

Enhancing Nursing Home Resident Safety and Quality of Life

PHASE ONE
48
NURSING HOMES
across Michigan

73%
IMPROVEMENT
in reducing use of
physical restraints

32%
IMPROVEMENT
in reducing
pressure ulcers

“Through a new collaborative team approach and MPRO’s assistance we were able to decrease our use of antipsychotic medication among residents with dementia from 28 percent to 12 percent. That is a 58 percent decrease in a little over a year.”

- Ginger Nies,
director of Nursing,
Bortz on Green Lake

BACKGROUND

Since 1990, the percentage of Michigan’s population age 65 years and older has increased from 11.9 percent of the population to 14.6 percent in 2012.¹ Clearly, the population of Michigan is getting older, and there is increased demand for, and use of nursing homes.

In its role as Michigan’s Quality Improvement Organization, MPRO’s efforts over the past three years were on the front line of helping improve the quality of care in nursing homes, while making care safer. A key aspect of our work with nursing homes focused on reducing health care acquired conditions (HACs), specifically to improve pressure ulcer prevention and treatment and reduce the use of physical restraints.

In addition, MPRO focused on helping nursing homes decrease staff turnover, reduce the inappropriate use of antipsychotic drugs, prevent urinary tract infections and avert resident falls.

PHASE ONE - BOOTS ON THE GROUND

(August 2011- January 2013)

During phase one, MPRO provided technical assistance and onsite support to 48 nursing homes across the state to reduce pressure ulcers and the use of physical restraints. Research shows the use of physical restraints is harmful because they increase the chance of injury and/or other serious health problems such as depression, poor appetite, weakness, pain, pressure ulcers, incontinence and even strangulation. In addition, increasing mobility can actually reduce serious falls. Examples of the quality improvement strategies used included: webinars, teleconferences, newsletters, face-to-face trainings and root cause analysis.

HOW THIS MADE A DIFFERENCE IN HEALTH CARE IN MICHIGAN

From August 2011 to January 2013, nursing homes that received technical assistance and onsite support reduced residents’ rate of pressure ulcers from 15.5 percent to 10.6 percent – an improvement of 32 percent.

Nursing homes working to reduce the use of physical restraints for residents saw the rate drop from 8.3 percent to 2.2 percent – a 73 percent improvement.

¹ Michigan Population Trends by Age, 1990-2012, Division for Vital Records and Health Statistics, Michigan Department of Community Health using population estimates released by the National Center of Health Statistics, Centers for Disease Control and Prevention, and U.S. Department of Health and Human Services. www.mdch.state.mi.us/pha/osr/CHI/POP/DP00_A1.asp

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PHASE TWO - ALL TEACH, ALL LEARN (February 2013 - July 2014)

During the second phase of the project, MPRO launched a statewide Learning and Action Network bringing together health care professionals and stakeholders to explore and share best practices to improve the quality of care. The Learning and Action Network was part of the Centers for Medicare & Medicaid Services National Nursing Home Quality Care Collaborative, and featured local partners including the Advancing Excellence campaign and the state of Michigan's Division of Nursing Home Monitoring. More than 100 nursing homes from across the state participated.

The Learning and Action Network used evidence-based quality assurance performance improvement (QAPI) standards along with person-centered care strategies to help reduce staff turnover, increase consistent staff assignment and reduce the inappropriate use of antipsychotic drugs.

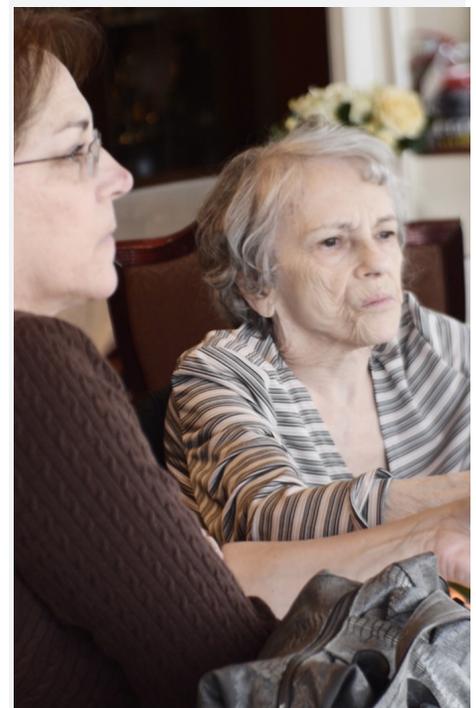
MPRO shared best practices through monthly teleconferences and webinars and a monthly e-newsletter filled with online support resources. Face-to-face educational sessions included a statewide conference featuring local and national long-term care experts, a pressure ulcer assessment skills lab and a consistent assignment conference.

HOW THIS MADE A DIFFERENCE IN HEALTH CARE IN MICHIGAN

During phase two, Michigan showed great strides in reducing the inappropriate use of antipsychotic drugs in nursing homes. Medicare data show 21 percent of long-stay nursing home residents in the U.S. were receiving an antipsychotic medication in the second quarter of 2013. In Michigan, it was only 14 percent. Data also show the rate of antipsychotic use in skilled nursing facilities in Michigan dropped by 13 percent from 2011 through June 2013. Michigan's rate of antipsychotic use in nursing homes was the third lowest in the nation, behind only Alaska and Hawaii.

"Through a new collaborative team approach and MPRO's assistance we were able to decrease our use of antipsychotic medication among residents with dementia from 28 percent to 12 percent. That is a 58 percent decrease in a little over a year," said Ginger Nies, director of nursing, Bortz on Green Lake. "MPRO's variety of tools and resources, including statewide events, webinars and teleconferences helped us surpass our goals."

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"Searching for Something (Noella's Story)"

View the story on MPRO's YouTube channel: [MPROQIO](#)

PHASE TWO

13%

REDUCTION

of antipsychotic drug use in skilled nursing facilities in Michigan

