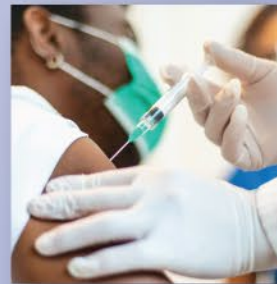


QIN-QIO Real Time Medical Systems Quality Improvement Collaborative



Welcome

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Division of Community and Population Health
iQuality Improvement and Innovation Group
Centers for Medicare and Medicaid Services





AGENDA

Objectives:

- Discuss the purpose, scope and objectives of the QIO-Real Time Medical Systems (Real Time) collaborative
- Describe how this innovative approach connects quality improvement, sustainability and innovative technology



QIO Collaborative

A Collaborative between:

- IPRO QIN-QIO
- Superior Health Quality Alliance
- TMF QIN-QIO
- Quality Insights

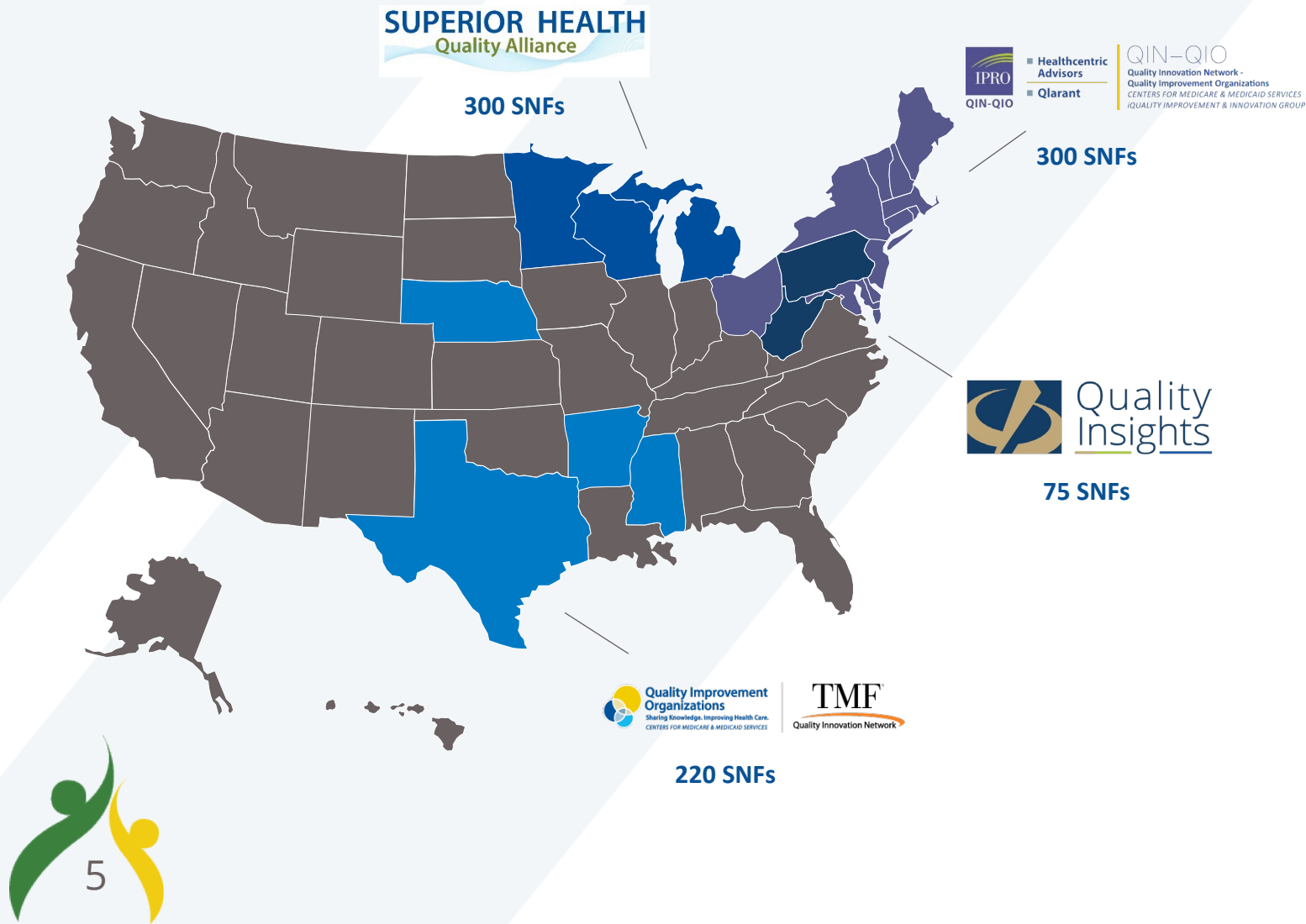


The QIO Collaborative

- Seeks to leverage nursing home data using innovative Health Information Technology (HIT)
- Responds to CMS directives that QINs incorporate advances in HIT to improve healthcare quality
- Provides technical assistance with data-driven quality improvement focus
- Incorporates real-time dashboard information into clinician workflow



