



# Quality Initiatives

---

Renaissance Gardens

March 16, 2006



# History

---

- Early 2002, Erickson had 4 Renaissance Gardens facilities
  - Each had separate policies & practices
  - No way to compare standards of care
  - Growth plans to double facilities by 2007
  - Limited Corporate resources in place to support growth



# Health Services Team

---

- Create standardized tools to assist Corporate and Community Renaissance Gardens Teams to effectively monitor industry quality indicators
- Serve as a foundation for future growth and expansion



# Clinical Benchmarking

---



# Clinical Benchmarking

---

- Focuses on performance improvement processes
- Early identification of trends
- Educates campus leadership team on Renaissance Gardens practice
- Foundation for new initiatives



# Benchmarking Benefits

---

- Comparison of Quality Measures across the company
- Comparison of data from each Renaissance Gardens in a consistent manner
- Evaluate effectiveness of current initiatives and programs
- Early implementation of interventions



# Types of Data Collected

---

- Medicare Utilization & Census Information
- Staffing Hours Per Patient Day (HPPD)
- Industry Quality Measures
  - Falls
  - Pressure Ulcers
  - Weight Loss
  - Restraint Use
- Erickson 'specific'



# The Data Reports

---

- How each individual facility performs in key areas
- Where there are 'problem spots'
- How Erickson compares to National and industry standards and to each other
- Monitoring special programs' effectiveness



# Benchmarking Review

---

- Monthly submission of Benchmarking Report to Corporate
- Corporate report compiled and posted on company's intranet site
- Monthly review by Corporate with each facility's NHA, DON, ED and Medical Director



COMMUNITY BENCHMARKING REPORT 2006 - SNF

Confidential Peer Review / Quality Improvement Information. Protected under Maryland Code Annotated Health Occupation Article, Section 14-501(d), VA Code Annotated 8.01-581.17, N.J.S.A 2A:84A-22.8, MCL 333.20175(8)

Key Performance Indicators	Month	2006								Monthly Average
	Nat'l Norms	CCI	HFV	OCV	SBV	GSV	RWV	BBV	CCV	
<b>UTILIZATION</b>										
Total residents on last day of month										#DIY/0!
Resident Care Days for Month										#DIY/0!
# of Medicare Days/Month										#DIY/0!
<b>DEATHS</b>										
# of Unexpected Deaths										#DIY/0!
<b>TRANSFERS</b>										
# Transfers to hospital / month										#DIY/0!
Total transfers per 1000 resident days/ month		#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!
# Hospital / ER transfers for Evercare Residents this month										#DIY/0!
# of ER visits without admission										#DIY/0!
<b>STAFFING</b>										
Corporate Budget Target										
Average Nursing Hours/Resident Day	3.8									#DIY/0!
<b>QUALITY OF CARE</b>										
<b>INCIDENTS</b>										
Total # incidents report to ERC Risk Management this month										#DIY/0!
# Incident reported to state this month										#DIY/0!
# Incident resulting in minor injury										#DIY/0!
# Incident resulting in significant injury										#DIY/0!
Incidents resulting in any injury per 1000 resident days		#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!
<b>ABUSE</b>										
# Resident to Resident abuse incidents/month										#DIY/0!
# Staff to Resident abuse incidents / month										#DIY/0!
<b>FALLS</b>										
MD Hospital Assoc QI Project for LTE, VA Statistics, & 'Pushing the Boundaries of Quality' Provider Mag, 6/2003										
Total # fall this month	8									#DIY/0!
Total falls/1000 resident days/month	8	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!
# Resident with >1 fall this month										#DIY/0!
Residents with > 1 fall per 1000 resident days		#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!
# Falls resulting in significant injury										#DIY/0!
<b>MEDICATION ERRORS</b>										

