



OHIO NURSING HOME QUALITY IMPROVEMENT PROJECT

Person-Centered Staff Engagement Project

Description

This is a voluntary two-year project to build Ohio's nursing homes' capabilities to improve quality outcomes by:

- Activating effective and sustained performance improvement efforts as required by QAPI
- Building an infrastructure for daily communication and teamwork to engage staff in continuously improving
- Implementing person-centered care by transforming systems to adapt to residents' individual routines.

How to Join

The project will be offered by the Regional Long-Term Care Ombudsman Programs to a maximum of 10 nursing facilities in each of the [12 ombudsman regions](#) for a maximum of 120 nursing facilities statewide. A participation agreement must be completed with the assigned Project Ombudsman and submitted to the State Long-Term Care Ombudsman's office.

What Nursing Homes Get by Participating

- Guided action steps to stabilize staff, engage staff in continuous improvement, operationalize person-centered care, and improve outcomes
- Help to activate and strengthen the effectiveness of QAPI team and PIP teams
- Statewide learning sessions for in depth how-to information
- On-site assistance customized to each home's needs and circumstances
- The opportunity to share ideas with colleagues in the area and around the state

Brief Description of Required Activities for Project Participants

- The administrator will be the project contact;
- On-site meetings will be with the administrator and DON, and other members of the team as needed;
- The first meeting will include an initial organizational self-assessment. The assessment will help nursing homes determine areas working well and areas for improvement, and, with the project consultant, determine areas to work on. Homes will perform the self-assessment again at the conclusion of the project;
- Administrator and DON attend quarterly one-day training events typically held in Central Ohio;

- Administrator and DON to attend annual one-day Ohio Person-Centered Care Coalition Conferences (tentatively scheduled for November 9, 2017 and TBD in 2018) with registration fees (but not travel or per diem) provided by the Person-Centered Staff Engagement Project;
- Use project to develop and implement performance improvement projects in the home;
- Include Regional Project Ombudsman in QAPI team and PIP team meetings as needed to support improved effectiveness through implementation of project related practices; and
- Attend quarterly regional collaborative meetings hosted by Regional Project Ombudsmen.

Date(s) of Project

Project extends through April 2019.

Evidence of Participation in the Project

Expected evidence of participation in the project should be kept by the nursing home for use in state survey to demonstrate compliance with Sec. 3721.072 (B) which states that "Beginning July 1, 2013, each nursing home shall participate every two years in at least one of the quality improvement projects included on the list made available by the department of aging under the nursing home quality initiative established under section 173.60 of the Revised Code."

Proof of participation includes:

1. Signed Participation Agreement;
2. Completed Initial Organizational Self-Assessment (after first project visit);
3. Certificate of attendance from quarterly one-day training events provided by the ombudsman program;
4. Certificates of attendance from the Person-Centered Care Coalition Conference;
5. Roster of team members assigned to the project;
6. Description of performance improvement projects to be developed in conjunction with the Regional Project Ombudsman.

Relevant links

<http://aging.ohio.gov/ltcquality/nfs/qualityimprovementprojects.aspx>

<http://medicaid.ohio.gov/Portals/0/Resources/CMP/StaffEngagementProjectProposal.pdf>

Contact

Erin Pettegrew
 Ombudsman Projects Coordinator
 Office of the State Long-Term Care Ombudsman
 246 N. High Street, 1st floor
 Columbus, OH 43215
 614-995-0882
 epettegrew@age.ohio.gov

ltcquality.ohio.gov