Q and A's from the Navigating the AE Website (July 9, 2014)

The following questions and answers were received during the live webinar. If after viewing the webinar you have questions not already answered here, please feel free to contact the AE Help Desk (help@nhqualitycampaign.org)

Q. So, for the Pain management goal...should the initial data be collected from one unit...then more units as time goes by?

A. It's all about what makes sense for you in your home. Often it makes sense to start a QI project with one area. This gives you the chance to establish a meaningful and efficient workflow, and to do experimental changes on a small scale while you learn what works well. Once the project is established, your first neighborhood can share their experiences with the next. That's one approach.

Q. When we are finished with a goal do we need to choose another one so we are always working 2 different goals?

A. That's a great question. As of now, the answer is yes. If this changes, we'll make sure all registered homes are aware of the new requirements for being considered a "participating" home in the Campaign.

Q. After I've entered my data in the data collection Excel on my desktop, how do I submit that?

A. When you have completed your AE Tracking Tool (Excel workbook) each month, your outcomes for the month will appear on the DataForWebsiteEntry tab. Instructions for entering your data on the website are included on this tab. Begin by printing the sheet and log into the website. Once you log in, your 'Signed In As' button becomes a dropdown menu. Select 'Enter Data' to navigate to the data entry area for your goal. (Note that instructions are slightly different for the Hospitalization goal. The details are located on the monthly tabs within that workbook.)

Q. Are we able to drill down to see if it is RN LVN or NA in the graphs?

A. Are you referring to Consistent Assignment or Staff Turnover? (The answer is 'yes' for Staff Turnover and 'No' for Consistent Assignment.) Happy to discuss more: help@nhqualitycampaign.org
The focus of the Consistent Assignment goal is the experience of the resident -- how many different direct caregivers do they need to relate to over a period of time (4 weeks for long

stay; 2 weeks for short stay), and therefore how many different people need to understand their preferences and also exchange information coherently.

The workbook is pretty neat, and you'll see the names of all the caregivers you are tracking and which individual residents or groups of residents have great consistency in their caregivers and which do not. It's also possible to track neighborhoods separately.

Q. How do you define short stay 1 & 2?

A. The Consistent Assignment goal is that long stay residents have no more than 12 caregivers in 4 week period, and short stay residents have no more than 12 caregivers in a two week period. As each workbook (tracking tool) lasts for a month, you have one tab for your long stay residents, and two for your short stay residents. Short Stay 1 refers to the first two week period, and Short Stay 2 refers to the second two week period. On your Short Stay 1 tab, enter the day you want to begin tracking, and the 14 day cut off will be displayed. However, you may choose to track the entire month (beyond 28 days). The 'what is a month' section of the Q&A within the workbook may be helpful as well.

Q. We are currently using Point Click Care and entering Hospitalization data to Advancing Excellence. The tools in PCC have made it much easier for us because there is less data entry. Are any other goal tools going to be available through PCC going forward?

A. This is a terrific question, and I don't know the answer to that. We can certainly look at this together if you'd like: help@nhqualitycampaign.org

Q. Is there a way to monitor a group of homes from a corporate level?

A. Great question. It is a tremendous help to homes to have corporate level support for these activities, and we are happy to help you with that! If you would like to be able to monitor the progress of your homes from a corporate level, we have a mechanism coming soon to support you in that effort. Please contact either Doug Pace Dpace@leadingage.org or Carol Scott cscott@leadingage.org for more information.

Q. Can you change your goal?

A. You may add goals at any time. If you would like to remove a goal, please send a message to the AE HelpDesk (help@nhqualitycampaign.org), including the name, address, phone number and Medicare Provider number for your home (so we can ensure we are accessing the correct account), the goal(s) you would like to have removed, and a brief note about why you want the goals removed.

Q. Do we need to re-register?

A. If you've already registered, you do not need to re-register, per se. Let us know if you need help accessing your account, for example, if you need a new email attached to your account. Then you may get an automatic password reset, log in, update your profile, and select your goals. This makes your registration current. Thank you!

Q. Is it necessary to join the LANE to be able to participate in pilot projects?

A. No, it's not necessary. And remember, checking the LANE Share box just means that your Local Area Network of Excellence knows what goals you are interested in so they can plan training, education and other outreach. It doesn't commit you to anything, and they only see the goals you've chosen and can track their own progress in terms of increasing website data entry. They are your local folks who can give you immediate support. Of course we're always able to help you here at the AE HelpDesk also!

Q. Help desk email address please

A. help@nhqualitycampaign.org

Q. How do I uncheck some of the goals that were already pre-checked when the new website changed?

A. If you would like to remove a goal, please send a message to the AE HelpDesk (help@nhqualitycampaign.org), including the name, address, phone number and Medicare Provider number for your home (so we can ensure we are accessing the correct account), the goal(s) you would like to have removed, and a brief note about why you want the goals removed.

Q. If we have not submitted data but have the data available, can we enter the data for previous months or just current months going forward?

A. Absolutely! When you log in, select 'Enter Data' from the special menu you'll se when you click the 'Signed In As...' button. You'll be able to enter data for any previous month. Thank you!