	A	B	C	D	E	F	G	H	I	J	K	L
34		Residents with > 1 fall per 1000 resident days		#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!
35		# Falls resulting in significant injury										#DIY/0!
36	<b>MEDICATION ERRORS</b>											
37		# Medication errors events										#DIY/0!
38		# Med Errors resulting in a negative outcome										#DIY/0!
39		% Incident of Medication Errors with negative outcome		#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!
40												
41	<b>INFECTION CONTROL A.P.I.C. (Association for Professionals in Infection Control and Epidemiology)</b>											
42		# of new nosocomial infections this month										#DIY/0!
43		Nosocomial infections per 1000 resident care days (inf rate)	5	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!
44	<b>PRESSURE ULCERS Nursing Home Compare Website, July 2003</b>											
45		# Pressure Ulcers on last day of month										#DIY/0!
46		# Newly acquired pressure ulcers this month										#DIY/0!
47		# Newly acquired pressure ulcers that were unavoidable										#DIY/0!
48		# of In-house acquired pressure ulcers on last day of month										#DIY/0!
49		# of Residents with in-house acquired pressure ulcers on last day of the month										#DIY/0!
50		Incident of in-house acquired pressure ulcers / 1000 RCD	1.5	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!
51		% Residents with in-house acquired on last day of month	5%	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!
52		# pressure ulcers healed on last day of the month										#DIY/0!
53	<b>NUTRITIONAL ASSESSMENT MD Hospital Association's QI Project for LTC for National Rate for Unplanned Weight Loss</b>											
54		# Residents with unplanned / unanticipated significant weight loss this month (as of last day of the month)										#DIY/0!
55		Residents with unplanned / unanticipated weight loss this month per 1000 resident care days	1	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!
56		% Residents w/unplanned significant wt loss	7%	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!
57	<b>CATHETER USE</b>											
58		# Resident with indwelling cath. (as of last day of month)										#DIY/0!
59	<b>PHYSICAL DEVICES &amp; RESTRAINTS Nursing Home Compare Website, July 2003</b>											
60		# Residents using any devices (count each resident, not each device)										#DIY/0!
61		Residents using any device per 1000 resident days	8	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!	#DIY/0!
62	<b>PSYCHOACTIVE MEDICATIONS</b>											
63		# Residents using anti-psychotics										#DIY/0!
64		# Residents using anti-anxiety										#DIY/0!
65		#Residents on sedative/hypnotics										#DIY/0!
66		# Residents on antidepressants										#DIY/0!
67												
68												
69												
70												
71												
72												
73												
74												





# Mock Survey

---

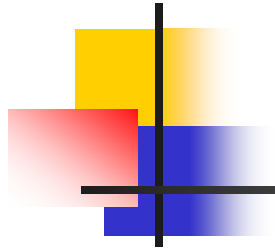
- Modeled after State Survey process
- Ensure Community is in compliance with all regulations
- Ensure/validate positive resident outcomes
- Educate staff on appropriate survey/staff interactions



# Mock Survey Benefits

---

- Identify problems early so the QI efforts can be focused
- Objectively measures care
- Prepares Community for upcoming surveys
- Improves survey outcomes
- Educates staff on survey processes



