



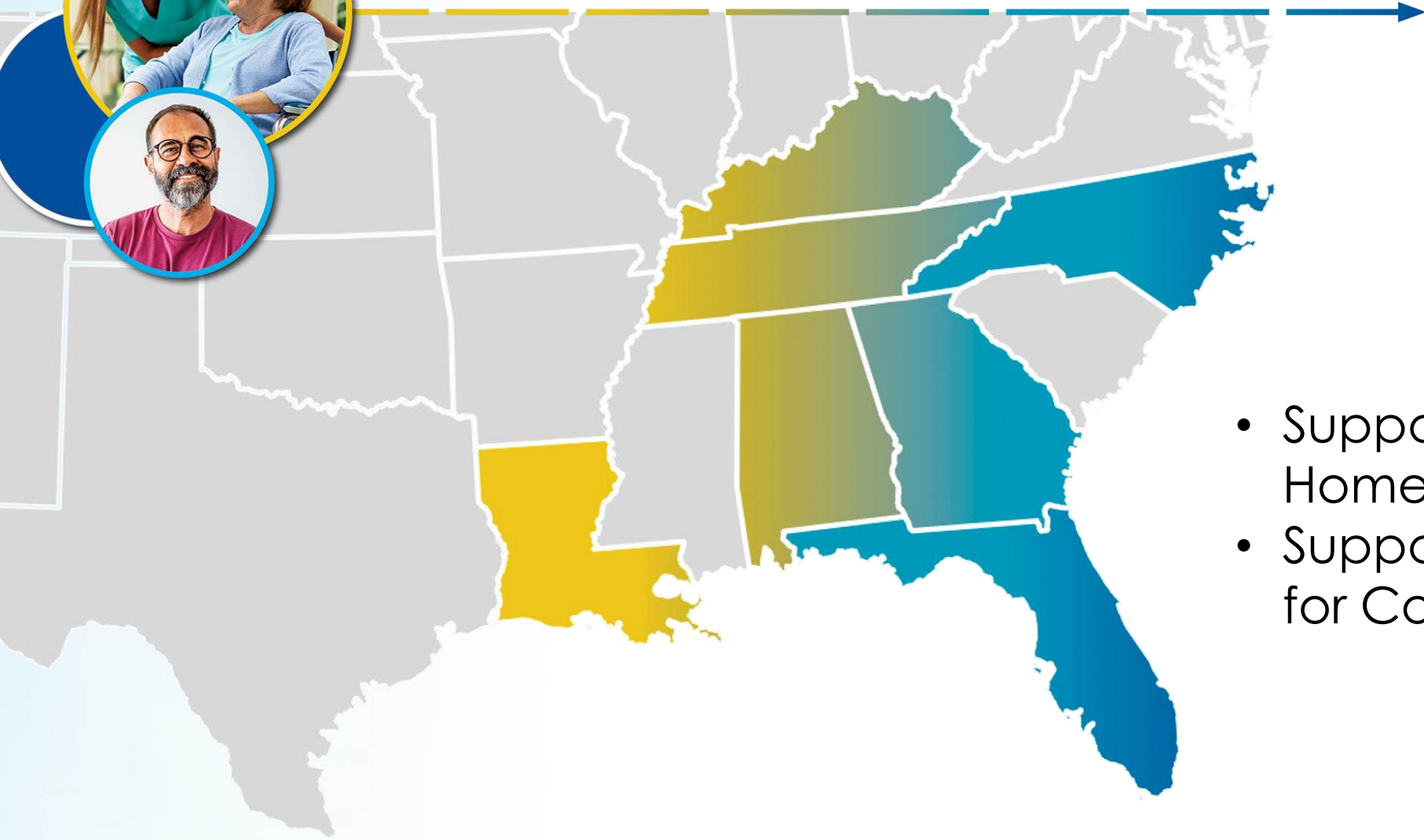
 **ALLIANT**  
HEALTH SOLUTIONS

QIN-QIO

Quality Innovation Network -  
Quality Improvement Organizations  
CENTERS FOR MEDICARE & MEDICAID SERVICES  
iQUALITY IMPROVEMENT & INNOVATION GROUP

*Celebration*  
Thursday, May 23, 2024

# Making Health Care Better *Together*



- Supporting 2640 Nursing Homes
- Supporting 88 Partnerships for Community Health

