



Advancing quality. Improving lives.

PHCA ANNUAL CONVENTION 2017 Excellence in Quality Contest

Organization: MCHS Lebanon

Company/Corporation: HCR ManorCare

Storyboard Contact Information:

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

Improved Quality of Life for Residents

Evaluation Criteria: (Insert responses in each section below)

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

Regional hospitals, Penn State Hershey and Lancaster General, had identified a need for SNF level of care for their LVAD patients. ManorCare Health Services-Lebanon responded to the need.

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

- Lack of education of SNF licensed staff about LVAD functionality
- Facilities unwilling to take risks
- Facilities believe they are unable to manage to LVAD patient
- LVAD's not within clinical capabilities

III. Describe the process that was implemented or adapted.

- Educated licensed staff about managing and maintaining LVAD
- Partnered with Hospital to obtain training and establish lines of communication
- Train a minimum of 80% of licensed staff to troubleshoot, maintain and assess LVAD patients

IV. Outline the monitoring plan, timeframe.

- Ongoing education of licensed staff to stay current with LVAD product enhancements/improvements
- Open relationship with Hospitals to maintain communication and education access.

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

- Surmounting initial resistance and staff concerns and reluctance to handle unfamiliar medical equipment
- Installing necessary generator connected electrical power in identified patient rooms
- Working with patients and families to feel comfortable that LVAD can be handled in a SNF setting.
- Educating transportation providers about LVAD's

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

- Additional Staff need to be trained or refreshed regarding LVAD functionalities.
- A few more rooms required additional generator connected outlets for the LVAD patient.

VII. Provide the plan for sustainability.

- Maintaining the relationship with the LVAD coordinator(s) at the Hospitals is important as the need to provide SNF level care to the LVAD patient varies over time.
- An ongoing relationship facilitates obtaining educational updates in a timely fashion, keeping the facility prepared for LVAD admissions.

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

- ManorCare Health Services – Lebanon maintains its capabilities related to services to LVAD patients.