



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

Using Data to Improve Outcomes and Increase Nursing Home Participation

Co-Presentation by Great Plains QIN-QIO and Alliant Health Solutions QIN-QIO



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Quality Improvement Organizations: A Trusted Partner When Navigating Uncertain Times

Presenters:

Stephanie Meduna, BSN, RN

Dee Kaser, RN, CDCES

Great Plains Quality Innovation Network





Great Plains Quality Innovation Network

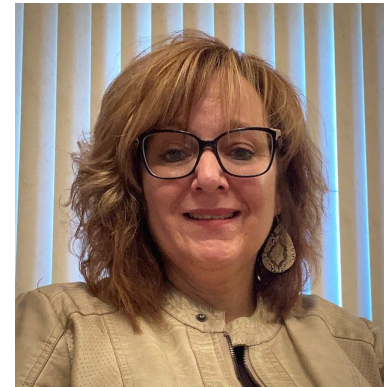
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Dee Kaser, RN, CDCES

**Quality Improvement Advisor
Great Plains Quality Innovation Network**

Dee serves as a subject matter expert in the areas of chronic disease management, immunization, smoking cessation, and quality improvement initiatives.



Stephanie Meduna, RN, BSN

**Quality Improvement Advisor
Great Plains Quality Innovation Network**

Stephanie serves as a subject matter expert for infection prevention and control, COVID-19 bundles, COVID-19 infection and vaccine TRQII's efforts and QSEP.

Learning Objectives:

- Identify opportunities to leverage existing entry points of engagement to collaborate on quality improvement initiatives.
- Discover new ways to share best practices within facilities and the community.
- Adopt and spread a multi-faceted best practice approach to engage organizations in further development of their quality improvement program.

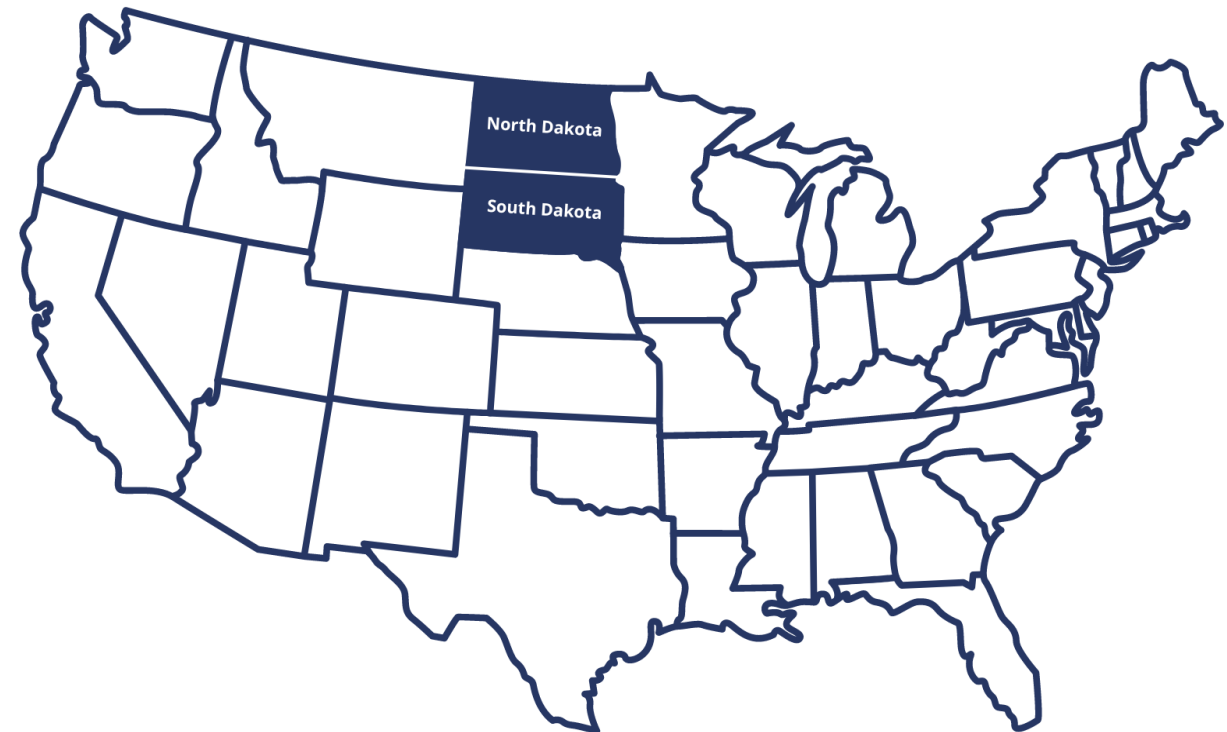
The Landscape of the Dakotas

■ North Dakota

- **Population: 780,588**
- Covers a total area of 70,698 square miles
- Eight times as big as New Jersey, but would fit into Texas nearly four times
- 4th lowest population density (11 persons per square mile)
- 39.1 million acres; nearly 90% of land area is farms and ranches

