



Creating an Optimal
Environment for Quality
Healthcare for Individuals,
Families, and Communities

Supporting the Neighborhood Enrichment Team (N.E.T.) to Enhance the Nursing Home Experience

CMS 2024 Quality Conference

Resilient and Ready Together

Creating an Optimal
Environment for Quality
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**Patricia Gagliano,
MD**

Vice President,
Healthcare Quality
Improvement

IPRO



**Melanie Ronda,
MSN, RN, LTC-CIP, CPHQ**

Task 1 Nursing Home
Lead for NY, NJ and OH
and the Task 3 Lead,

IPRO



**Jennifer
Wieckowski, MSG**

Senior Executive Director
Health Services Advisory
Group (HSAG)

The IPRO QIN-QIO

The IPRO QIN-QIO

- A federally-funded Medicare Quality Innovation Network – Quality Improvement Organization (QIN-QIO)
- 12 regional CMS QIN-QIOs nationally

IPRO:

New York, New Jersey, and Ohio

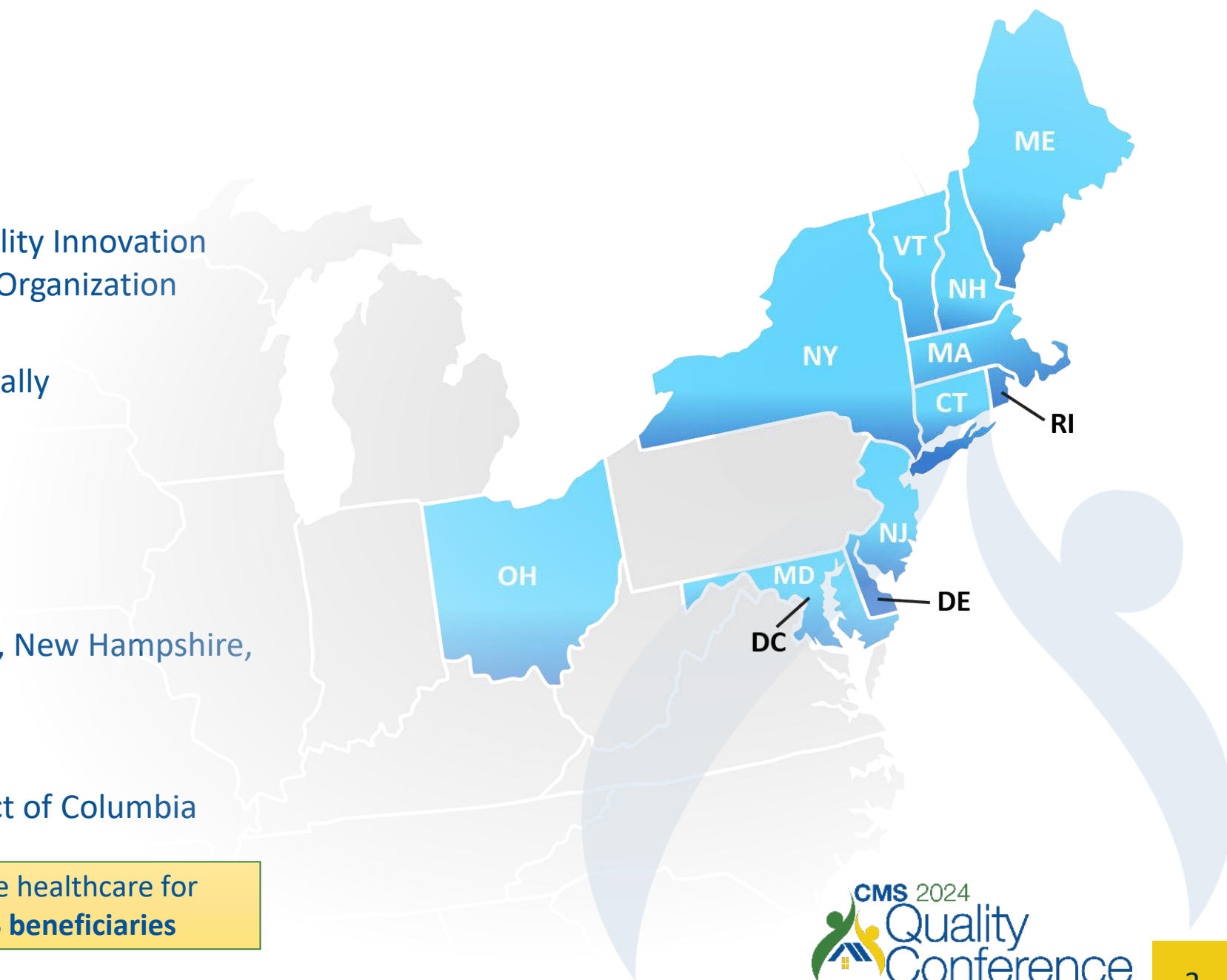
Healthcentric Advisors:

Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont

Qlarant:

Maryland, Delaware, and the District of Columbia

Working to ensure high-quality, safe healthcare for
20% of the nation's Medicare FFS beneficiaries



Purpose

The Neighborhood Enrichment Team (N.E.T.) is an initiative focused on enhancing nursing home residents' quality of life through the inclusion of community partners. Key tenets of the program include:

- Emphasizing the priorities of under-represented and vulnerable populations.
- Fostering meaningful contributions from residents, families, and communities.
- Prioritizing health equity, cultural diversity, and health literacy.
- Ensuring tools and resources could be easily utilized and implemented in any long-term care facility.

Development of Work Plan

- Determined Aim, Description, Scope
- Defined roles and responsibilities for identified team members
- Drafted ground rules and meeting norms
- Incorporated privacy and ethical considerations
- Created objectives and evaluation measures
 - Researched and developed Pre/Post Assessment
- Researched and developed resident questionnaire
 - Literature review and environmental scan
- Developed Project Charter

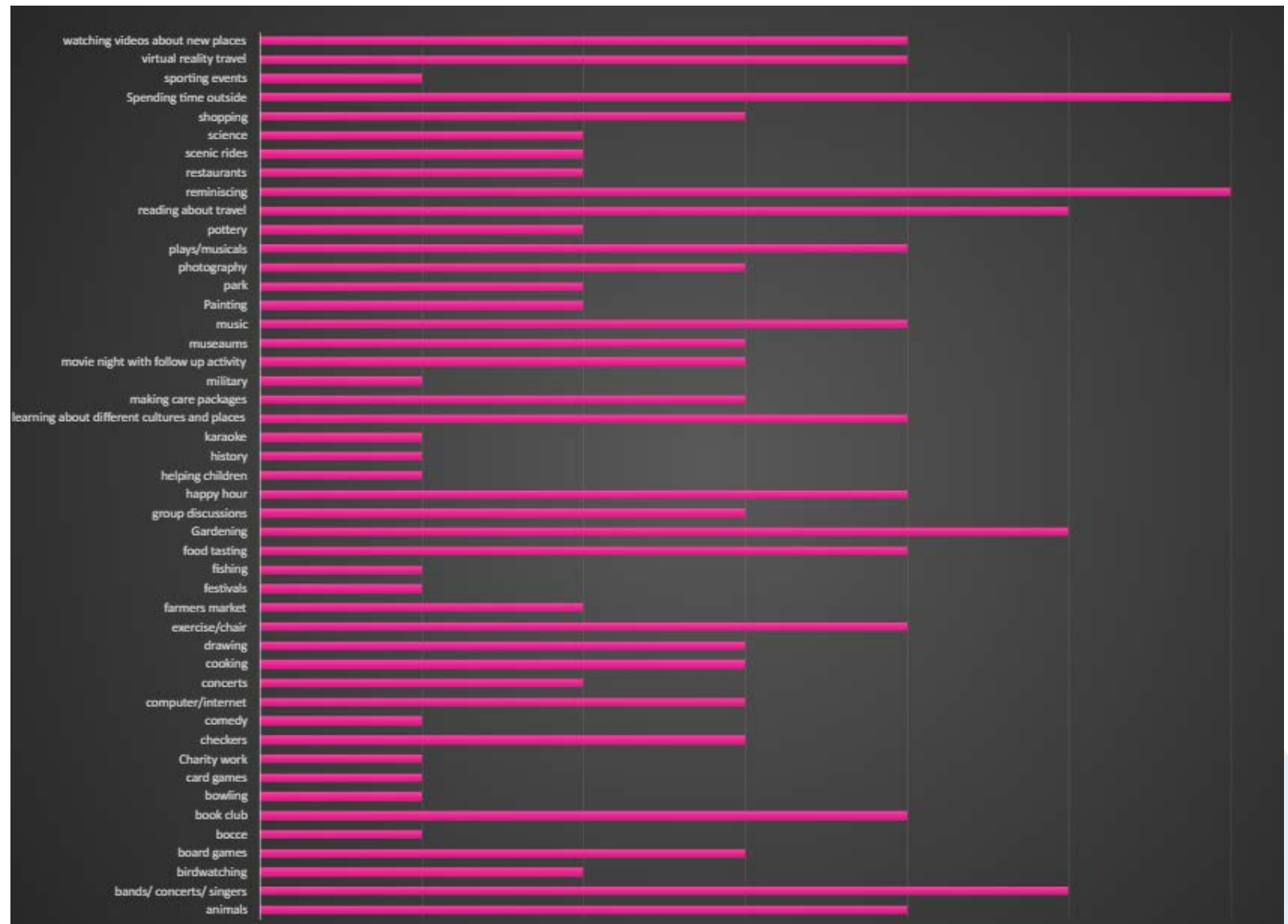


Pre and Post Assessment

- For baseline measurement of satisfaction.
- For residents, staff and family members/resident representatives.
- For conclusion of project to determine improvement in satisfaction.

Resident Interest Questionnaires

- Based on the dimensions of wellness.
- Enables the facility to identify activities that will actively engage residents and bring value.
- Includes focus on health equity, health literacy, and cultural diversity.



Implementation Approach

- Subcommittee of Resident Council (scheduled on the same day as resident council meetings).
- Create and distribute letters and flyers inviting residents, families, staff and community members to participate.
- Initial chosen strategy was to have the facility N.E.T. members outreach and build the community portion of the team; revised strategy is for the IPRO team to take the lead building the community portion of the N.E.T.
- IPRO team planned to utilize volunteers to participate on the N.E.T. and encountered post-Covid challenges.
- IPRO utilized the Plan-Do-Study-Act Quality Improvement framework to adjust throughout the project in effort to create a program that could be replicated and sustained without additional burden on facility workforce.

Challenges and Solutions

