

**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: October 1, 2020 – December 31, 2020

Katherine M. Abbott, PhD, MGS

Scripps Gerontology Center

Miami University

Oxford, Ohio

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Project Administration

The project team continued to move ahead with all grant deliverables. Our distributed teams worked remotely and met online regularly to accomplish activities planned for this quarter. We submitted a manuscript that details our PAL Card implementation and quality improvement project, which was completed with ODM funds in 2018. Although our initial submission was not accepted for publication, the reviewer comments will help us revise the article and we will submit it to another peer reviewed journal in 2021.

Promoting Value Over Volume

Evidenced-Based Individualized Positive Psychosocial Intervention (IPPI)

IPPI Protocol Development

In May 2021, we plan to film two IPPI training videos – one on the *PELI-MDS 3.0 Section F-Nursing Home* preference to choose what clothes to wear and the other on going outside in good weather. Our Director/Videographer hopes this schedule will make it possible for the actors to be vaccinated so they can be filmed together, instead of separately as was necessary when we recorded our Leadership Communication Training videos in 2020. If needed, we may ask the actors to wear masks. Also, we continued to work on the details of both an implementation manual and a training manual in preparation for our 2021 IPPI Quality Improvement Project (QIP).

Leadership Communication Training

Our instructional designer and voice-over narrator completed work on the Leadership Communication Training modules. We have uploaded all the modules into our learning management system (LMS) and we are conducting testing on multiple devices (e.g., phone, laptop, tablet, desktop) to make sure the LMS and the shareable content object reference model (SCORM) files from the instructional designer are compatible with mobile devices. The course will be available at no cost to individuals who provide formal or informal care to people with dementia, including direct care workers and family members.

Speech Pathology/Communication

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

- Recruited and completed data collection with 15 participants for the cognitive interviewing study (under Miami University IRB approval).
- Completed iterative analysis process to continuously test and modify photographs based on participant interpretation and feedback. To date, we have modified 17 of the 72 photos representing PELI questions as a result of the analysis.
- Received approval from the Institutional Review Board at Durham VA Medical Center to continue testing photos with a Veteran population.
- Sent recruitment letters to 20 Veterans identified through medical record review. Also, flyers have been posted throughout the Durham VA and shared with the Nurse Manager and Primary Care Providers in the VA Geriatrics Clinic.
- Assisted in development of educational materials with evidence-based communication support strategies.

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 need improvement, as revealed through audits.

Performance Improvement

As of December 31st, we enrolled 19 providers in the PAL Card QIP (approved through the Ohio Department of Aging). Twelve have been trained and are actively working on the project. Seven providers chose to start after the holidays. We will train them in early January and we will continue to provide virtual coaching to all 19 participants through the first quarter of 2021.

Providers are very excited about the project and value the opportunity to implement PAL Cards, particularly during the pandemic. Their enthusiasm is crucial -- the 12 providers actively working on the project are experiencing implementation setbacks due to Covid-19. These include:

- Staffing challenges – staff members are sometimes out for 2 to 3 weeks in order to quarantine after a potential COVID exposure or to recover from infection.
- Constant and urgent shifts in priorities – for example, if there is a positive case within the community, the focus naturally shifts away from PAL Cards and onto infection control and minimizing spread of the virus.

As an additional 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. Providers are pleased to have this option, which aims to improve comprehension and reduce frustration for both residents and staff. Communities will begin the placement phase of implementation soon and we will learn about the usefulness of the icons through formal feedback.

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

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

- The team presented findings from our research at the virtual Gerontological Society of America Annual conference on November 7, 2020. The symposium titled *Micro to Macro: Exploring Preference-Based, Person-Centered Care from Multiple Perspectives* included four presentations with a summary from a discussant. More information can be found on our website [here](#).
- On December 15-17, 2020, we presented at the virtual 13th Annual Conference on the Science of Dissemination and Implementation in Health conference. Our interactive poster session was offered as an on-demand presentation titled: [*“Build that relationship, that’s where it all begins”*: Staff Perceptions on the Implementation of a Person-Centered Communication Intervention](#).
- We produced and emailed monthly PELI-Can e-newsletters in October, November, and December. 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 revised our tip sheet for [holiday gift giving](#). The new version features projects that enable nursing residents to experience the joy of giving gifts, one of the top preferences for older adults receiving long-term services and supports. The activities are easy to implement, low-cost, and align with Covid guidelines.

- 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

Our focus this quarter has been on the integration of the learning management system (LMS: LearnPress) to our new WordPress website. We have encountered some setbacks with the LMS and have had to purchase additional plug-ins for key features, such as survey administration to facilitate the pre- and post-test. We will continue testing in the first quarter of 2021 and we aim to release the course by the end of March.

ComPASS-16

Linked Senior collaborated with the Miami University PELI team to promote and support the first version of Care Preference Assessment of Satisfaction, or ComPASS-16. The site can be accessed via <https://compass.linkedsenior.com/>. During this quarter, the team organized a number of marketing activities as a follow-up to Linked Senior's successful kick-off event. These activities included: supporting open ComPASS demos, improving the lead management and discussion process, facilitating communication with providers, and brainstorming on how to improve the user experience. The team also improved security and internal reporting of the current site and started working on the second version, ComPASS 2.0.

Provider uptake of ComPASS has been encouraging. During the period from October through December:

- 83 providers signed up to attend at least 1 of the 9 ComPASS-16 demos offered weekly.
- Linked Senior engineers developed administrative reports in the backend of ComPASS-16 to enhance the project manager's ability to track provider engagement with the application.
- As of 12/31/20, administrative reports indicated that 49 providers had: established ComPASS-16 accounts, entered 292 residents, completed 102 assessments, and created 59 PAL Cards.

We will contact these providers in the first quarter of 2021 to offer additional support to assist them in successfully using the application. 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.