---

**Is it Working?**



# Benchmarking

---

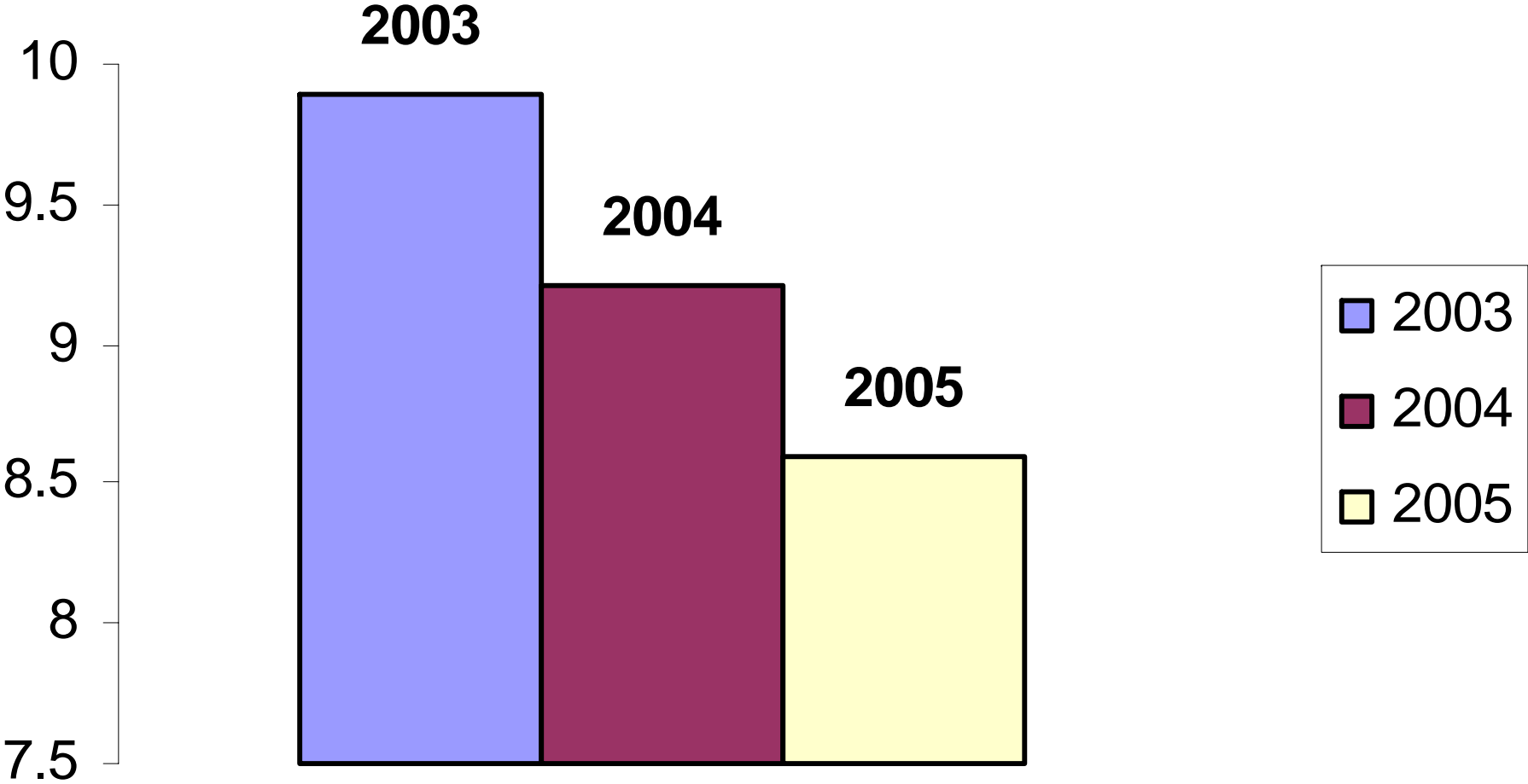


# Falls

---

- In 2003, National Falls rate was 10% (per 1000 RCD)
- Erickson average over past 3 years is 9.2%

