed work teams could work remotely and meet virtually on a regular basis to accomplish most of our planned activities as well as develop new COVID-19 related resources for nursing homes. However, as communities closed to visitors to prevent the spread of the virus, we needed to shift timelines for two project tasks that involved sending project staff into communities. Also, several conferences, and our planned presentations, were canceled due to COVID-19. Most recently, we converted our annual project meeting to be held May 4<sup>th</sup> and 5<sup>th</sup> from a face-to-face to a virtual format.

## Promoting Value Over Volume

### Evidenced-Based Individualized Positive Psychosocial Intervention (IPPI)

**IPPI Protocol Development:** With project consultant Sarah Humes, MS, Certified Therapeutic Recreation Specialist, we had planned to test three IPPI protocols co-developed with nursing home providers during the quarter. This aspect of the project has been deferred until we can begin visiting nursing homes again. Meanwhile, we are developing IPPI protocols for the 13 remaining MDS Section F preferences. Once completed, the protocols will provide direct care staff with easy-to-use interventions to honor preferences and personalize care, particularly for residents with dementia.

**Leadership Communication Training:** This component is moving ahead swiftly. We have created PowerPoint slides, video scripts, and pre/post questions to measure learning outcomes. Currently, we are working on production of one animated video and several shorter videos that are part of the training curriculum. Also, we have consulted Miami University Instructional Designers to assist us in creating interactive components for the leadership communication training and to help with selection of a learning management system.

**Speech Pathology/Communication:** The speech language pathology team has identified photos to depict 37 of the 72 PELI items. Thus far, the team has completed four rounds of preliminary testing with a sample of adults over the age of 65 living independently in the community. Just as communities had to close to visitors due to COVID-19 concerns, the team received Internal Review Board approval to seek feedback on the items from nursing home residents. Currently, the team is preparing photos for the remaining 35 PELI items and will be ready to pilot them with nursing home residents as soon as communities reopen to visitors.

### Continuously Improving Population Health and Healthcare Quality

The team has refined an audit trail to support providers in assessing and honoring resident preferences. This detailed document is designed similarly to CMS Critical Element Pathways and includes processes necessary to implement a person-centered system of care.

### Ongoing Support and Education (newsletters, webinars, presentations, helpline)

During this quarter, we carried on with our planned dissemination activities to the extent possible within the new COVID-19 context. Among our accomplishments, we:

- Hosted a virtual seminar on strategies to honor resident preferences for social interaction on February 18, 2020.
- Developed a new Tip Sheet: *Honoring Resident Preferences During Quarantine*, which can be found [here](#).
- Produced and emailed monthly PELI-Can e-newsletters in January, February, and March. Newsletters highlighted strategies to assess and honor resident preferences during quarantine as well as announced upcoming webinars and resources relevant to nursing home administrators, care team

members, and others advancing preference-based person-centered care. [Newsletters](#) are archived on the PELI website and remain easily accessible.

- Continued to publicize the PELI Help Line; respond to providers' questions; and keep a log to track communications.
- Received word that two of our three proposals to the [Pioneer Network Annual Conference](#) have been accepted for presentation in August 2020. Planning is underway to shift the event from an in-person to virtual format.

The following conferences and presentations scheduled to occur in this quarter were canceled:

- Co-investigator Dr. Kimberly Van Haitsma's presentation on *Evidenced-based, Person-centered Practices for Persons with Dementia and their Caregivers: What Do We Know, Where to Next?* at the NIH-sponsored [National Research Summit on Care, Services, and Supports for Persons Dementia and Their Caregivers](#) March 24-25, 2020.
- Our presentation on *Lessons Learned from Implementing an Evidence-Based, Person-Centered Communication Tool* at the COA Forum on Aging on March 11, 2020.
- Our workshop on *Creating PAL Cards to Facilitate Person-Centered Care: A Relationship Building Activity* at the Ohio Association of Gerontology and Education conference on April 3, 2020.
- Our presentation on *Person-Centered Dementia Care: Achieving Quality Care and Regulatory Compliance* the Ohio Health Care Association Convention and Expo on April 28, 2020.

We look forward to sharing the information we prepared for these conferences whenever possible in the future.

## **Technology Infrastructure Support**

### **Website and Learning Management System**

We are in the process of rebuilding the Preference Based Living website. During this quarter, we:

- Analyzed content at the existing site and created a more usable information architecture for practitioners and researchers.
- Developed a prototype email newsletter design that will be easier for the team to produce and will drive more users to the [preferencebasedliving.com](http://preferencebasedliving.com) site.
- Explored website hosting options that are less expensive and more fully featured than our current hosting platform and launched a development website site with the new host. The transition to this new host is in progress.
- Designed and tested a fully responsive website design prototype that will be usable on mobile devices. This prototype is in the process of being fully implemented.

### **ComPASS-16**

Through our subcontract with [Linked Senior](#), progress continued during this quarter to ready ComPASS-16 for launch. Linked Senior CEO and Co-Founder Charles de Vilmorin coordinated his team's efforts to set up ComPASS-16 processes and technology on the Linked Senior platform.

In addition, plans were made to build ComPASS-16 into the assessment and recommendation engine being developed. Mr. de Vilmorin scheduled and participated in calls with the Linked Senior and PELI teams who collaborated to evaluate and establish a list of required improvements. The two groups discussed the

sequence of tests needed to validate ComPASS-16 and scheduled them to take place before the tool's release. Linked Senior Chief Technology Officer Jeff Moore met with Mr. de Vilmorin to outline a plan for creating a production version of the ComPASS-16 product. Mr. Moore then worked with an external consulting team, Element Solutions, to implement the plan.

During this quarter, many technical tasks were accomplished including:

- Bug fixing of the original codebase
- Creating a test environment in Amazon Web Services
- Creating a production environment in Amazon Web Services

Mr. Moore has also been working to merge in code updates from the prior technology team that were not included in the original pass off. In early January, Linked Senior Research Director Meaghan McMahon met with Alex Heppner of the PELI team to outline project tasks and next steps. PELI and Linked Senior teams prepared a [press release](#) about the grant project on PRWeb, and it was disseminated widely to the Linked Senior network on February 5th.

### Provider Outreach

Since the beginning of the COVID-19 pandemic, we have actively posted on [Facebook](#) and [Twitter](#) to engage with providers on social media. On these platforms, we share information about upcoming events as well as tips, training videos, webinars, and newsletters to support those directly involved with resident care. Two examples of our social media posts are provided below.

