



# Age + Action

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National Council on Aging

## Quality Improvement: Why it Matters to Your Organization

Leigh Ann Eagle and Sue Lachenmayr, June 19

[#AgeAction2019](#) | [#WeAgeWell](#)

The background is a vibrant, abstract composition of geometric shapes. It features a large red trapezoidal shape in the center, which serves as a backdrop for the text. Surrounding this are various other elements: a yellow circle, a green triangle, a grey triangle with diagonal stripes, a large green circle, a white circle, a purple circle, and several other triangles and circles in shades of green, orange, and grey. The overall aesthetic is modern and dynamic.

# Quality Improvement: Why It Matters to Your Organization

# A Multi-Pronged Approach to Fidelity and Quality Assurance Monitoring

- ▶ Organization-wide commitment to quality assurance and leadership by Executive Director and team
- ▶ Contracts with sub-licensees (AAAs, Healthcare Partners)
- ▶ Performance monitoring, technical assistance and skill-building
- ▶ Tracking of Master Trainer and leader certification
- ▶ Participant satisfaction/engagement surveys
- ▶ HIPAA-compliant processes for data collection and data-sharing
- ▶ Collection of pre-/post- clinical and self-reported outcome measures
- ▶ Feedback loop to referring providers and partners

# Regular Review by Leadership Team and Living Well Advisory Committee

- ▶ Weekly leadership team meetings to assess progress/alignment with work plan objectives.
- ▶ Quarterly statewide Living Well Advisory Council meetings to obtain input, share resources and review progress toward grant and organization goals and objectives.
- ▶ Members include: state Office on Aging, Department of Health, Mental Health and Disabilities offices, state AAA association, hospitals, clinics, MCOs, health departments, community-based organizations, program implementers, foundations, etc.

Project Living Well Advisory Committee Meeting Agenda  
March 13, 2019  
MAC, Inc. 909 Progress Circle, Salisbury  
Conference Call: 866 740 1260 [Code: 3932238#](#)

I. Welcome and Introductions

II. Updates

- Living Well Center of Excellence (LWCE) Statewide CDSME and Falls Stepping On/Otago Initiatives
  - Progress to date – Leigh Ann Eagle and team
  - PRMC - Peninsula Regional Medical Center – Kathy Fiddler/Stephanie Elliott
  - Johns Hopkins –Jane Marks
  - Atlantic General – Donna Nordstrom
  - Maryland Department on Aging – Judy Simon
  - CRISP – Sheena Patel
  - MD Department of Health – Sue Vaeth
  - Peninsula Home Care – Nancy Bagwell
  - MAC, Inc. - Pattie Tingle, Executive Director
- Other Updates – All
  - Community Foundation – Eastern Shore
  - YMCA
  - Keswick Multicare
  - Chesapeake Three Lower Counties
  - Health Quality Innovators (HQI)
  - Eastern Shore AHEC
  - Wicomico County Health Department
  - Worcester County Health Department
  - Others
- Upcoming Trainings and Opportunities

# Contracts with Sub-Licensees, AAAs and Healthcare Partners

- ▶ Multi-year, multi-program contracts outline requirements for compliance with state licenses, including:
  - ▶ Reporting of anticipated workshops; request for workshop data packets
  - ▶ Oversight and documentation of program implementation fidelity
    - ▶ Copy of fidelity monitoring processes
    - ▶ Required review of data collection processes, including how to reduce missing data and improve participant data completion
  - ▶ Program participant data collection
  - ▶ Notification of leader trainings
- ▶ LWCE provides: purchase/maintenance/expansion of state licenses for CDSME and falls prevention programs
  - ▶ Compliance with Licensor requirements and reporting
  - ▶ Data entry/quarterly data reporting for CDSME, Stepping On, etc.
  - ▶ Tracking of workforce credentialing
  - ▶ Technical assistance
  - ▶ Marketing materials
  - ▶ Linking all workshops to statewide database