# Falls ( 8 per 1000 RCD )



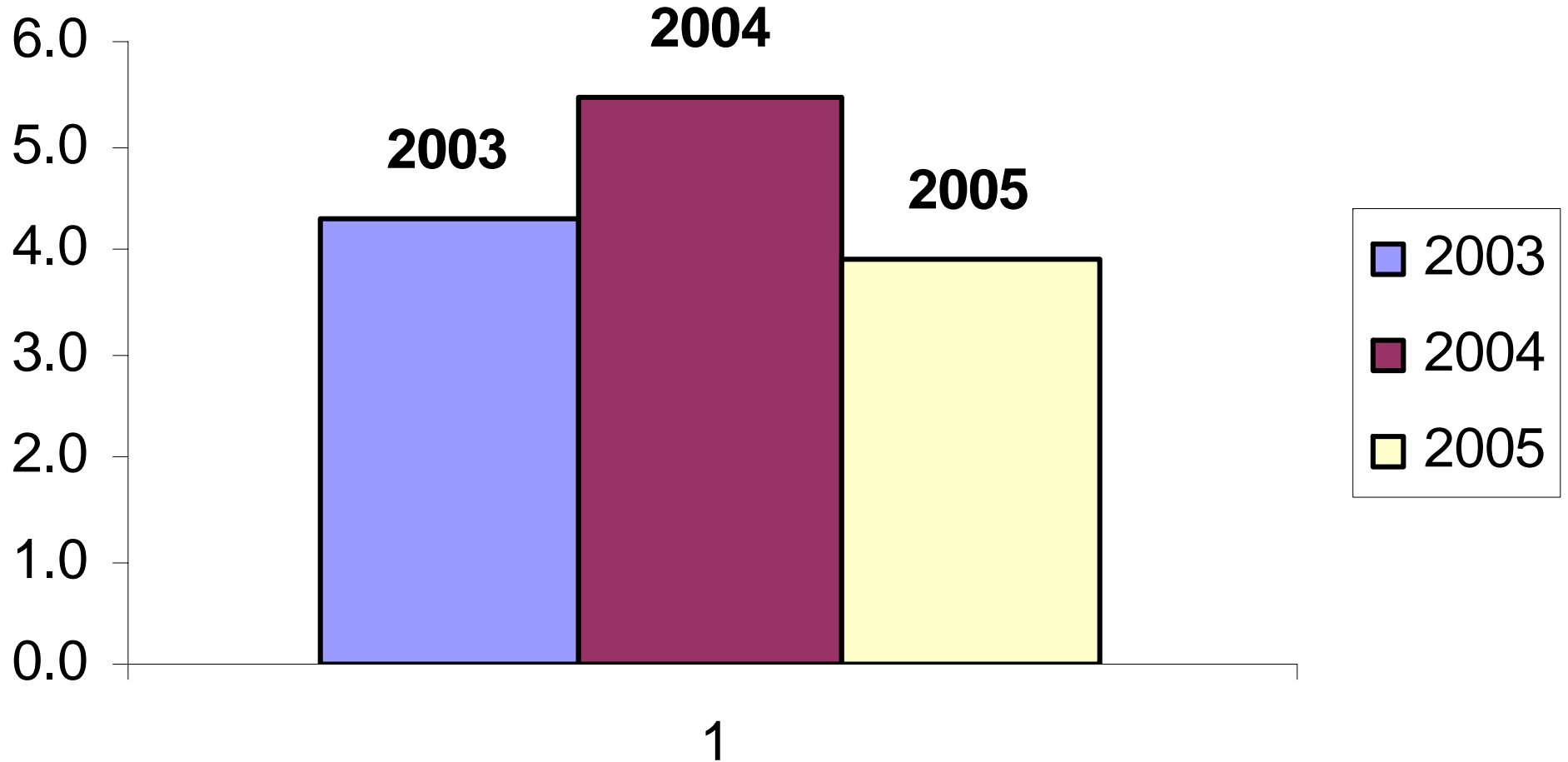


# Pressure Ulcers

---

- National Average is 5% of residents with in-house acquired pressure ulcers
- Erickson average over past 3 years is 4.6%