Project Scope



QIO State Listing

IPRO

- ME, VT, NH, MA, RI, CT, NY, NJ, OH, DE, MD, DC

TMF

- AR, MS, NE, PR, TX, USVI

Superior Health

- MI, MN, WI

Quality Insights

- PA, WV

Real Time Medical Systems Overview



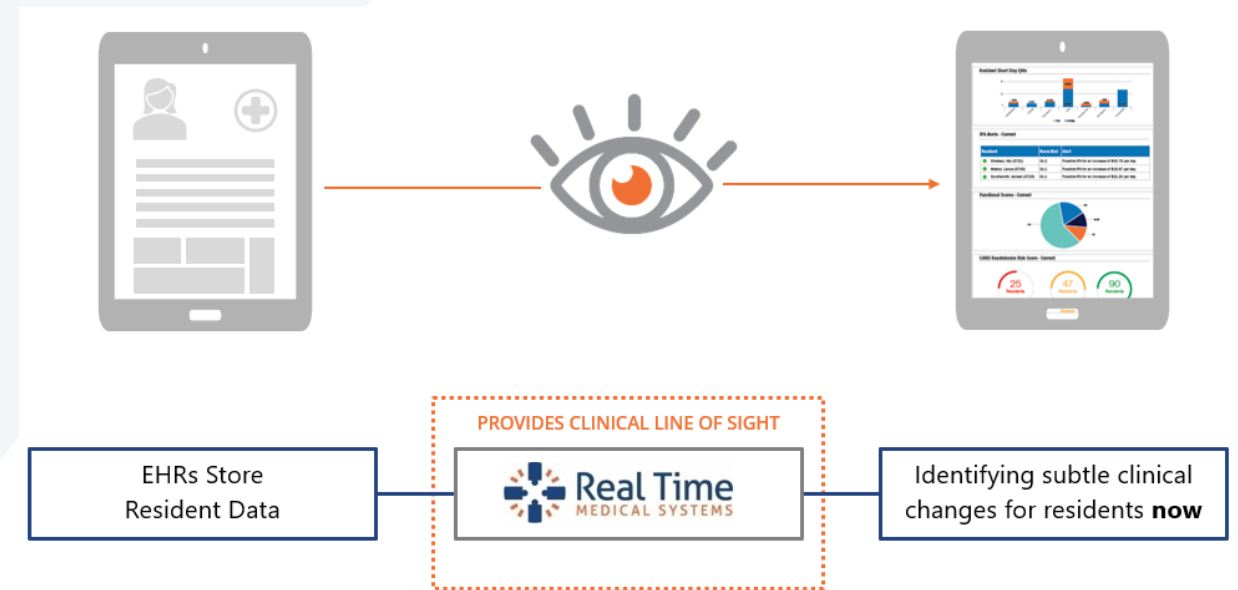
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Real Time and How It Works With Your Team

Real Time is a leading interventional analytics, KLAS Rated, platform that provides direct line-of-sight into the EHR

- ✓ Cloud-based solution compatible with all major Skilled Nursing Facility (SNF) Electronic Health Records (EHRs)
- ✓ No additional work or duplicate data entry required
- ✓ Better equips clinicians to treat the right patients at the right time
- ✓ Analyzes live data in the EHR – in true real-time
- ✓ Mines data from hundreds of EHR fields, both structured and unstructured (including 400+ key words found in nursing and progress notes)

Access live clinical data from the EHR to ease financial, clinical, and regulatory burdens.



