

National Nursing Home Quality Care Collaborative

Achieving Excellence

Consistent Assignment &
Staff Stability

February 7, 2013

Today

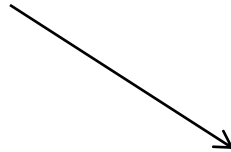
- National Nursing Home Quality Care Collaborative
 - Launch
 - Change Package
 - Strategy 2: Recruit and retain quality staff
 - Strategy 6: Provide exceptional compassionate clinical care that treats the whole person.

Our Charge

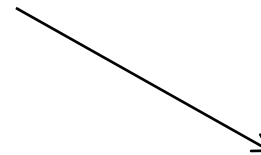
- Improve the Quality of Care and Quality of Life of residents across the country
- Focus on successful practices of high performers
- Utilize the findings to share with any nursing home seeking to improve their quality
- Be excellent everywhere! – Build Quality Centric Organizations

The Change Package

Strategies



Change Concepts



Action Items

Collaborative Change Package

Strategy 2: Recruit and retain quality staff.

Change Concepts:

- 2.a Hire only the best fit for your organization.
- 2.b Welcome new staff – make them part of the team.
- 2.c Set high expectations - support success.
- 2.d Give the best staff a reason to stay.

Action Items

- Recruit to retain
 - Prescreening techniques, hiring based on fit with cultures/values, strong orientation process
- Nonpunitive culture – no blaming or shaming for errors – staff encouraged to identify and report quality concerns
 - Hold huddles to share concerns and problem solve, rapid cycle teams, conduct RCAs
- Promote professional development - continuing education, provide scholarship programs; reimbursement for time; provide in-services, provide training on English as a second language.

Collaborative Change Package

Strategy 6: Provide exceptional compassionate clinical care that treats the whole person.

Change Concepts:

- 6.a Carefully build care teams and keep them together.
- 6.b Choose medical leadership wisely.
- 6.c Transition with care.
- 6.d Strive to prevent problems, and treat when necessary.

Action Items

- Assign all disciplines permanently to a neighborhood and consider them as part of the team.
- Have all disciplines attend neighborhood meetings and encourage full participation such as dining services, maintenance, and housekeeping.
- Expect that the medical director/providers listen to nurses, aides, other staff, and actively seek their suggestions, assessments, & recommendations.

Collaborative Aim

The National Nursing Home Quality Care Collaborative and its partners seek to ensure that every nursing home resident receives the highest quality of care.

Specifically, the Collaborative will strive to instill quality and performance improvement practices, eliminate healthcare acquired conditions, and dramatically improve resident satisfaction.

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