# Pressure Ulcers (5%)



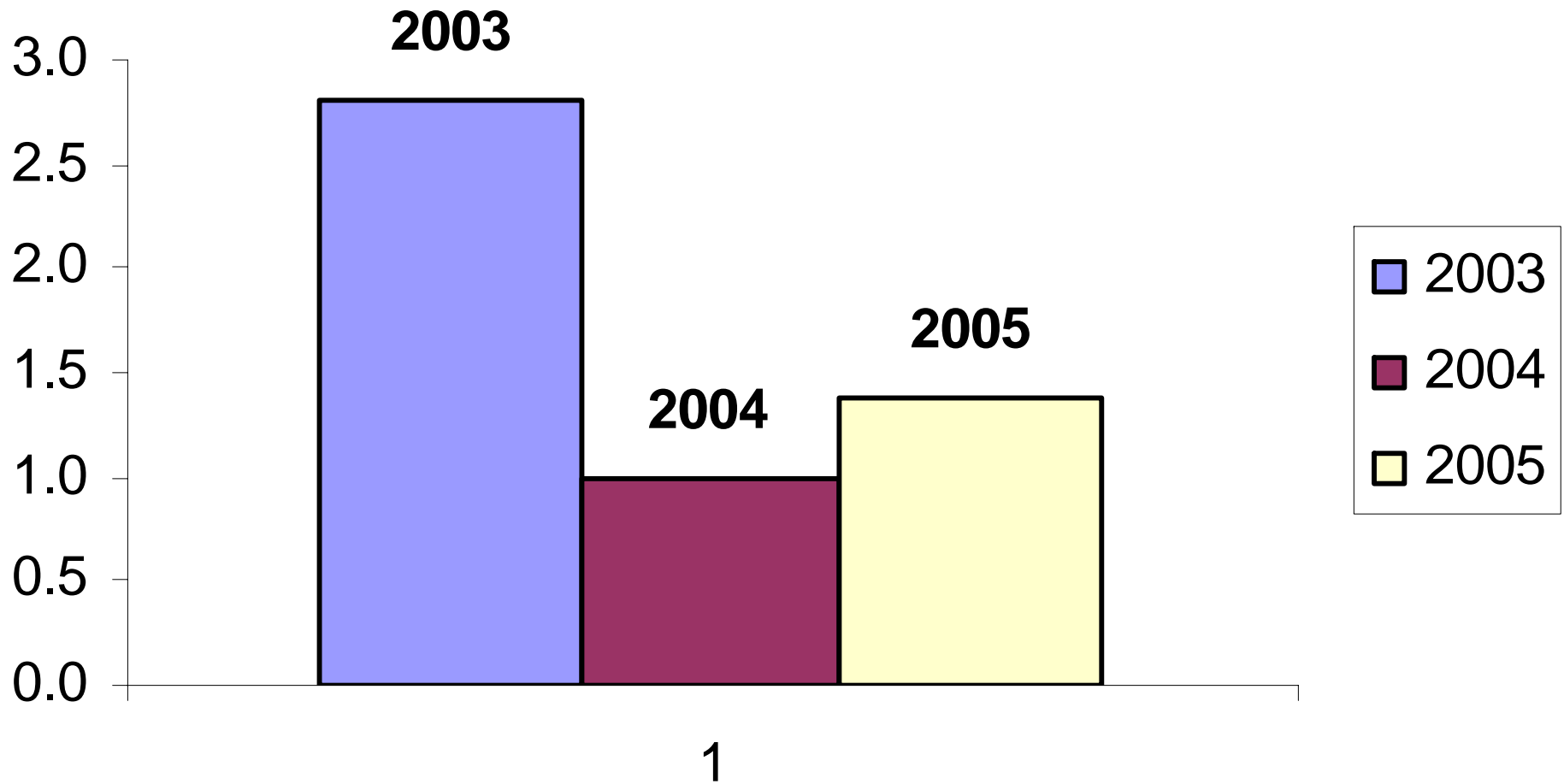


# Weight Loss

---

- Industry standard of 7% of residents with unplanned weight loss
- Erickson average over past 3 years is 1.7%