■ South Dakota

- **Population: 895,376**
- The 17th largest state in the United States
- 48% of residents reside in an urban area and 52% in rural areas
- 5th lowest population density (averaging 10 persons per square mile)



Quality Improvement Initiative (QII) COVID-19 Targeted Response/Vaccine Referrals:

- Criteria for the referrals
 - COVID-19 QII Targeted Response
 - ▲ Started in April 2020 with state survey deficiency for infection control
 - ▲ Number of COVID-19 cases in residents – “hot spots”
- COVID-19 QII Vaccine Referrals
 - Started in January 2022 with the primary vaccination
 - Evolved with booster, bivalent, 2023 – 2024 updated vaccine
- Many nursing homes referred 2 – 5 times

Multi-Faceted Best Practices:

■ Interventions

- Customized 1:1 technical assistance
- Root cause analysis, quality improvement plan with auditing (results submitted for minimum of 6 weeks)
- Education on COVID-19 vaccination and infection prevention and control practices

■ Proactive Outreach to Nursing Homes

- Reviewed CDC National Healthcare Safety Network (NHSN) weekly data reports
- QIO-referred COVID-19 QII Targeted Response

Connecting and Collaborating:

- Thursday's BOOST with Your QIO
- Nursing Home Listserv – 683 members
- Vaccination Change Package and Key Resources Document
- Focus 4 Health Vaccination Series – 814 total views
- Collaboration with North Dakota and South Dakota Project Firstline
- Leveraging all encounters with nursing homes to improve infection control practices and vaccination uptake

Quality Improvement Initiative (QII) Target Response Referrals

■ Barriers/Challenges

- New QIO Advisors for nursing home leadership to engage with
- Too many people trying to help
- Regulations/guidance changing frequently
- Staff turnover – Including leadership
- Competing priorities
- Limited staff and resources

■ Successes

- 316 QII target response; zero refusals and 100% timeliness
- QIO has built a trusting/reliable relationship with the nursing homes
- Nursing homes have gained quality improvement skills
- Best practices are being developed, implemented and shared

Quality Improvement Initiative (QII) COVID-19 Vaccine Referrals

■ Barriers/Challenges

- Vaccination fatigue
- Mis/dis-information
- Billing/payment
- Co-administration

■ Successes

- North Dakota and South Dakota have consistently been in the top five states leading the nation with residents up-to-date with 2023-2024 COVID vaccination rate
- 303 QII Target Response Vaccine referrals with zero refusals and 100% timeliness
- Combined efforts of infection control practices and vaccinations have contributed to an estimated savings of \$56.5 million in COVID admissions and \$58.6 million in medical costs



Implementation of High Reliability to Achieve Optimal Engagement from Nursing Homes in the Targeted Response Quality Improvement Initiative

Presented By:

Nicole Haas, MPH, CPH, CPHQ

Quality Improvement Initiative Manager

Alliant Health Solutions



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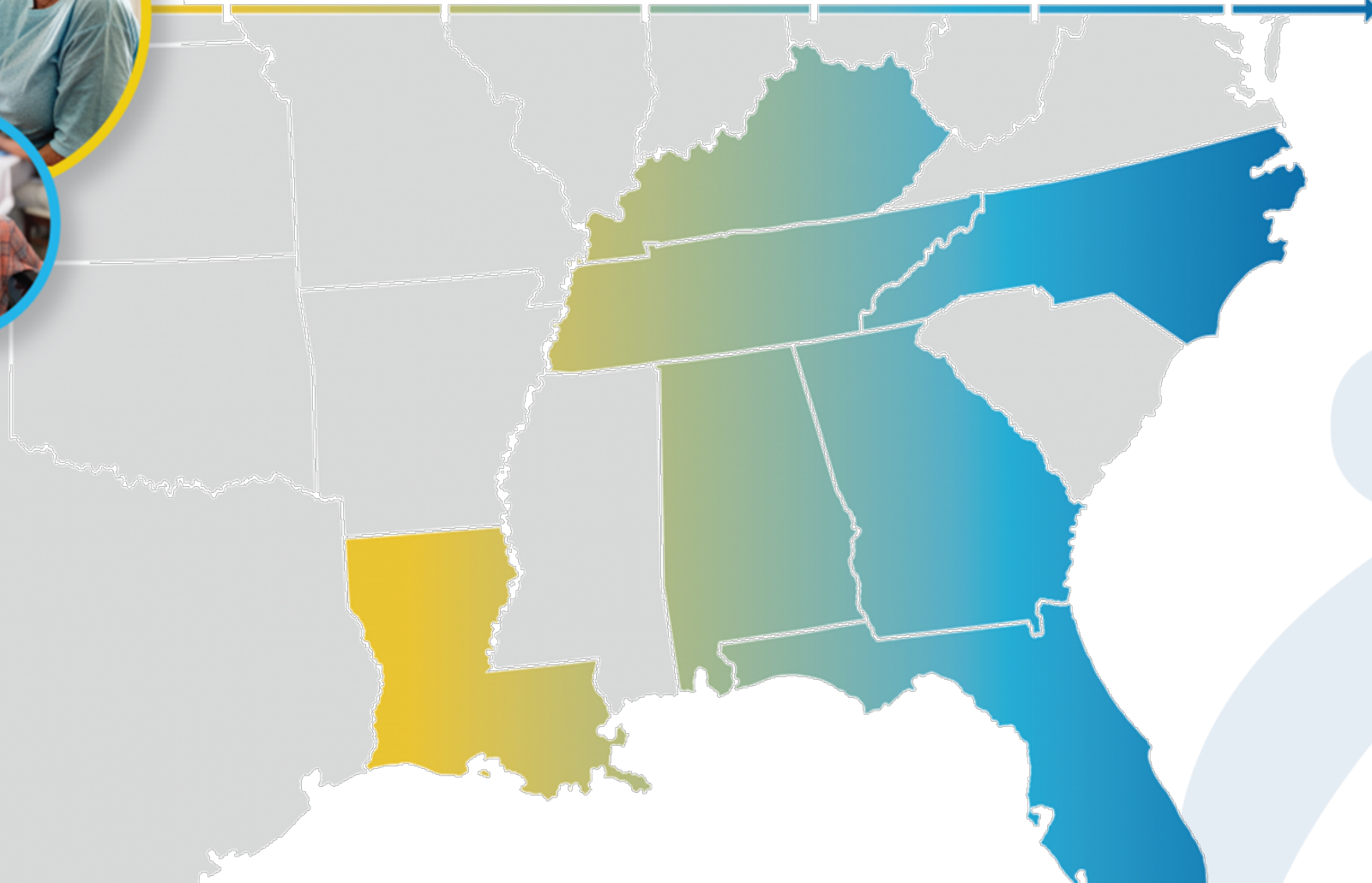
Quality Improvement Initiative Manager
Alliant Health Solutions QIN-QIO

Nicole manages the teams that work with facilities on reducing COVID-19 outbreaks, improving infection prevention and control processes, and increasing COVID-19 vaccination rates.

Objectives

- Understand the definition of a high reliability organization
- Explain how becoming an HRO assisted with facility engagement
- Discuss the benefits of facility collaboration with Alliant

Making Health Care Better *Together*



Alliant Health Solutions

Targeted Response Quality Improvement Initiative Overview

- Eight (8) full-time quality advisors*
- Since April 2020, Alliant has received 4,108 cases*
- To date, Alliant has closed out 3,805 cases*

*as of 3/5/2024

What is a High Reliability Organization?

- Organizations that continuously strive for failure-free operations amid extraordinary levels of complexity.*
- The cultures, systems, and processes within these organizations are designed to effectively manage the unexpected and mitigate the risk of human error...
- In other words, HROs acknowledge that humans make mistakes and design their systems and processes to limit the likelihood of those mistakes.

How did Alliant make the shift?

- Updated language and processes to be consistent and more structured.
- Maintained an iterative process with the internal team as processes were updated.
- Standardized the forms and processes used for nursing home education.
- Implemented a project management process within Alliant.