| Challenges | Solutions |
|--|---|
| Background checks, vaccinations - volunteer vs visitor | Referred facilities to their facility policy and procedures |
| Privacy | In person vs. virtual |
| N.E.T. meeting burden | Scheduling the N.E.T meeting on the same day as resident council would reduce burden of additional meetings |
| Staff - workforce | Utilized analogy of a school PTA - the N.E.T. would function similarly to the facility PTA with all members sharing responsibilities and recruiting |
| Community – time commitment | Utilized analogy of a school PTA - the N.E.T. would function similarly to the facility PTA with all members sharing responsibilities and recruiting |
| Holidays | Create a "buzz" |
| COVID outbreak | Activities that did not require community to implement. |

Building the Team

■ Outreach to:

- Local elementary and high schools, colleges and vocational schools
- Ombudsman
- Family members
- Community-based organizations with which residents were affiliated
- Volunteer networks
- Clergy
- Other community organizations

PARTICIPATE IN THE Neighborhood Enrichment Team

Your organization is invited to participate in a dynamic program that brings the skills and resources of community leaders to residents of nursing homes.

Join us as we begin a new program, led by the **Neighborhood Enrichment Team**. This team is composed of staff, residents, families, and community members who share a vision of integrating community resources into activities for nursing home patients, with a focus on health equity, cultural diversity, and health literacy. Our goal is to make healthcare better for everyone. Your participation will help improve the quality of life for nursing home residents and their families and will be a reminder to the community that we are all working and living together.

Contribute your expertise, skills, and experiences to support us in enriching the lives of nursing home residents. Your involvement will make a difference!

Please complete below to indicate your interest in participating.

Your name:

Name of designee (if applicable):

Organization name:

Organization address:

Phone number:

Email address:

How would you like to be involved? (please check as many as apply)

☐ Engage other community leaders in participating as members of the Neighborhood Enrichment Team.

☐ Offer your time to share a skill, your expertise, or a resource.

☐ Participate in meetings as a community member.

☐ Other – Please specify below.