# Weight Loss (7%)



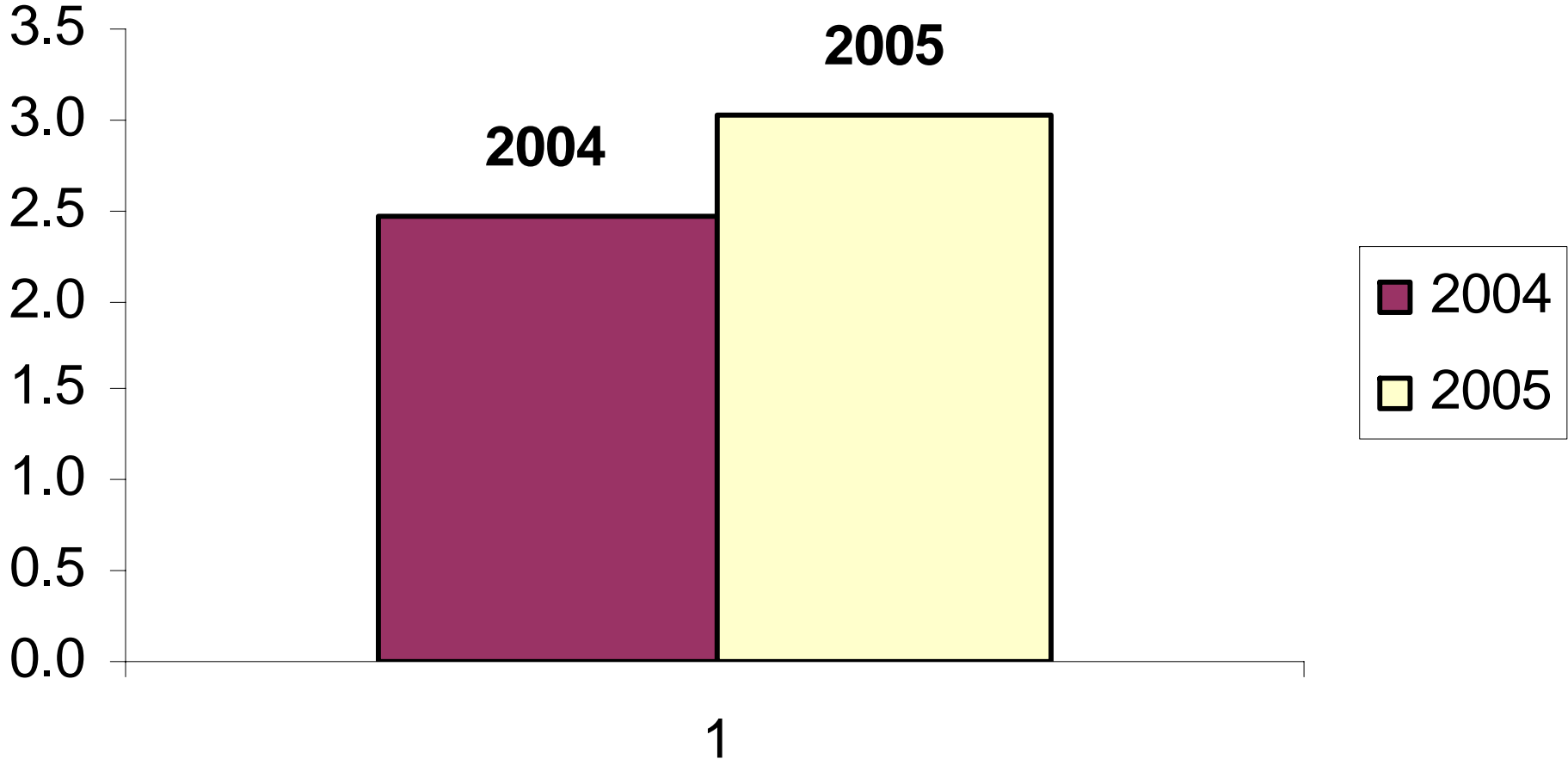


# Restraints & Devices

---

- National average is 8 per 1000 RCD
- Erickson Average for past two years is 2.7%

