

IMPROVING CARE IN WV AND PA NURSING HOMES

STAFFING SOLUTIONS FOR NURSING HOMES

Quality Insights launched “Staffing Solutions for Nursing Homes” in January 2023. This continuing education (CE)-eligible e-learning program is designed to equip nursing home leaders with practical strategies to enhance workplace culture.

The series takes a three-pronged approach, offering data-driven courses on the following areas: improving hiring practices, maintaining staff retention rates, and boosting employee engagement.

Watch the “Staffing Solutions” Promotional Video by scanning the QR code:

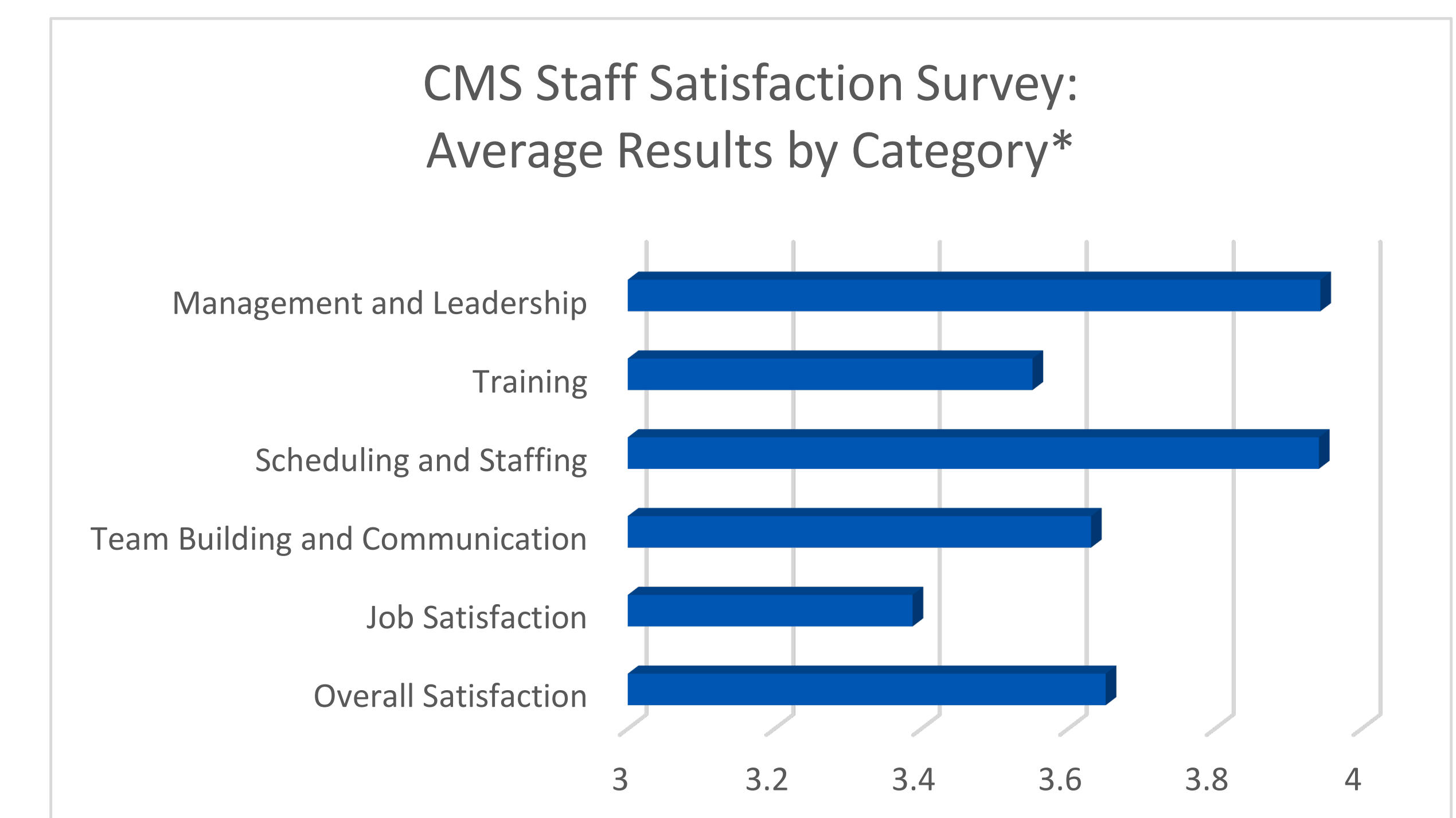


Among the nursing homes enrolled in the Staffing Solutions program who completed the CMS survey in 2023:

- **Highest Ranking Topic Area: Management and Leadership** (Employees gave highest satisfaction ratings in this area for open communication with DON and NHA, and being treated respectfully and fairly)
- **Lowest Ranking Topic Area: Job Satisfaction** (Employees gave lowest satisfaction ratings for not receiving appropriate recognition and/or fair pay for the local community)

CMS Staffing Survey Guides Improvements in Staffing Project

The CMS Employee Satisfaction Survey is a valuable tool that allows nursing home leaders to gather feedback from employees anonymously. It helps readily identify areas for improvement and the results can be used to a more supportive workplace environment. It is rated on a scale from 0 (low satisfaction) to 5 (high satisfaction).



*Average satisfaction from five facilities

NURSING HOME OPIOID STRATEGY: APPROPRIATE USE AND SCREENING

Quality Insights designed a 4-hour, continuing education (CE)-eligible program to educate and guide long-term care facilities in effectively managing opioid use within their settings. It comprises four educational modules, each dedicated to a distinct aspect of nursing home opioid use.

- A participating facility **reduced** percentage of residents receiving opioids from **36.6% to 24.7%** in 8 weeks.
- A participating facility **reduced** percentage of residents receiving concomitant benzodiazepines and opioids from **8% to 3.4%** in 8 weeks.
- Several facilities **implemented the opioid risk assessment tool** into their admission and readmission process.

The education and support provided by Quality Insights has been invaluable in implementing the Opioid Reduction Project at our Centers. Thank you both for being a part of our mission to provide the highest quality of care and compassion to our residents in WV!

– Opioid Workgroup Participant

Self-Reported Nursing Home Opioid Risk Assessment Data N=9 Nursing Homes

