

**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: July 1, 2020 – September 30, 2020

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## **Project Administration**

The project team moved forward on all grant deliverables. Our distributed teams continued to work remotely and meet virtually on a regular basis to accomplish activities planned for this quarter. In August, our group welcomed two new graduate students, who have quickly gotten up to speed and become vital contributors to the project. Also, we submitted a manuscript for peer review that details our PAL Card implementation and quality improvement project, which was completed with ODM funds in 2018.

## **Promoting Value Over Volume**

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

#### **IPPI Protocol Development**

We wrote detailed scripts for IPPI training videos (one for selecting an outfit and one for going outside when the weather is good) that will be filmed in Y2 of the project. We shared the script with the videographer who worked on our earlier training videos and we are preparing a timeline for filming that takes into account COVID-19 restrictions. Also, we are drafting both an implementation manual and a training manual for our 2021 IPPI Quality Improvement Project (QIP).

#### **Leadership Communication Training**

Our instructional designer completed first drafts of all four education modules using Articulate Storyline software. We contracted with a voice-over narrator who began recording the scripts for each module. We built the pre and post-tests to measure and evaluate learning outcomes, and the Miami University Internal Review Board (IRB) has approved the project. In November, our goal is to complete a close-to-final version of the four-part course. In December, we'll finish testing the series, make final refinements, and release the course to the public by the end of the year.

#### **Speech Pathology/Communication**

The speech-language pathology (SLP) team's accomplishments include:

- Finalized all research study materials (i.e., images, data collection forms, screening procedures).
- Began recruiting participants to provide feedback regarding the acceptability of the 72 photos intended to supplement the Preference of Everyday Living Inventory (PELI).
- Received approval from the Miami University Institutional Review Board to resume data collection with proposed study modifications necessary due to COVID-19 (i.e., interview via Webex rather than in person). To date, five participants have completed the study and three additional candidates have been recruited.
- For the American Congress of Rehabilitation Medicine 2020 Annual Conference, we created a 45-minute presentation titled *Implementing an Evidence-Based, Person-Centered Care Practice for Long-Term Service and Support Recipients*.
- Wrote and submitted a manuscript to the *Journal of Gerontological Nursing* entitled, "Optimizing Effective Communication While Wearing a Mask During the COVID-19 Pandemic." The manuscript was accepted for publication and currently is in press.

## **Continuously Improving Population Health and Healthcare Quality**

This work group finalized a system-level audit trail to support providers as they assess and honor resident preferences. With a design similar to CMS Critical Element Pathways, the in-depth document specifies the processes necessary to implement a person-centered system of care. Also, we are developing performance improvement projects (PIP) for processes that audit trails reveal as needing improvement. Next steps include meeting with Linked Senior to discuss how we will integrate audit trails into ComPASS-16.

### **Performance Improvement**

We have enrolled and trained 12 providers in the PAL Card QIP (approved through Ohio Department of Aging). In this QIP, we will enroll providers through Dec. 31, 2020 and provide them with virtual coaching through the first quarter of 2021. As a part of the project, we are testing a new PAL Card feature that uses icons to show whether a nursing home resident prefers to communicate through pictures, gestures, speech or writing. This innovative option aims to improve comprehension and reduce frustration for both residents and staff members. Our revised PAL Card template gives providers the flexibility to use icons or text based on community and resident needs.

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

During this quarter, we continued our planned dissemination activities to the extent possible within the new COVID-19 context. Activities include:

- Dr. Abbott was the featured speaker for a live webinar hosted by Linked Senior on Tuesday, Sept. 22<sup>nd</sup> titled *Stronger Together: Combatting Isolation by Understanding Preferences*. The webinar was recorded and can be accessed [here](#). More than 600 people attended the live session.
- On September 1<sup>st</sup>, we presented *Envisioning the Future of Preference Fulfillment* as part of the [Pioneer Network Annual Conference](#) held virtually this year.
- We produced and emailed monthly PELI-Can e-newsletters in July, August, and September. 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.
- We continued to publicize the PELI Help Line; respond to providers' questions; and maintain a log to track communications.

## **Technology Infrastructure Support**

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

The redesigned [Preference Based Living website](#) launched this quarter. Work on the site has included: 1) updating the site to be compatible with older web browsers, 2) adding banner images to pages, improving the look and feel, and 3) developing the training section (learning management system) which will be the home for our new Leadership Communication course.

### **ComPASS-16**

Linked Senior collaborated with the Miami University PELI team for the launch of the first version of Care Preference Assessment of Satisfaction, or ComPASS-16, on September 15th. The site can be accessed via <https://compass.linkedsenior.com/>. During the quarter, Linked Senior finished the product testing process and

readied ComPASS-16 for release. Promotion efforts, starting with Dr. Katy Abbott's presentation at the National Pioneer Conference, have drawn a strong response. Linked Senior's September 22<sup>nd</sup> webinar on using preferences to fight isolation related to COVID-19 attracted more than 600 participants, and led to 155+ provider requests for more information about ComPASS-16. The Linked Senior team has reviewed all marketing, educational, and supporting material and collaborated with the PELI Project Manager to create a website to display onboarding and "help" information for users.

The PELI Project manager conducted the first open demo event for 64 providers on Sept. 16<sup>th</sup>. Additional demos are scheduled throughout the fall. Finally, the Linked Senior team started planning for the new audit trail features to be incorporated into the next iteration of the software.

### **Provider Outreach**

We keep up an active presence on [Facebook](#) and [Twitter](#) to engage with providers. On these platforms, we share information about upcoming events -- such as ComPASS-16 demos -- and we post practical tips as well as information about new training videos, webinars, and newsletters to support those directly involved with resident care.