## About Alliant Health Solutions



# JoVonn H. Givens, MPH

## Task Order Director

- Master of Public Health in Health Behavior
- Six Sigma Green Belt
- Alliant Health Solutions team member for several years





# Objectives



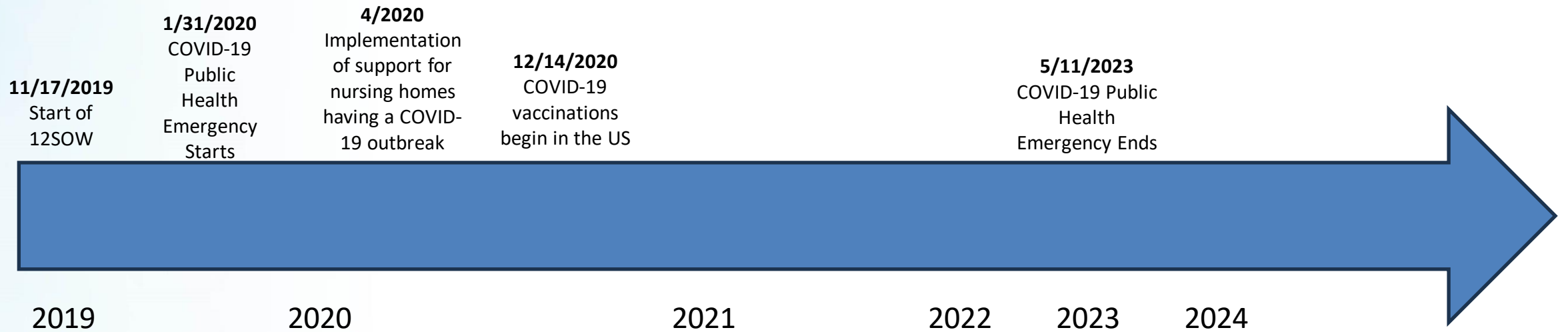
- Understand the impact of the QIN-QIO Program
- Learn about implemented best practices directly from the field
- Identify areas for sustainability



# 12<sup>th</sup> Statement of Work

## Evolution of Our Work:

- Expansion of work with more nursing homes and communities
- Health Equity
- Emergency Preparedness
- Infection Prevention Training
- Staff Resiliency



# Nursing Home and Partnership for Community Health: CMS 12th SOW GOALS



## OPIOID UTILIZATION AND MISUSE

- Promote opioid best practices
- Reduce opioid adverse drug events in all settings



## PATIENT SAFETY

- Reduce hospitalizations due to c. diff
- Reduce adverse drug events
- Reduce facility acquired infections



## CHRONIC DISEASE SELF-MANAGEMENT

- Increase instances of adequately diagnosed and controlled hypertension
- Increase use of cardiac rehabilitation programs
- Reduce instances of uncontrolled diabetes
- Identify patients at high-risk for kidney disease and improve outcomes



## CARE COORDINATION

- Convene community coalitions
- Reduce avoidable readmissions, admissions to hospitals and preventable emergency department visits
- Identify and promote optimal care for super utilizers



## COVID-19

- Support nursing homes by establishing a safe visitor policy and cohort plan
- Provide virtual events to support infection control and prevention
- Support nursing homes and community coalitions with emergency preparedness plans



## IMMUNIZATION

- Increase influenza, pneumococcal, and COVID-19 vaccination rates



## TRAINING

- Encourage completion of infection control and prevention trainings by front line clinical and management staff

# Increasing vaccination rates

- Influenza, pneumococcal, and COVID-19
  - Direct technical assistance
  - Virtual events and bite-size learnings
  - Resources