Free up time with Real Time

- No data entry
- No need to change how you document
- Not an MDS scrubber
- Not old MDS or claims data



Data Analytics to Support Resident Quality and Safety

Identifying Safe Medication Management

- Opioid utilization
 - Antibiotics
 - Antipsychotics
- Hypoglycemics
Anticoagulants

Effective Infection Prevention, Management & Surveillance

- Early Methods to Identify, Treat, Immunize Against and Track Infections
- Surveillance Records and Logs

Reducing Preventative Hospital Readmissions

- Infectious Diseases
- Chronic Illness
- Adverse Drug Events

Impacting Quality Measures

- Immunizations
- Pain
- UTI
- Functional Ability



The QIN-QIO Project Overview

Skilled Nursing Facility (SNF) Objectives

- Enrollment
- Health equity disparities reduction
- Decrease opioid-related adverse events including deaths
- Decrease *C. Difficile* hospitalizations
- Decrease adverse drug events
- Decrease hospitalizations due to healthcare acquired infections (COVID, Sepsis, UTI, Pneumonia)
- Decrease preventable Emergency Room (ER) visits
- Decrease 30-day hospital readmissions
- Increase vaccination rates for Influenza, Pneumonia, COVID
- Decrease hospital utilization for Medicare beneficiaries identified as super-utilizers
- Support infection control workflows & initiatives
- Report on immunizations

Areas Where Real Time Makes an Impact

- Skilled Nursing Facility (SNF) enrollment
- Health equity disparities reduction
- Proactively influence and monitor quality improvement measures using:
 - Resident tracking & alerts
 - Live CASPER-like reports highlighting resident quality measures
 - High-risk resident & readmission dashboards
 - Infection control & antibiotic stewardship dashboards



Real Time Live, Educational Webinar Sessions

▪ Topic Review

- **Week 1:** Clinical Focused View
- **Week 2:** Using the ProAct reports to Prevent Readmissions
- **Week 3:** Improving your Quality Metrics
- **Week 4:** Infection Prevention and Surveillance

What, When, and How

- Assist clinical leaders in utilizing Real Time solutions to help save time and deliver optimal clinical outcomes to residents
- Held each Thursday of the month
 - 11:00 AM EST
- Pre-registration required. Keep a lookout for weekly email from Education@Realtimemed.com



Recruitment Strategies



Recruitment Strategies – Initial

- Developed collaborative brochures describing benefits of the program to nursing homes
- Distribution of materials and information
 - Emails
 - Newsletters
 - Webinars
 - Phone Calls
- Held 1:1 conversations
 - Individual facilities
 - County-owned facilities
 - Corporations

IMPROVING QUALITY OF CARE, TOGETHER

Drive rapid, large-scale change that puts residents first, contributes to better resident care and population health, and lowers costs through improvement by eliminating disparities, strengthening infrastructure and data systems, enabling local innovation, and fostering learning organizations.



NEW PROGRAM OFFERING

Quality Insights has partnered with Real Time Medical Systems (Real Time), the leading post-acute analytics software solution designed by nursing facilities for nursing facilities. Our goal is to offer SNFs a solution that allows us to collectively work together to enhance the quality of care and improve resident outcomes across post-acute facilities.

