PHCA ANNUAL CONVENTION
2016 Excellence in Quality Contest

Advancing quality. Improving lives.

Submission Information:

- All applications should be in an electronic/typed format. (<u>No hand-written applications will be accepted</u>).
- The application should be no more than five pages using 12-point font.
- Attachments (charts, graphs, etc.) can be added, but should not exceed three additional pages.

Organization: Mt. Vernon of South Park

Company/Corporation: Five Star

Storyboard Contact Information:

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Quality Category (Please select the one that best describes your storyboard):

Best Practice in Quality Assisted Living/Personal Care

Evaluation Criteria: (Insert responses in each section below)

CXXIX. Indicate the problem that the quality project was trying to solve/impact.

Mt. Vernon of South Park recognized the need to reduce hospitalization rates in our community. Our overall hospitalization rate in 2014 was 0.33%, which met our organization goal. However, we believed that with a systematic approach, we would be able to reduce our hospitalization rates which would improve resident outcomes and overall resident satisfaction.

CXXX. Outline the root cause analysis that occurred as part of the process.

We determined the root cause of our hospitalization rates was due to the lack of identifying early changes in resident behavior/health/etc. on a consistent basis.

CXXXI. Describe the process that was implemented or adapted.

MVSP implemented the Stop and Watch tool, which is part of the INTERACT system. The purpose of the Stop and Watch tool, is to identify early changes in our residents' behavior, health, etc. If we were able to identify an early change, we would be able to initiate treatment in-house, and avoid unnecessary hospital transfers.

CXXXII.Outline the monitoring plan, timeframe.

We monitored our hospitalization rates on a monthly basis, as they are a part of our monthly clinical indicators. We determined that our 2014 average rate was 0.33%. Upon implementation of the Stop and Watch tool, we followed our monthly hospitalization rates closely, to determine if the tool was effective in reducing our monthly rates.

CXXXIII.   Identify challenges/pain points that occurred throughout the process.

We needed staff "buy-in" in order for the Stop and Watch tool to be effective. Since all staff were to be trained on the utilization of Stop and Watch tool, timing was a challenge as there were multiple employees who were to participate in the required training of this tool. We also needed staff "buy-in" in order for this tool to be effective. Since each employee did not understand his/her role in the reduction of hospitalization rates, re-education and frequent follow-up was needed.

CXXXIV.   Indicate any adaptations or modifications that were made throughout the process.

We initially placed the Stop and Watch tool at each nurses' station, and in the dining room. We then realized that not every employee had the tool readily available. Stop and Watch tools were then given to each Department Manager, to determine to best location in his/her department.

CXXXV. **Provide the plan for sustainability.**

The purpose of the Stop and Watch tool continues to be reviewed during monthly staff meetings and during new employee orientation, to ensure each team member understands the importance of this tool and how he/she can have a positive impact on our residents' overall well-being.

CXXXVI. **Outline the status of the project (include progress towards goal).**

With the implementation of the Stop and Watch tool, we were able to identify early changes in residents' condition, which enable MVSP to reduce our hospitalization rates from 0.33% in 2014, to 0.22% in 2015. MVSP's YTD monthly average is currently at 0.07% (Jan-June 2016)

Hospitalization Rates

0.35%
0.30%
0.25%
0.20%
0.15%
0.10%
0.05%
0.00%

0.33%

0.22%

2014

2015

good

■ MVSP