



## Leading and Sustaining Systemic Change Collaborative Leadership-Driven QAPI Projects Guided by Qsource and Peer Support

**Client:** 940 Nursing Homes in Tennessee, Alabama, Mississippi, Indiana, and Kentucky recruited under the QIN-QIO 11th Scope of Work

**April 2015 - September 2016**

### Nursing Home Goals

- Improve the national nursing home composite quality measure score
- Improve resident mobility
- Reduce antipsychotic drug use in dementia residents
- Increase resident satisfaction and quality of life
- Ultimate goal: Improve systems to improve care

We used the IHI Breakthrough Collaborative Model for Improvement

### Engagement Strategy

Roger Mynatt, Administrator at Jefferson County Nursing Home, started the project with a low star rating of 2. They joined the collaborative to improve their scores.

They targeted pain management and reducing opioids after analyzing their internal data. When residents are in pain they are unhappy and do not participate in activities.

They started with 25% of their residents reporting moderate to severe pain. They set a goal for 9% by the end of the project. They implemented a pain assessment tool to evaluate residents upon admission and then repeated monthly.

Nurses input the data into a shared tracking system and it was reviewed in monthly QAPI meetings. Residents who reported high pain repeatedly were enrolled in therapy or a restorative program with non-pharmalogical interventions for pain.

Through trial and error, they honed their process and reached their goal of 9%.

### Qsource Quality Improvement Advisors provided:

- Customized onsite consultation
- Quality improvement skills training
- Evidence-based tools and resources
- Ongoing educational opportunities
- Peer mentoring
- Active nursing home collaborative

Qsource provided strategies, change concepts, and specific actionable items to equip facility leaders in sharing and implementing QAPI concepts with staff.

### Outcomes

- **85 facilities in Indiana** achieved improved composite scores
- **29 facilities in Mississippi** achieved improved composite scores
- **68 facilities in Tennessee** achieved improved composite scores
- **45 facilities in Alabama** achieved improved composite scores
- **38 facilities in Kentucky** achieved improved composite scores
- Average of **13.2% reduction** in antipsychotic use across the five states

