

Administering and Using Results From Nursing Home SOPS: Experiences of a Florida Nursing Home

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National Technical Assistance Conference Call on the AHRQ
Nursing Home Survey on Patient Safety Culture
March 31, 2010

Objectives

- Describe the facility demographics, including project involvement
- Explore the AHRQ survey demographics, including looking at how Bear Creek did compared to pilot facilities
- Review the strengths that the AHRQ survey identified

Objectives

- Review 4 improvement opportunities identified by the AHRQ Survey
- Explore an action plan for improvement for the 4 areas identified
- Identify some survey successes & challenges that were faced at Bear Creek

Facility Demographics

- Independent facility
- 120 beds
- 124 employees
 - 75 % nursing
 - 15 % supportive staff
 - 10 % administrative staff

Project Involvement

- Identified by FMQAI (Florida Medical Quality Assurance, Inc., Florida's Medicare QIO)
 - 9th Scope of Work
 - Physical Restraint Reduction
- Best practices
 - Call to action
 - AHRQ culture survey

Data Collection

- Assign a point person
- Survey all staff
 - Direct care staff
 - Indirect care staff
 - Administrative staff
- Used paper surveys

Survey Distribution

- Small group meetings
 - On work time
 - Time allowed to complete survey
- Survey was explained
 - Why we were participating
 - Goal of the survey
- Survey was collected
- Anonymity was emphasized

Report Results

- Response rate
 - 98% returned
- Staff reaction
 - Administration
 - Very pleased
 - Direct care staff
 - “Not surprised”

Demographic Data Analysis

● Staff positions

- 3% Administrative
- 17% Licensed Nurse
- 58% Direct Care Staff
- 17% Support Staff
- 5% Administrative Support Staff

● Tenure

- 21% 2 to 11 months
- 27% 1 to 2 years
- 24% 3 to 5 years
- 12% 6 to 10 years
- 16% 11 year or more

Facility Strengths

● Overall Perceptions of Resident Safety

- 91 % responded – Residents are well cared for in this home
- 89 % responded – This nursing home does a good job keeping residents safe
- 93 % responded – This nursing home is a safe place for residents

● Feedback & Communication About Incidents

- 92 % responded – In this nursing home, we discuss ways to keep residents safe from harm
- 91 % responded – In this nursing home, we talk about ways to keep incidents from happening again

Improvement Process

- Promote our strengths
- Development of a Quality Improvement Team
 - Employees from all departments and shifts
 - Work together to better the facility and enhance patient safety
- Identified areas for improvement

Improvement Opportunities

- Staffing
- Compliance with Procedures
- Nonpunitive Response to Mistakes
- Handoffs

Action Plan - Staffing

- Staff have to hurry because they have too much work to do
 - Add a CNA position
 - Quality of Life Aids
 - Work split shift
 - 7 days a week
 - Responsible
 - Main dining room
 - Quiet room
 - One-on-one to at risk patients

Quality of Life CNAs

- Focus is placed on meals & difficult patients
- Extra hands during busiest times of the day/eve shifts
- Have been able to keep patients out of restraints
- Eliminated overuse of psychotropic meds

Action Plan – Compliance with Procedures

- Staff use shortcuts to get their work done
 - Inservice conducted
 - Importance of procedure compliance expressed
 - Observation of procedures
 - Checked competency

Procedure Compliance

- Our current focus
- Looking at procedures that staff are most likely to use shortcuts
- Developing competency
 - Training employees as leaders to train other staff
- Periodic monitoring to ensure procedure compliance is maintained

Action Plan - Nonpunitive Response to Mistakes

- Staff are blamed when a resident is harmed
 - Educational inservices
 - Discussed accidents vs. staff failure
 - Examples of actual facility accidents were discussed
 - Staff testimonials regarding accidents with no punitive response

Response to Mistakes

- Focused on what an accident is
- Current staff members gave testimonials of incidents they were involved in

Action Plan - Nonpunitive Response to Mistakes

- Staff are afraid to report their mistakes
 - Educational inservices
 - Importance of timely reporting of accidents
 - Assisting in investigation process
 - Encourage to be part of resolution

Staff Afraid to Report

- Importance emphasized on preventing reoccurrences
- Praising staff for doing the right thing by reporting accidents
- Monitoring for missed incidents of reporting

Action Plan - Handoffs

- We have all the information we need when residents are transferred from the hospital
 - Analysis showed this was a response from the CNAs
 - Developed a better reporting system for CNAs
 - Getting more timely information about patients

Report on New Patients

- Developed an information form
 - Completed by the nurse
 - Delivered to CNA
 - Information about the patient relevant to the CNAs
- Follow up with CNAs to ensure they are receiving new patient information

Survey Successes

- Administrative buy in
- Doing survey in small groups
- Allowing employees time to complete survey on work time
- Sharing survey results

Survey Challenges

- Pessimistic people
- Negatively worded questions
- Time constraints

Conclusion

- Foundation for employees voices to be heard
- AHRQ Survey
 - Identify our strengths
 - Identify areas for improvement
 - Developed a team to improve quality care
- We have been able to keep restraint usage low

IT IS OUR DUTY TO OUR
EMPLOYEES, AND MOST
IMPORTANTLY, OUR
RESIDENTS TO EXPLORE
EVERY POSSIBILITY TO
ENHANCE PATIENT CARE TO
THE BEST OF OUR ABILITY

QUESTIONS?

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