# Performance Monitoring, Technical Assistance and Skill-Building

- ▶ Annual in-person monitoring of leader/Master Trainer fidelity and program adherence.
- ▶ Monitoring of all new leaders and additional monitoring to provide technical assistance/corrective action where needed.
- ▶ Standardized fidelity monitoring forms are used to provide feedback to leaders and are shared with the leader's host organization(s) to ensure appropriate action is taken.
- ▶ Leaders must deliver at least 1 workshop the first year and at least one annually to maintain certification.
- ▶ Quarterly webinars with Coordinators/Master Trainers and quarterly newsletters provide tips, resources, etc.
- ▶ New Living Well website has embedded quality assurance measure to elicit feedback from trainers and partners to identify programmatic issues and resource needs
- ▶ Annual Living Well Evidence-Based Training Academy includes coordinators, program deliverers, key partners, experts

Statewide CDSMP Collaborative Fidelity Checklist

Leader 1 \_\_\_\_\_

Leader 2 \_\_\_\_\_

Date \_\_\_\_\_

Workshop Location \_\_\_\_\_

Workshop Session 1 2 3 4 5 6 7

Workshop Type CDSMP CPSMP DSMP CTS SO

Fidelity Monitor \_\_\_\_\_



Skills Demonstrated	Yes - 1	Leader 1 Comments	Yes - 1	Leader 2 Comments
Arrives on time/necessary supplies on hand/prepared to teach/attendance sheet	1	Room set-up and ready for participants, name tags, attendance sheet and pens available		
Correct charts in place	1	Charts visible, neat and organized.		
Follows curriculum content and process	1	Kept on schedule without making participants feel rushed. Understands and demonstrates CDSMP process.		
Models activities appropriately		Consistent modeling during activities – great job demonstrating pursed-lip breathing and belly breathing.		
Facilitates Brainstorming appropriately		Remember to re-read the brainstorm ideas and ask for clarification. Do not comment on participants' ideas.		
Facilitates Action Planning appropriately	1	Very concise in reporting previous week action plan and modeling making an action plan.		
Provides Feedback appropriately	1	Excellent job in following feedback flowchart by congratulating completed or modified action plans. Problem-solved when action plan not completed.		
Assists participants in problem- solving	1	Good time management skills during problem solving and brainstorming activities. Kept group on track		
Positive reinforcement/encourages group participation	1	Enthusiastic and confident leader style that encouraged participation. Fostered a trusting and safe atmosphere.		
Handles difficult situations or disruptions effectively		State time limits so participants don't monopolize the activity and help to stay on track.		
Speaks effectively/Body language/Eye contact/Voice projection/Pace	1	Pleasant voice. Voice pitch is at good volume for all to hear without straining and does not rush		
Engaged throughout entire class		Follow along when co leader is presenting to be able to help. When participants see leaders using their phone, they will assume it is ok for them to use		
Manages time appropriately	1	Activity 3 ran long, but good job getting back on track and ending on time without omitting any information.		
Non-judgmental of people and/or choices	1	You are warm and welcoming which sets the tone for a relaxed and trusting group atmosphere		
Works cooperatively with co-leader	1	Nice job supporting each other, you complement each other well.		
Other comments				

# 2018 7<sup>th</sup> Annual Living Well Evidence-Based Training Academy

- ▶ 8:45 *SHAZAM!!! Opening Remarks and Welcome: Captain Marvel*
- ▶ 9:15 *HERE I COME TO SAVE THE DAY!: Reducing Social Isolation and Malnutrition*
- ▶ 9:45 *UP, UP AND AWAY! SUPER HEROES OF POPULATION HEALTH*
- ▶ 11: 00 *GREAT SCOTT! Opportunities for Alignment and Reimbursement*
- ▶ 12:00 *FOR THE GREATER GOOD: Reducing the Impact and Cost of Falls*
- ▶ 12:30 *YOU'RE MUCH STRONGER THAN YOU THINK YOU ARE*