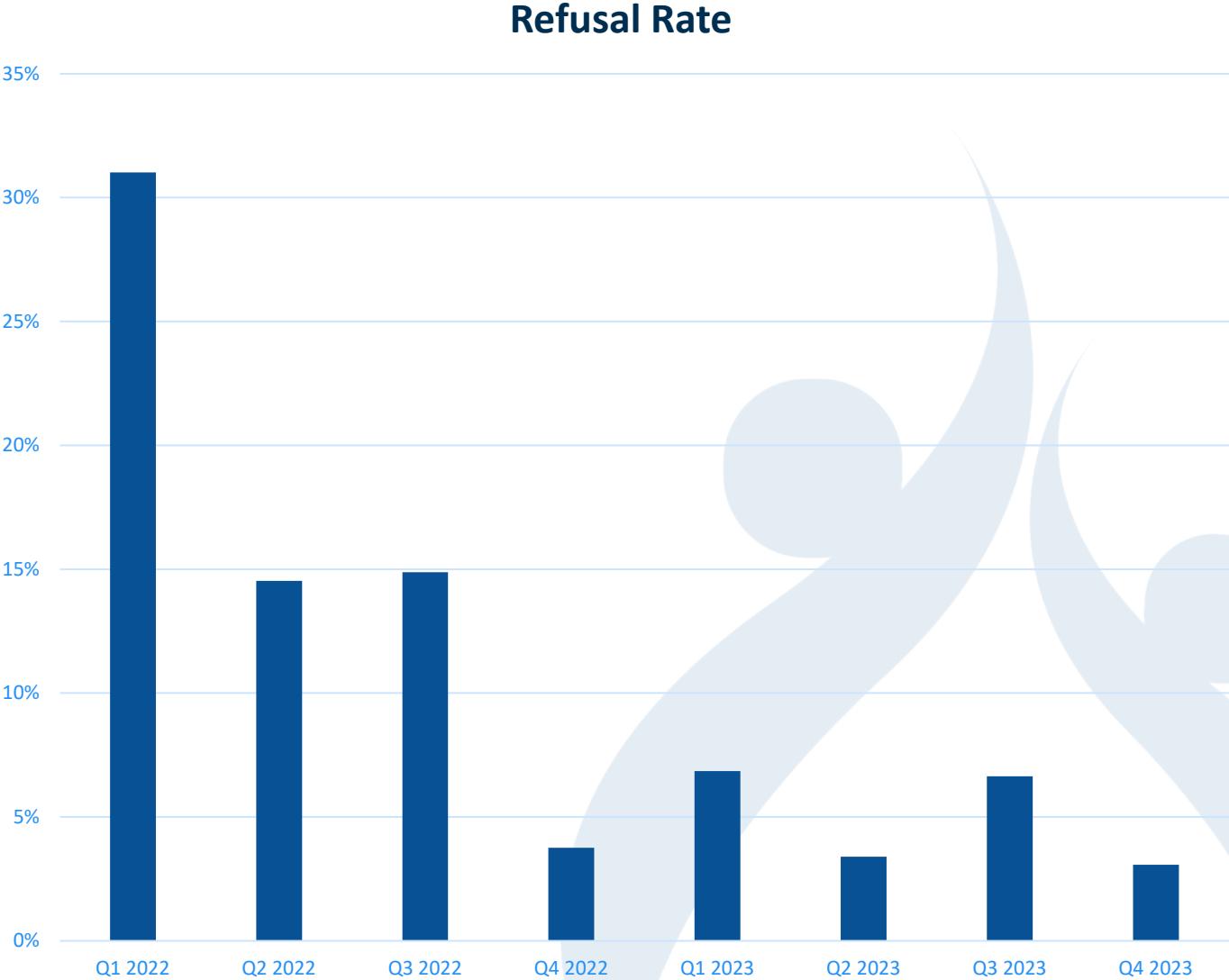
What have been the overall results?

- Improved facility engagement, resulting in improved outcomes for the facility.
- Improved the job satisfaction of internal team members utilizing the concept of transparency. All team members could access the written process, understand the measure of success, and provide feedback to contribute to continuous improvement of the process itself.

Benefits of working with Alliant?

- 1:1 technical assistance
- Readiness for QAPI
- Assistance with audit tool development
- A "fresh set of eyes" to review audits
- Staff education on quality improvement
- Peer-to-peer sharing from Alliant medical director
- On average, 15% increase in infection control audit compliance

Rate of TRQII Refusal decreased from 31% prior to HRO implementation to 3% in the last quarter of 2023



Thank You!

Thank You for Attending. Questions?