- Solution is **free** for SNFs
- Identify gaps in documentation
- Improve Behavioral Health Outcomes – Decrease Opioid related adverse events including misuse, deaths, for high-risk patients
- Increase Patient Safety – Decrease preventable emergency department visits
- Improve Chronic Disease Prevention, Management and Treatment
- Increase the Quality-of-Care Transitions – Decrease 30-day hospital readmissions
- Improve Nursing Facility Quality and Making Care Safer
- Provide better infection prevention control with seamless surveillance – Decrease hospitalizations due to C. Difficile

ADDITIONAL REAL TIME BENEFITS

-  Access to real-time data from EHR, in the moment
-  Reduces paperwork and administrative burdens with no additional reporting or data entry needed
-  Increase partner referrals with hospitals, ACOs, and health plans to improve care coordination
-  Identify & monitor high risk patients and reduce unnecessary readmissions
-  Identify early onsets of infection and automate infection control surveillance
-  Avoid coding oversight and easily identify coding errors for correct reimbursement
-  Advance Care Planning alerts, tagging, and reporting



Recruitment Strategies

- Collaboration with Real Time:
 - Provide additional information to facilities about the system
 - Conduct live, individual demonstrations with facilities
- Additional interaction with facilities:
 - Begin targeting facilities specifically participating in targeted-response and vaccine booster QIIs



Recruitment Strategies

Current additional strategies:

- Biweekly Real Time demonstrations with flexibility for attendance
- State stakeholder collaboration for promoting program and benefits
- Continued, focused discussions with corporate-level management

Moving forward:

- Coordination of town hall meetings to share with participants and potential recruits
 - Best Practices
 - Successes
 - Challenges/Opportunities



Recruitment Barriers/Mitigation Strategies

Recruitment Barriers

- Frequent facility ownership turnover
- Frequent key facility leadership turnover
- Competing facility priorities

Mitigation Strategies

- Consistent communication with facilities and corporations, at multiple leadership levels
- Discussing the alignment of facilities' priorities with the benefit of Real Time



Recruitment Status: Ongoing and Active

QIO	Recruitment Goal	Active in Program	Contracts Executed	Contracts Sent/Ready	More Info Requested
I PRO QIN-QIO	300	3	43	45	29
Quality Insights	75	20	27	2	7
Superior Health Quality Alliance	300	66	80	11	63
TMF QIN-QIO	220	3	6	19	44

* Data results as of 2/2/2023; each QIN had different timelines based on contract execution date.





Quality Improvement

IPRO QIN-QIO Subject Matter Experts Workgroup

IPRO QIN-QIO Subject Matter Experts (SME) Workgroup

- Meets every two weeks, providing analysis and recommendations to formulate a toolkit of alerts for clinicians to reduce and prevent Adverse Drug Events (ADE)
- Includes team members who are practicing clinicians, academicians, researchers, and quality improvement professionals
- Review resources including evidence-based, peer-reviewed research articles and clinical practice guidelines to formulate alerts
- Utilize Delphi method to arrive at consensus decisions
- Configure and prioritize alerts and dashboards for Electronic Health Systems



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SME Workgroup Focus and Goals

- Focus on Harm Reduction and Preventing Adverse Drug Events (ADEs)
 - Medication categories including anticoagulants, antimicrobials, antidiabetics, opioids, and antipsychotics
 - High Risk Medication alerts provided regarding drug selection with alternatives built into the algorithm
 - Drug-Drug interaction alerts including emphasis on cumulative risks
 - Drug-Dosing alerts, such as Opioids and Morphine Milligram Equivalents
 - Clinical Alerts including Antimicrobial selection and duration
 - Alerts trigger critical thinking at the time of order entry



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Alignment with CMS Objectives to Reduce Adverse Drug Events

- Reduce preventable hospitalizations and Emergency Department (ED) visits from Nursing Homes
- Encourage antimicrobial stewardship
- Use live data feeds from EHRs to inform clinicians by creating actionable messaging alerts at time of order entry
- Provide opportunity for analysis from large pool of enrolled facilities
- Capture data on actions and outcomes for quality improvement



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Next Steps

- Continue recruitment
- Town Halls
 - Local QIN–QIO level
 - Regional QIN-QIO level
- Continue analysis of data with enrolled facilities
- One-on-one Technical Assistance (TA) with enrolled facilities
- Sharing success stories and best practices



Contact Information

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QUESTIONS?