## EVIDENCE-BASED PROGRAM COORDINATORS INTENSIVE

- ▶ 1:45 *WITH GREAT POWER COMES GREAT RESPONSIBILITY*
- ▶ 2:00 *EVERYONE CAN BE A HERO: RECRUITMENT/RETENTION*
- ▶ 3:00 *NEVER GIVE UP*



# Tracking System to Document Leader Certification/Activity, Program Attendance

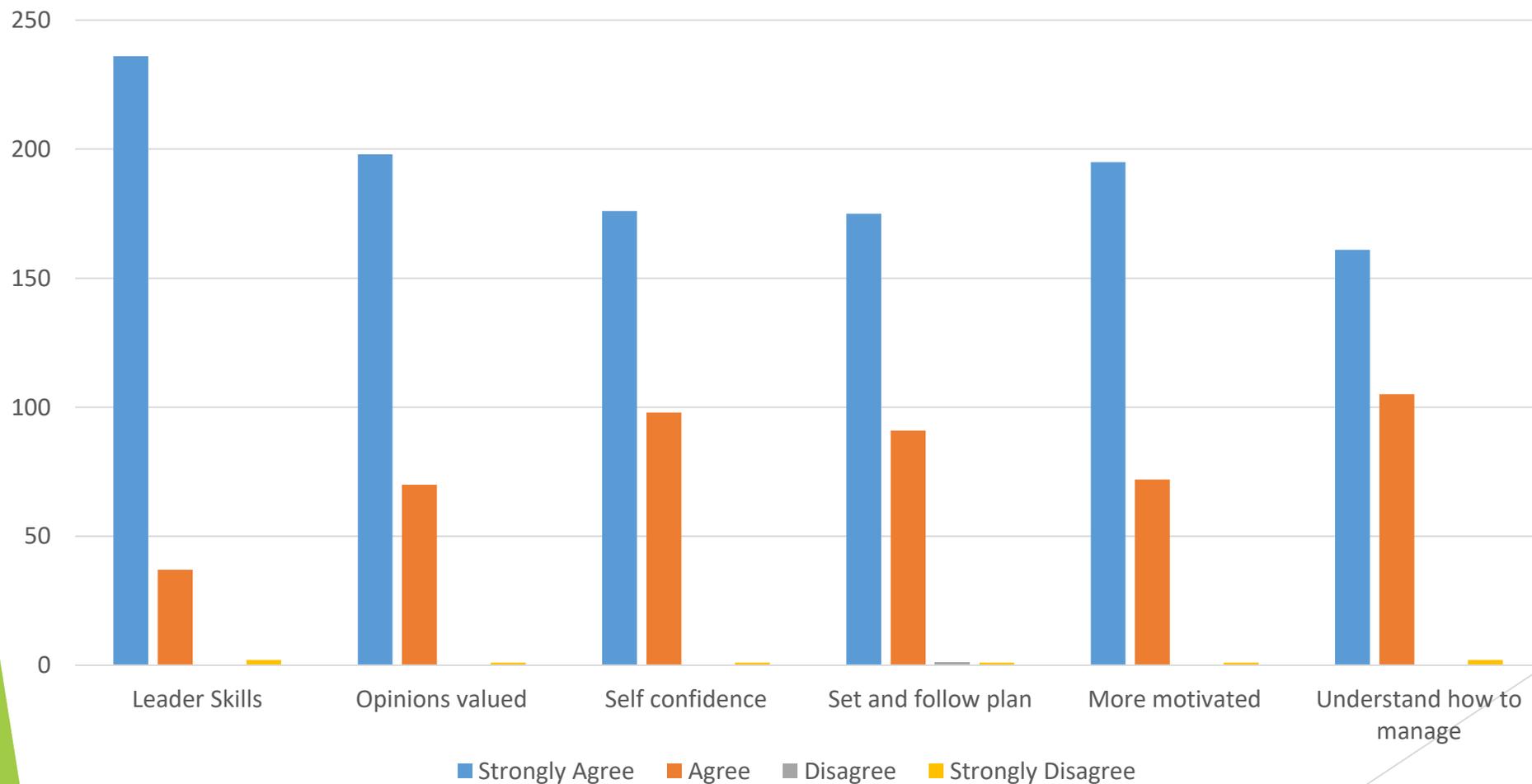
Maryland's state database has been critical to our ability to assess quality improvement/quality assurance, including:

- ▶ Tracking of workforce certification and activity
- ▶ Participant referral, enrollment and completion
- ▶ Assessment of participant retention, workshop size and reach to underserved rural and minority populations
- ▶ Ability to track referral and provide feedback to physician/referring agency on participant engagement
- ▶ Annual surveys with program coordinators to determine effectiveness/timeliness/responsiveness of LWCE staff

# Participant Satisfaction Survey Highlights

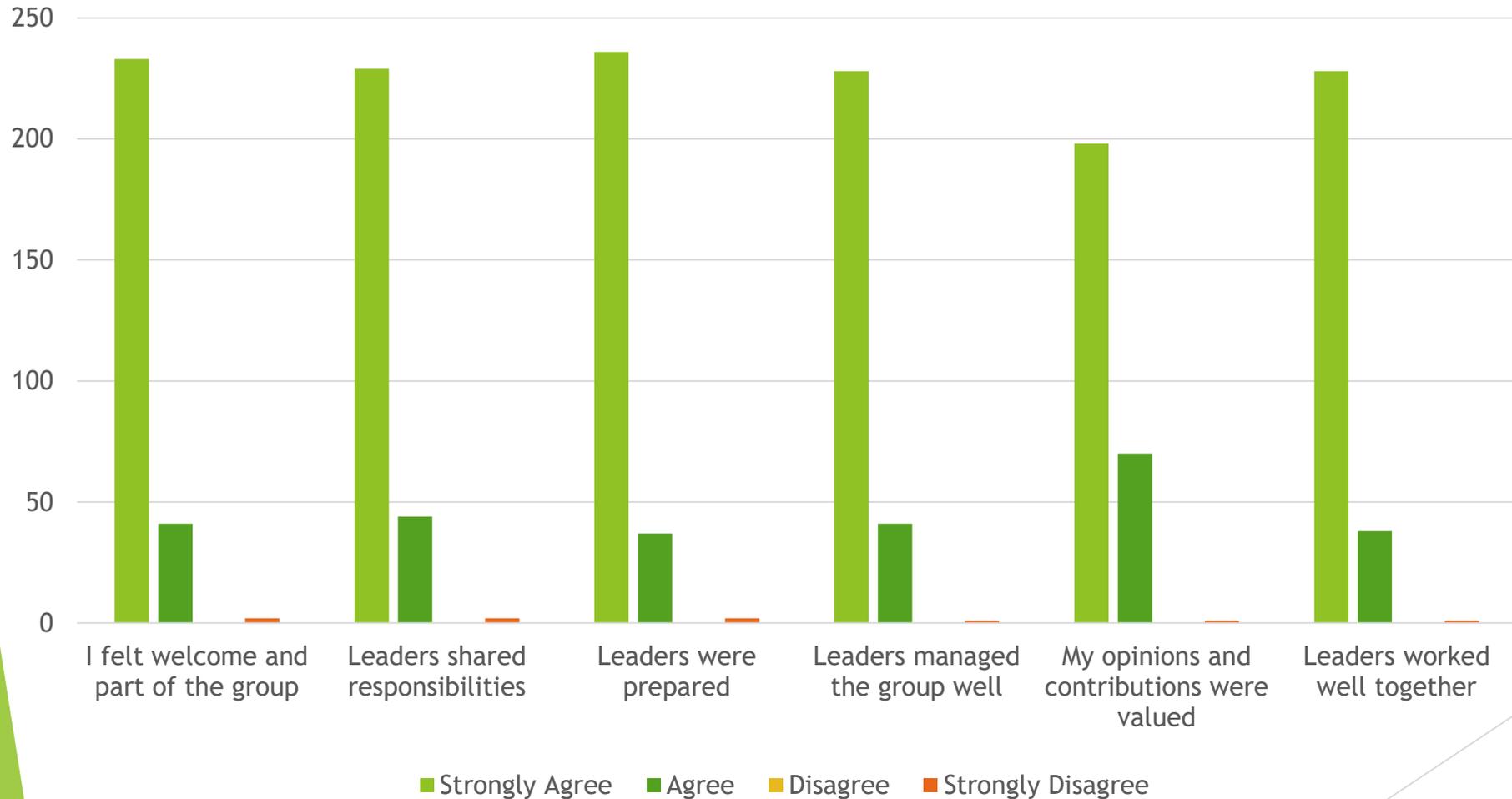
## Program Delivery and Leader Effectiveness