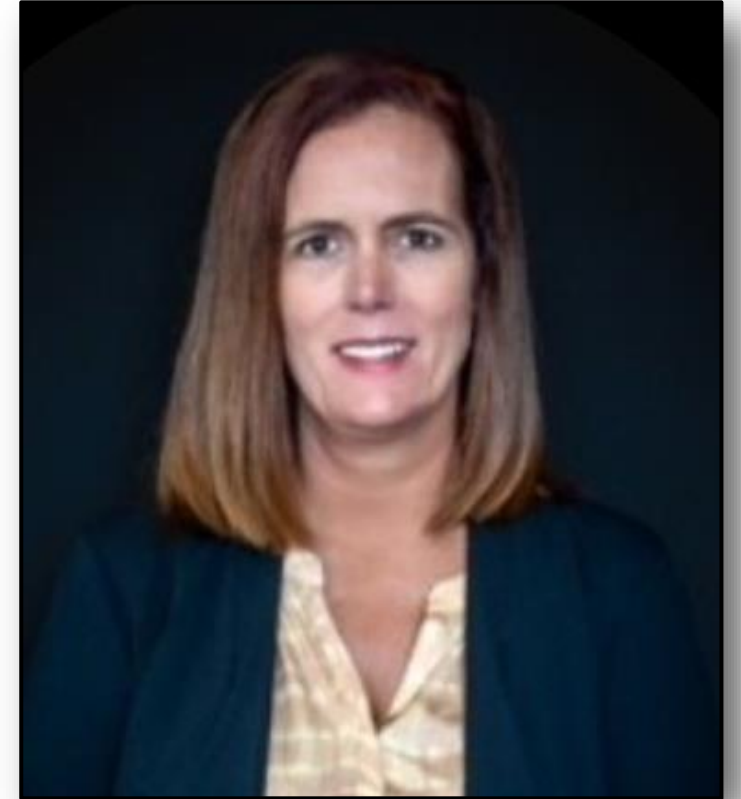




# Dione Roal, RN, BSN, CDP

**CHIEF CLINICAL AND REGULATORY OFFICER,  
ALLIANCE HEALTH GROUP**

Dione is a registered nurse with over 20 years of experience. She has nursing experience in hospitals, oncology clinics, and long-term care. Before accepting a leadership position with a long-term care corporation, she worked for five years as a state surveyor with Florida Agency for Health Care Administration. Last year, she accepted the position of Chief Nursing Officer with Alliance Health Group.



# The Ingredients for a Successful Influenza Campaign at a Skilled Nursing Facility

Presented by: Marilee Johnson, MBA, MT (ASCP), CIC, State Quality Manager and Dawn Gentry, RN, BSN, INHC, Quality Advisor

## INTRODUCTION

The Centers for Medicare & Medicaid Services (CMS) supports quality improvement efforts across health care settings and programs to maximize the impact on health care and value to taxpayers. Alliant Health Solutions is the contracted QIN-QIO working to support beneficiaries in North Carolina, with a focus on rural health and vulnerable populations. The organization provides technical assistance, education, and resources to approximately 340 nursing homes in the state.

Their work involves initiatives across the health care continuum to enhance care coordination, reduce readmissions and hospitalizations due to healthcare-acquired infections and adverse drug events, and increase immunization rates.

## PROBLEM STATEMENT AND CONTINUOUS IMPROVEMENT STRATEGY

For this project, we selected a nursing home corporation comprising 12 facilities with a history of low influenza vaccination rates. To encourage improvement, the new chief nursing officer created a corporate challenge by offering cash prizes to high performers. Our goal was to improve influenza vaccination rates from last year's rates (22/23) by 10% over six months, from September 2023 to February 2024. Disclaimer of data: Data was based on CMS claims data for 22-23, and the 23-24 rate was self-reported by the facility.

Integral to the initiative was the monthly engagement model, where facilities were invited to attend a forum (affinity group) to share vaccination rates, discuss challenges, and evaluate project progress. Alliant created various tools and resources, such as the Seasonal Vaccination Calendar, Immunization Toolkit, and Adults Need Shots Too resource. The Seasonal Vaccination Calendar was a timeline of action items to help facilities stay on track with their immunization campaign. Subject matter experts were invited to address motivation strategies based on the CDC model "Vaccinate with Confidence: SHARE." Furthermore, monthly virtual educational webinars were available for facilities to learn more about immunizations and infection prevention and control related to respiratory viruses from subject matter experts.

## OUTCOME

Overall, the monthly sessions were well attended. Attendees asked questions about motivating residents who declined the vaccination. We discussed motivational techniques and encouraged using the medical director and resident council meetings to promote vaccination uptake. After each session, a summary of the presentation and resources were emailed to the attendees.

Preliminary data indicates that the majority of facilities have improved from last year.