For more information contact the facility

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Supporting the Neighborhood Enrichment Team (N.E.T) to Enhance the Nursing Home Experience

Community Leader,

Recently, there has been a renewed focus on initiatives that lead to better healthcare for everyone. Research strongly suggests that involvement of community partners can help improve the health and healthcare experience of nursing home residents, while increasing job satisfaction of nursing home staff.

Incorporating the skills and resources of community members into programming for residents will sort them in developing meaningful connections with their local surroundings and live more fulfilling healthier lives.

At the facility, **NAME OF FACILITY**, is developing a collaboration of community organizations and nursing home staff/administration that will lead to the creation of programs and activities designed to enrich the quality of life for the residents.

We invite you or a designee from your organization to join and actively participate in the Neighborhood Enrichment Team.

For more about the initiative:

With a focus on health equity, cultural diversity and health literacy, goals for activities might include:

- Improving transitions of care across the community.
- Increasing community participation in nursing homes.
- Increasing resident access to and participation in community life.
- Focusing attention on residents' rights.
- Challenging stereotypes about the elderly and nursing home residents.
- Recognizing residents' current and past achievements.

Source: *The National Consumer Voice for Quality in Long-term Care – Tips for Building Community Involvement in LTC Facilities.*

Community involvement as a community partner on the Neighborhood Enrichment Team would include providing insight and support during virtual planning meetings with other partners, facility staff, and the representatives for residents/families/care partners; and contributing your time, expertise, and/or resources to create meaningful events and activities for residents.

We hope you will join us in this important initiative.

For more information and details regarding your anticipated participation, please contact: **CONTACT NAME AND EMAIL / PHONE**

Best regards,

Examples of a NH Community Activities



Outcomes

- Through this project, participating nursing homes will learn how to build a functional team comprised of residents, families, staff, and community partners. At the same time, they will learn to address challenges related to regulations, privacy concerns, accountability, community engagement and staffing concerns.
- The nursing homes will also learn how to create, deploy, and interpret assessment tool content and findings.
- Lastly, via a comparative post-project assessment, residents will report an improved quality of life as compared with baseline assessment.

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Neighborhood Enrichment Team (NET) Program

Jennifer Wieckowski, MSG

Senior Executive Director

Health Services Advisory Group (HSAG)

April 10, 2024



NET Program Purpose

- Enrich the lives of nursing home (NH) residents by recruiting the community to actively engage in activities and programs that bring value.
- Evaluate the feasibility and benefit of partnerships between residents, families, and the community.
- Identify the ability to replicate this partnership structure with other NHs.
- Provide support from August 2023 to October 2024.

Recruitment

- Different States
- Different Corporations
- 5 Star NHs
- Stable Leadership
- Diverse NH Populations



Mission Palms
HEALTHCARE CENTER




POST ACUTE CARE & REHAB

NET Program Resident and Family Assessment

The image shows three overlapping assessment forms for the NET Program. The top form is in English, the middle in Vietnamese, and the bottom in Spanish. Each form lists various activities and services for residents to assess, such as Gardening, Exercise, Faith-based/Spiritual Services, Intergenerational Activities, and Animal Visits/Pet Therapy.

self-care
new technology
languages
entertainment
reading
community field trips
intergenerational activities
celebrations & gatherings
animal visits & pet therapy
faith-based & spiritual services
games & social interaction
exercise
gardening
education
hobbies



Resident and Family Assessment Samples in English, Vietnamese, and Spanish

Assessment Results

■ Camelback Post Acute Care & Rehab

- Animal Therapy
- Musicians
- Holidays
- Massages
- Hair Dressing/Manicures
- Model Building
- Games
- Intergenerational Activities

■ Mission Palms Healthcare Center

- Musicians
- Holidays
- Using Cell Phone
- World Travel (Virtual)
- Growing Vegetables
- Health Topics
- Intergenerational Activities
- Games

Engaging Community Partners

- Camelback Post Acute Care & Rehab
 - Obie for Seniors, American Legion Post 41, Dig It Gardens, Disc Jockey, Home Depot, Lowe's Home Improvement, Mima's Beauty School, North Valley Chorale Group, St. Francis Xavier Elementary School, Xavier College Preparatory High School
- Mission Palms Healthcare Center
 - Obie for Seniors, Bolsa Grande High School, Boulevard Florist, Boy Scout Troop and Cub Scout Pack 1789, Home Depot, Lowe's Home Improvement, Santa Ana College, University of California Agriculture and Natural Resources, Vietnamese American Philharmonic, Vietravel USA, Westminster Art Academy

Mission Palms Healthcare Center is dedicated to our residents.