Jul 1 2018 - May 1 2019 N = 1074



# Leader Quality Assurance Measures

## Jul 1 2018- May 1 2019 N=1074



# Partnering with Health Care Entities Requires Greater Accountability

- ▶ Focusing on quality improvement measures ensures we are reaching the intended target populations with highly effective programming that aligns with initial research that documents reduced healthcare costs and improved participant quality of life.
- ▶ The LWCE team reviews data and evaluation reports to identify potential problems, such as missing data, poor retention rates, fidelity to workshop size. Issues are discussed directly with the host organization's coordinator.
- ▶ Sharing outcomes across our network hub and with our healthcare partners is critical to achieving additional contracts and program support.
- ▶ Quarterly reports document reach and retention. Submission of patient panels via the state's Health Information System CRISP (Chesapeake Regional Information System for Patients) is helping us document reduced hospital readmission and emergency department rates pre- and post- self-management workshops.

# Addition of Pre-/Post- Clinical Measures Helps Document Program Effectiveness

<b>PENINSULA REGIONAL HEALTH SYSTEM</b> <b>427 Participants, 41 Workshops</b>	<b>Measure</b>
White	52%
African American	46%
Multiple chronic conditions	56%
Disabilities	16%
Age 65 or older	84%
More confidence to manage condition (Agree/Strongly Agree)	100%
More motivated to take care of health (Agree/Strongly Agree)	70%
Change in systolic blood pressure pre-/post- workshop N=200	139.1 - 129.7
Change in diastolic blood pressure pre-/post workshop N=200	75 - 69.7
Can find a way to reduce falls N=227 (Sure/Very Sure)	96%
Can protect self if fall occurs N=227 (Sure/Very Sure)	78%

# Quarterly Reporting of Programs and Services and Feedback to Referring Clinicians

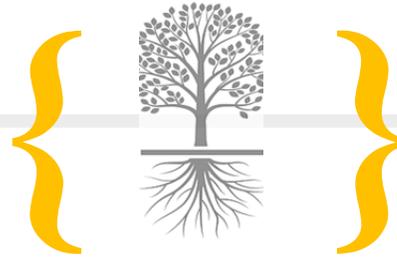
- ▶ Maryland's Total Cost of Care initiative requires additional documentation of referrals to evidence-based programs and services that address Social Determinants of Health.
- ▶ LWCE is working to create a tracking tool that will have interoperability with hospital and clinician EHRs.
- ▶ Additional feedback mechanisms include 'Care Alerts' in CRISP to push patient information to providers.

**What Additional Strategies Do You Use to Assess Quality Improvement/Fidelity?**

The slide features a white background with a decorative graphic on the right side. This graphic consists of several overlapping, semi-transparent green shapes in various shades, ranging from light lime green to dark forest green. The shapes are primarily triangular and polygonal, creating a modern, abstract design. A thin, light gray line also runs diagonally across the lower right portion of the slide, intersecting the green shapes.

# Maryland Living Well Center of Excellence

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