During the flu vaccination campaign, 11 out of 12 facilities, or 92%, showed improvement. The average improvement rate among the facilities was 38%. The only facility that did not improve had a high vaccination rate of 85%. The campaign's success was mainly due to increased awareness of the importance of vaccinations and making them available to everyone. Monthly meetings, individual check-ins, and leadership support were found to be crucial in achieving the campaign's goals. The initiative underscores the importance of sustained efforts in promoting flu vaccinations, ultimately saving lives, reducing hospitalizations, and enhancing the overall quality of life for Medicare beneficiaries. See the graph for more information.

The Impact of Using a Monthly Affinity Group Model to Improve Influenza Vaccination Rates (Sep 23-Jan 24) Compared to Prior Year



During the flu vaccination campaign,



**11 out of 12**

facilities, or 92%, showed improvement. The average improvement rate among the facilities was 38%.



**10 out of 12**

facilities used the Seasonal Campaign Calendar and found it helpful.

**11 out of 12** facilities indicated they plan to use it next year.



When asked how they plan to sustain and improve their program next year, the facilities indicated they plan to:

- ✓ Plan a larger kick-off for the flu vaccination.
- ✓ Utilize the Seasonal Campaign Calendar.
- ✓ Utilize return visits to residents who decline vaccinations; include medical director if needed.
- ✓ Start earlier in the season to get consent from residents and families. Allow time for questions and concerns and share information on recent outbreaks and risk factors for our high-risk populations.
- ✓ Continue the friendly competition among the sister facilities.

Alliant has been great to work with. Our facilities met monthly as a group with Alliant, and the Alliant team was also available for individual consultation.

Alliant provided education and helped our team think outside the box. We significantly improved our flu vaccinations from the prior year. We look forward to working on upcoming initiatives with the Alliant Team!



**Dione Roal**  
Chief Clinical and Regulatory Officer  
ALLIANT HEALTH GROUP

## SUMMARY


Using an affinity group to improve vaccination rates was proven to have a significant impact. According to the data, the average improvement rate among the facilities was 38%. As a recognition of their achievement, each facility was awarded a certificate of completion that they can proudly display. This success can be attributed to various factors, including leadership support, consultation from Alliant Health Solutions, and a monthly affinity group. Together, they created a highly successful influenza vaccination campaign.



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# Improving Care Coordination

- Reducing avoidable emergency department visits, readmissions, and admission
- Facilitating conversation across care continuum including community-based organizations
- Increasing awareness of social determinants of health



## Zone Tool Heart Failure

**Every Day:**

- ✓ Weigh yourself in the morning before breakfast and write it down
- ✓ Eat low-salt/low-sodium foods
- ✓ Balance activity and rest periods
- ✓ Check for swelling in your feet, ankles, legs and stomach
- ✓ Take your medicine the way you should take it

**All Clear Zone..... This is the safety zone if you have:**

- No shortness of breath
- No weight gain more than 2 pounds (it may change 1 or 2 pounds some days.)
- No swelling of your feet, ankles, legs or stomach
- No chest pain

**Warning Zone..... Call your doctor if you have:**

- Weight gain of 3 pounds in 1 day or a weight gain of 5 pounds or more in 1 week
- More swelling of your feet, ankles, legs or stomach
- Difficulty breathing when lying down. Feeling the need to sleep up in a chair.
- Feeling uneasy; you know something is not right
- No energy or feeling more tired
- More shortness of breath
- Dry hacking cough
- Dizziness

**Medical Alert Zone .... Go to the Emergency Room or call 911 if you have:**

- A hard time breathing
- Unrelieved shortness of breath while sitting still
- Chest pain
- Confusion or can't think clearly



# Ken Peach, MBA, FACHE

FOUNDING PARTNER, MOBILE MEDIX PLUS

PAST EXECUTIVE DIRECTOR, HEALTH COUNCIL OF E. CENTRAL FLORIDA

**2016:** Wrote and received first of five grants to fund the use of community paramedicine for disease management in the home.

**2017 – 2023:** Moved Care-A-Medix community paramedicine program from 100% grant funding to 90% fee-for-service revenue by contracting with medical groups participating in value-based care.