We are professionals committed to serving others, nurturing life, and promoting an individual's ability to thrive.

Come Join the NET
You will be glad you did!

For more information, please contact:

Mission Palms Center
An Le, Activities Coordinator
Phone: 714.892.6686
Address:
240 Hospital Circle
Westminster, CA 92683
Email: anl@aspenhealth.com

HSAG
Karen Schindler, Senior Clinical Improvement Advisor
Email: kschindler@hsag.com

Join the Neighborhood Enrichment Team (NET)
Developing community partnerships to enrich the quality of life of nursing home residents by incorporating


A Win-Win Situation

The NET Purpose
The NET program is designed to help nursing home residents connect with our community.
By joining with community partners like you, residents can participate more in activities and programs that are important and bring value to their lives.
You can make a vital difference in the quality of life of nursing home residents by participating in this program and donating your resources and services.

Making a Difference
Your participation will be invaluable in enriching the lives of our nursing home residents by providing them with the opportunity to expand their current sphere of involvement and interactions.
Benefits to Your Organization

- Satisfaction of helping others and giving back.
- Enhancing awareness of your business.
- Promoting a sense of community.
- Cultivating networking opportunities.
- Possible tax deductions.

Who Makes Up the NET?
Mission Palms
Is a skilled nursing facility that achieved a 5-star rating for the quality of care provided. We are one of only four chosen out of over 15,000 facilities across the nation to participate in this new program.
Health Services Advisory Group (HSAG)
The Medicare Quality Innovation Network-Quality Improvement Organization (QIN-QIO) in Arizona and California, and is part of one of the largest federal programs dedicated to improving Medicare beneficiary healthcare quality at the local level. We are a trusted partner that brings providers and communities together to improve resident care.
Community Partners
Valued businesses like yours that can offer programs, activities, and valuable services to nursing home residents.



Veterans Day Ceremony—American Legion Post 41

November 10, 2023



Lunar New Year Celebration

February 12, 2024

Lunar New Year 2024

The Neighborhood Enrichment Team (NET) Program in collaboration with Mission Palms Healthcare Center invites you to join us to celebrate the Lunar New Year.



Lion Dance and Fan Dance Celebration
Monday, February 12, 2024
10–11 a.m.

Mission Palms Healthcare Center
240 Hospital Circle
Westminster, CA 92683

The Bolsa Grande High School Vietnamese Student Association Lion Dance & Fan Dance Team will perform.

Floral arrangement donated by Boulevard Florist.

Year of the Dragon



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Lunar New Year Celebration



Community Engagement and Donations



Boy Scout Troop and Cub Scout Pack 1789



Minh Pham—Pianist



Obie for Seniors Projector



Obie for Seniors



Intergenerational
Engagement



Raised Garden Bed

Holiday Celebrations With the Community



North Valley Chorale Group



Disc Jockey Holiday Celebration

Key Points

- Each NH is unique:
 - Leadership
 - Residents
 - Family involvement
 - Census
 - Race/ethnicity
 - Urban or rural
 - Available community resources
- The baseline for community involvement varies from facility to facility.
- Ramp up time for community involvement will vary.

How to Replicate the NET Program

- Decide which items to include in the NET Program Assessment.
- Use the NET Program Assessment results as a roadmap.
- Identify community partners that want to contribute.
- NH to screen community partners for services, resources, and activities.
- Communicate in different languages.
- Ensure smooth handoffs when community partners change personnel.
- Promote sustainability by “passing the baton” and sending thank you cards.

The Community Loves to Engage With NHs!

“It was Veterans Day and, we thought it proper for us to salute the veterans that are here.” —*American Legion Post 41*

“We always wanted to give back to the community, we just didn’t know how or what to do.” —*Vietnamese American Philharmonic*

“Westminster is our community ... anything we can do for our community, we love to do.” —*Boy Scout Troop and Cub Scout Pack 1789*

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