



Qsource Case Study Wharton Nursing Home

Wharton Nursing Home, part of Uplands Village, joined Qsource's Culture of Safety Center (CSC) initiative in late 2023. The CSC initiative uses civil monetary penalties (CMPs) to reinvest in quality improvement efforts for nursing homes. Wharton partnered with Qsource to reduce the facility's antipsychotic medication use, which had reached a concerning rate of 44%.

Summary

Issue: High rate (44%) of antipsychotic medication use

Engagement: Qsource supported a focused PIP to reduce inappropriate usage and improve care planning

Goal: Achieve a 10% reduction in antipsychotic use

Result: Reduced antipsychotic usage from 44% to 24% and received no psychotropic-related deficiencies in state survey

Initial Findings

Initial data collection revealed that 44% of residents were on antipsychotic medications. There was no standardized process for evaluating residents, reviewing gradual dose reductions (GDR), or conducting AIMS assessments. Documentation gaps and incomplete histories were contributing to overuse.

Taking Action

Qsource reviewed each resident's history, charted appropriate documentation, and revised care plans. Tools like the Fishbone Diagram and 5-Whys Analysis helped identify actionable steps. The team implemented person-centered interventions, educated staff, and promoted accountability.

Qsource-Guided Performance Improvement Project (PIP)

The performance improvement project began in October 2023 and included data collection, team formation, and root cause analysis. Qsource provided tools like the Fishbone Diagram and 5-Whys Worksheet and facilitated monthly meetings. Person-centered interventions and education were implemented over several months. The PIP concluded in February 2024.

Return on Investment

Wharton avoided high-level citations and CMPs while also improving their publicly reported quality metrics. The short-stay quality measure for antipsychotic medication use dropped from 3.13% to 2.37%, increasing their star rating in that domain from 1 to 2 stars.

Results

By February 2024, the facility had reduced antipsychotic medication use from 44% to 24%, surpassing the initial 10% reduction goal. In their most recent state survey, Wharton received no deficiencies related to psychotropic drug use.