**2024:** Formed a new company to access expansion capital to take the concept outside of the original metro-Orlando area to new markets in Florida and other states.



- Career experience in hospital, medical group, healthcare association, and long-term care management; health insurance agency and radio station ownership.
- B.A. Communications, Seton Hall University; MBA Health Administration, Florida Institute of Technology.



# MIH/Community Paramedicine Program and Results

Bridge the “last mile” gap in patient health care delivery.



Medical Office



Hospital



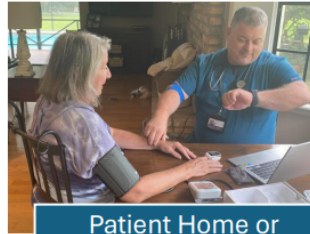
Telehealth

**MobileMedix** 

Community Paramedics provide on-site health care

Value based care management  
Employee health services  
Hospital care in the home

Ken Peach  
800.882.6769  
kpeach@MobileMedix.info



Patient Home or Employee Workplace

- Chronic disease management
- Hospital transition management
- Primary care visits via telehealth
- Vaccines and immunizations
- Home safety assessments
- Self-care patient education
- Lab services
- IV fluid therapy



Decreased total medical cost of care for high-risk patients in 21,000 MA population by 48%.



Conducted 4,500 tests for hotel and utility employees, preventing any COVID worksite cases. Administered COVID vaccines and provided on-site employee health education.



Saved hospital \$150k by avoiding 15 readmissions year 1. Now staff hospital care at home overnight keeping patients stable.



Social needs support. Expand IDD services. Food and supplies delivery. Home doctor visits via telehealth. Keep elderly safe and independent in their own homes.

# Myra Tenison, BSN, RN

RISK MANAGER, AHC LEWIS COUNTY

- Eight (8) years of geriatric healthcare experience including two (2) years at AHC.
- Also served as skilled nurse and unit manager.
- In her current role as risk manager, she has oversight of behavior management, insulin and admission audits.



# Use of a Behavior Management Tracker to Reduce Readmissions

## Background:

- Root cause analysis was conducted including a review of 2,567 reports, facility data, and current processes, the need for having a behavior tracker was identified.

## Behavior Tracker Defined:

- Track and trend behaviors over time to determine triggers for abnormal patient behavior(s).

## Behavior Tracker Benefits:

- The data collected within the tracker is used to provide healthcare professionals insight into emotional patterns, triggers, and the overall mental well-being of the patients we serve.
- Trending behaviors is pivotal in providing a comprehensive view of our patient's mental health. This allows us to quickly isolate abnormal behavior patterns, identify root cause(s), and mitigate recurrences.
- Behavior rate in October 2023 was 14.02% and improved to 4.19% in February 2024.

# Resources for Opioids, toolkits, etc.

- Opioids - <https://quality.allianthealth.org/topic/opioid-utilization-and-misuse/>
- Patient Safety - [https://quality.allianthealth.org/media\\_library/sepsis-gap-analysis-tool-for-nursing-facilities/](https://quality.allianthealth.org/media_library/sepsis-gap-analysis-tool-for-nursing-facilities/)
- Emergency Preparedness - [https://quality.allianthealth.org/media\\_library/emergency-preparedness-plans-epp-a-guide-to-resources-and-templates-for-nursing-homes/](https://quality.allianthealth.org/media_library/emergency-preparedness-plans-epp-a-guide-to-resources-and-templates-for-nursing-homes/)





# Chronic Disease



# Center of Excellence for Behavioral Health in Nursing Facilities

**National center focused on increasing the knowledge, competency and confidence of nursing facility staff to care for residents with behavioral health conditions.**

- Provides mental health and substance use trainings, technical assistance and resources at no cost
- Services are available to all CMS certified nursing facilities throughout the United States
- Established by the Substance Abuse and Mental Health Services Administration (SAMHSA) in collaboration with the Centers for Medicare and Medicaid Services



**For assistance, submit a request at [nursinghomebehavioralhealth.org](https://nursinghomebehavioralhealth.org).**

**COE-NF Voicemail Box: 1-844-314-1433**

**Email: [coeinfo@allianthealth.org](mailto:coeinfo@allianthealth.org)**

# What's Next?

Alliant Health Solutions  
continues to  
serve you!



**Questions?**





# Thank you



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