# Restrains (8)



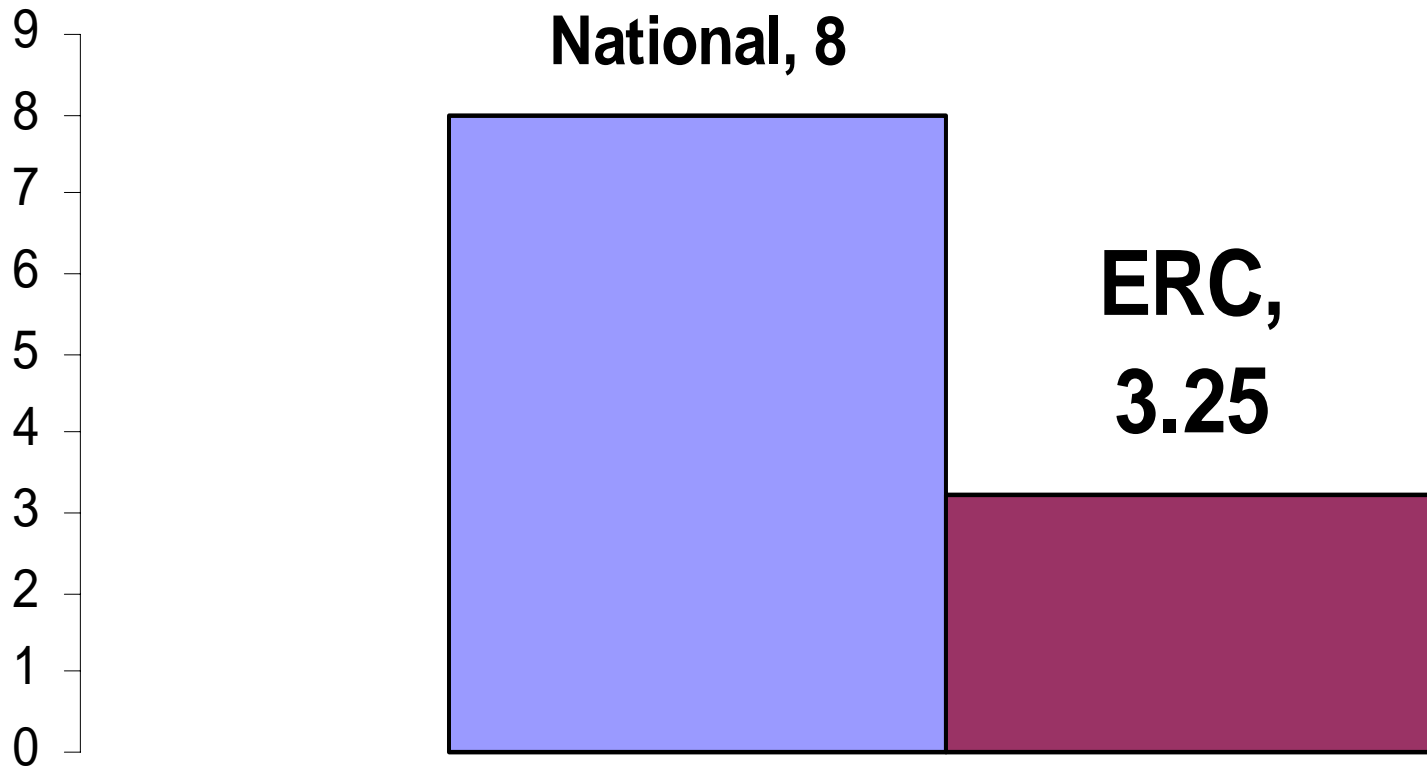


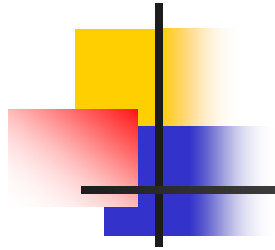
# Mock Survey Process

---

# Erickson Average Past 20 Surveys 2003-2006

**ERC Average Past 20 Surveys**





---

Questions?