TOOLS TO TRACK YOUR PROGRESS

Moderator: Jackie Harriston
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12:30 pm CT

Operator: Good day, ladies and gentlemen. Thank you for standing by. And welcome to the Tools to Track Your Progress conference call. During the presentation, all participants will be in a listen-only mode. Afterwards we will conduct a question-and-answer session.

At that time, if you have a question, please press the 1 followed by the 4 on your telephone. If at any time during the conference you need to reach an operator, please press star 0.

As a reminder, this conference is being recorded on Tuesday, March 24, 2015. I would now like to turn the conference over to Jackie Harriston, Project Manager at Delmarva Foundation. Please go ahead.

Jacqueline Harriston: Thank you (Jennifer). And welcome, all of you, to the webinar today. As (Jennifer) said, my name is Jackie Harriston, and I'm a project manager here at Delmarva, your QIO for the District of Columbia.

And again, thanks for joining our call. In this series, actually this is the third in our webinar series to get prepared for your participation in the upcoming National Nursing Home Quality Care Collaborative.

Today's session, we will address the available tools, those tools that are available to you, so that you can track and monitor your progress towards your goal.

At the end of the presentation we will have a Q&A session. So if you have questions, jot them down. We also have a chat function which you can use to post a question. And also you can make comments in the chat section as we move through the webinar today. So do take advantage of the chat.

On that note, we'll go ahead and get started. And, you know, we've been talking a lot, discussing about developing goals, planning the changes and testing the changes. Now we need to know are these changes that we're making, are they adding or making any improvements? Are we moving towards our target?

So today we're going to look at, you know, why do we need to measure the progress? We're going to look at the available data tracking tools that you can use during the collaborative. And I'll go over how to use the Delmarva Excel tracking tool that will be made available to you as well during the collaborative.

So it all comes back to our model for improvement. You've seen this diagram now for the last three webinars. And as I was saying, you've been developing your goals, your topics, identifying the process you want to change to impact your improvement.

And now we find ourselves at the second question, how will we know the change is an improvement? Now you need a way to track your progress and measure if your change interventions are moving you closer to your goal?

The whole purpose - that is the purpose of a tracking tool, is to help you monitor and measure your progress. And it answers that question that every parent has heard, coming from the backseat of their car on a family vacation, are we there yet?

So the Delmarva Foundation will be providing tracking tools for the clinical topics that are a part of the collaborative. You may notice that there is no tracking tool for any psychotic use because we will be using your CASPER data to measure your progress in that clinical measure.

Now this is the data that you'll be reporting monthly and sending it into Delmarva, you know, by the tenth of each month. And the way that works is, you know, you send it in by the tenth of each month but it's reporting on the previous month.

So, for example, if you were submitting data to me on April 10, it would be reporting your data for the month of March. So it's always - you're always reporting on the previous month.

So you will have available to you tracking tools on falls, and on falls with injury, physical restraints for those teams that, you know, want to monitor how they're doing with that.

Your pressure ulcer one is helpful because it helps you to identify or distinguish the difference between those pressure ulcers that come into you as an admission and those pressure ulcers that develop in-house because that is a

piece of information we really can't get a good handle on from the CASPER. So it does help to be able to see where the pressure ulcers are coming from. And then, also, your urinary tract infections.

The Excel tracking tool, when you get it from Delmarva, you will need to just download the file to your computer. It is an Excel workbook. And the workbook itself will have about four to five different sheets. You will see a tab for your instructions, one for the data table, and then each one of the workbook provides you graphs based on the information you put into the data table.

What you're looking at now is an example of the data table portion of the workbook. This one is on falls, the example you have here. And, as you can see, it distinguishes between the number of falls occurring in the month and the number of falls that resulted in injury. It gives you an area for your monthly census. So it really kind of guides you through. And this is probably information that you're already collecting as a part of your QA.

So just to go - to give you a little bit, if you're not familiar with the tracking sheets, the area that you see circles to the left-hand side, the yellow area, all the yellow area is where you would actually enter your information. So wherever you see yellow, that means you - that is where you put your specific data in place.

And then wherever you see the white - okay. And wherever you see the white column, those are the columns that will automatically calculate your percentages. So when you put in your data and your census, it will automatically give you a percentage for that month.

So this will be looking at the percent of falls for the month and the percent of falls with injury. And the format for all of the Excel tracking tools pretty much follow the same format.

And then, as I said, each - as you enter your data, you will get a graph. And this is one of the graphs in the falls. And this is comparing your falls per month compared to your falls with injury each month.

And again, you know, your graph does kind of tell you the story of what's happening. Does anybody want to put in chat what does this upper line show; the blue line? What is it showing? Is it showing an increase or a decrease, or is it staying the same? What would your feelings be on that?

If you can just take a second and put what that line is saying to you, I'd be interested to see what you think about this particular trend line that you're seeing here. And don't be shy. We're all going to be working together in the collaborative, so you'll get to know each other very well.

Well I see everyone's going to be real quiet today. But as you are seeing here, with this particular graph or this trend line, it's kind of not doing a whole lot of movement. And I mean it's kind of a small - some small increments and small decreases but nothing that you could really say is a trend.

Yes. Thank you (Sheryl). It's staying the same. And thank you (Luanna). You know, yes, each couple of months. So, you know, you kind of - but you really can't say you have a trend until you have about five or six data points going in the same direction, you know, and they really kind of haven't hit that.

This might be like one, two, three, four months, and then, you know, they start to go and they come down, so they - we're kind of - we could look at this and say there's really not a process going on here.

And that's some of the things that we'll be discussing during the collaborative, actually, you know, how to look at your data and see what that data is telling you. Thank you ladies for providing some comments.

