Ohio Living
FAITH + COMPASSION + COMMUNITY

Contributor:

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Chief Nursing Officer

LeadingAge® CAST
center for *aging services technologies*

The LeadingAge Center for Aging Services Technologies (CAST) is focused on accelerating the development, evaluation and adoption of emerging technologies that will transform the aging experience. As an international coalition of more than 400 technology companies, aging-services organizations, businesses, research universities and government representatives, CAST works under the auspices of LeadingAge, an association of 6,000 not-for-profit organizations dedicated to expanding the world of possibilities for aging.

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ABILITY®

Real-Time Data Provide Continuous Improvements Leading to High-Quality Care

Categories

Quality of Care

Staff Efficiencies

Hospital Readmissions

Pain Management

Reduction in Antipsychotic Use

Accurate Reimbursement

Facility-wide Engagement

Organization Name

Ohio Living

Organization Type

Independent living, assisted living, skilled nursing, rehabilitation, home health and hospice.

Organization Description

Ohio Living, headquartered in Columbus, Ohio, is the largest not-for-profit provider of Life Plan Communities in Ohio. Eleven of its twelve communities offer the full continuum of independent living, assisted living, and skilled nursing/rehabilitation. It also provides home health and hospice services at various locations around the state.

Formerly Ohio Presbyterian Retirement Services (OPRS), the organization wanted to unify and create connection and recognition across its communities and home health and hospice. To achieve this, the organization rebranded as Ohio Living in October 2016. Although rebranded, its mission remains unchanged: "… to provide adults with caring and quality services toward the enhancement of physical, mental and spiritual well-being consistent with the Christian Gospel".

Project Description

In 2002, Ohio Living, then OPRS, needed more usable, accurate data in real time to improve the quality measures (QMs) that were being addressed across the organization, says Connie Tostevin, chief nursing officer. "At the time, the MDS software only looked for logic errors that CMS built into it and we needed more accurate, usable and actionable data," she says. John Sheridan, now vice president of Enterprise Business Development at ABILITY Network, introduced Tostevin to the ABILITY/CAREWATCH solution. "Fifteen years ago, we were the very first company to use CAREWATCH," says Tostevin.

CAREWATCH provides Ohio Living with a graphical, data-driven portrait of what is and should be happening in its facilities, enabling better care planning, coordination, and delivery. With the ability to capture and analyze data in real time, Tostevin can put results into a corporate perspective to determine success in resolving errors and progress on its quality improvement efforts in each of its communities.

Using CAREWATCH enables Ohio Living to identify services not being delivered and also helps to tap into undiscovered revenue sources.

Project Elevate is an incredible future-thinking movement that brings together modern technology solutions through a consortium of collaborative best-in-class software vendors who leverage web-based, cloud-hosted technologies to deliver applications.

Business Model

CAREWATCH is used as a standard of care in all skilled nursing facilities and is accounted for in the operational budget.

Implementation Approach

CAREWATCH enables the nursing department to track scores in pain management, hospital readmission rates, reduction in the use of antipsychotics, and other quality measures the organization wants to address.

To analyze data, Tostevin created a dashboard showing the data CMS has on what is currently reported on a variety of quality measures, such as readmission rates. Using CAREWATCH, she can develop charts illustrating where the organization's QMs are today and compare that to an average of the last four quarters. "That's a

lot of historical data. We look at the data in real time to forecast what will be reported in another four months," she explains. "Keeping those numbers in front of us helps see if the changes we implemented are having a real effect."

Tostevin has found that CAREWATCH is great for working with Quality Assurance and Performance Improvement (QAPI). If an improvement effort is not achieving an anticipated outcome, an alternative solution can be implemented that may be more effective. "The data and analytics we get from CAREWATCH helps us keep ahead of QAPI," says Tostevin.

Advantages to the Approach

With CAREWATCH, administration and staff are apprised of quality initiatives and QAPI success at corporate board meetings. In addition, each of Ohio Living's facilities has a local advisory board that is presented with data relevant to its facility, showing the issues it is addressing and improving upon. Sharing knowledge enhances the facility's reputation for quality care and caring within the greater community.

Not only can facilities be compared company-wide or individually, but the wealth of data enables clinicians to drill down to the individual patient to chart his or her progress or revise care plans. "Through charts, data and analytics, we can show attending physicians how we continue to improve quality of care," says Tostevin.

Outcomes

Over the years, Ohio Living's family of communities has seen impressive results. Most recently, they've achieved impressive improvement in the area of short-term pain. "We don't want our pain management scores to go above the 25 percent state average," says Tostevin. To help achieve that goal, "pain" classes were instituted to help patients learn how to stay ahead of their pain. "It's a brief class that teaches patients when to ask for their pain medication," she says. "Seven out of our eleven SNFs are under 20 percent, well below the 25 percent state average, and only one facility, a very short-term unit, is higher than the state average," says Tostevin.

Challenges and Pitfalls to Avoid

Initially, getting buy-in and engagement from staff was a hurdle Ohio Living had to address head on. Ohio Living developed programs and processes to facilitate adoption.

Lessons Learned

"We've been using CAREWATCH for so long that everything we had to develop in the beginning – such as buy-in and engagement with data – —are now second nature. We examine the data and decide how we can continue to improve. CAREWATCH is helping us stay on track with QAPI. If a location's initiative is not achieving the outcome desired, it can reassess, refine, or put something else in place," says Tostevin. All you need is the desire to improve – and CAREWATCH will help you get there.

Advice to Share with Others

Take measures to assure that all levels of the organization are informed and engaged with the new technology. Be sure staff has the information, training, and processes to be successful with the change.