So moving right on, this is another graph that you do get, you know, in the Excel tracking tool. And, like I said, all of them have very similar graph depictions. And these graphs can come in very handy as well when you're having your QA meetings or as we'll be moving into (unintelligible) steering committee meetings, to use these graphs to really show, you know, what is going on, on a monthly basis, on the unit?

This is another graph. This is the graph that's kind of busy-looking because there are a lot of components to it. But this is the graph, the bar graph that shows the different situations around the fall. Were they trying to get out of bed? Did they fall out of the wheelchair? Did it happen on the weekend?

And you can also look at a bar graph and you can follow a trend. But you have to kind of connect the lines to each bar. So say if we look at that dark blue bar and we drew a line from one month to the next with looking at that dark blue bar, you would begin to see a trend. So you can see, even with the bar graph, that also gives you a trend as well.

Now the Advancing Excellence Campaign also provides graphs and tracking sheets, such as a tracking sheet that's also based in Excel. They promote their resources to really help you to monitor your (unintelligible) and your processes.

They really help you to identify where the issues are. They recommend that you do collect some data, as we've been talking about, to see exactly what is the magnitude of the issue that you want to improve? Where are the issues? Where do you need to focus your attention?

And what you see there on the screen spelled out is really a description of how to use the Advancing Excellence Campaign tracking tools. They also provide a help desk if you should run into any issues using their tools. And they are very quite extensive.

And they do address not only the clinical topics but they also address a lot of the organizational topics. And they have tracking tools there if you want to examine your consistent assignments or your staff stability, your hospital readmissions and also improving mobility.

And I just want to add something about improving mobility. CMS is still looking into how they want to measure improving mobility. So right now we're waiting to see what further information we're going to get around that improving mobility.

It's looking like we may not get it by the time we get it in April. But they said they would let us know when they have finalized how they wanted us to measure this particular characteristic or this particular measure.

But all of these tracking tools, I guess, that are on the Advancing Excellence Web site, I would say - I would recommend that you go to that Web site, save it to your Favorites because it's a great resource.

It has lots of information on all of the clinical topics, between videos, and tracking sheets, and worksheets; lots of information that you can use to help you as you implement the changes at your facilities.

The tracking tools, they do have a lot - they give you a lot of feedback but, of course, in order to get a lot of feedback, there's a good amount of data entry that goes into the tracking tools. But it does give you good information once you put that basic information in.

What I would recommend, if you have a larger unit or a larger facility, if you're going to use the Advancing Excellence tracking tools, I would suggest that you probably use the tracking tool to monitor the one area, one team or one unit that you're implementing the changes.

And then if you decide you want to do the tracking tool, use the tracking tools for the other units, you could then add that as you go. But I think to help make the - or keep the data entry manageable, I would suggest that you do it on a smaller scale.

And the other thing, with the Advancing Excellence tracking tools, I do want to remind you that you do have to save the tracking tool to your computer, and then do your data entry, and then, of course, save, you know, your document as you go along.

If you put the data into the tracking tool, on the Web site, and then when you leave the Web site, that information will not be saved. So just a word to the wise, download the tracking tool first and then put your data in.

And then the Advancing Excellence also ask, you know, if you're using their tracking tools, they are trying to gather national data (unintelligible), you

know, what nursing homes are doing, or improving, or even the issues that nursing homes across the nation are finding.

So they do ask that you submit the data, you know, that you have put into the tracking tool. And they provide you kind of what they call a data Web site entry form right on the Web site.

And all that is it's just numbers. So there's no identifying information in there. There's no resident information. And that is the information that Advancing Excellence ask that facilities would submit, you know, as they're doing their monthly data.

And that same form would be the form if you're choosing like (unintelligible) but if you're choosing staff stability or readmissions, that is the same form that I would ask that you would submit as a part of the collaborative so that we can measure your progress within the collaborative. Any questions or thoughts on that?

Well this call really was a shorter call because I want to just make you familiar with the tracking tools. I want to ask if we can - operator, if you can remind folks how to ask a question or they can put their question in chat.

And also, before you leave the Web event, I want to ask - and I see the questions already up, we ask that you would complete this brief evaluation. That really helps me to know how I can make these better or it gives me some idea on some of the topics that you would like to hear, you know, in the future.

So it really does help guide these trainings, so that you're getting the information that you need to be able to do your job better. So, operator, if you can remind folks how to post a question.

Operator: Thank you. Ladies and gentlemen, if you'd like to register for an audio question, please press the 1 followed by the 4 on your telephone. You'll hear a three-tone prompt to acknowledge your request.

If your question has been answered and you'd like to withdraw your registration, please press the 1 followed by the 3. Once again, please press the 1 followed by the 4 to register for an audio question. And I'm showing that there are no questions from the phone lines at this time.

Jacqueline Harriston: Okay. All right. Does anybody - somebody's asking, "Will you be emailing us the tools? Yes. What I do at the end of each call, once I get the list of those folks that attended the call, I then will send the PowerPoint out to those folks that actually or to the teams that are represented on the call. So we have a good representation of folks on the call today. So you will be getting a copy of today's PowerPoint presentation.

If you - if there are no other questions, no other comments, I'm going to go ahead and give you back eight minutes of your time. And again, if you have any specific questions for me, you can certainly reach me at bellj@delmarvafoundation.org. And you'll also have my direct contact number. So, operator, that ends the call for today.

Operator: Thank you. Ladies and gentlemen, that does conclude the conference for today. We thank you all for your participation. And we ask that you, please, disconnect your lines. Thank you everyone and have a good day.

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