



State Culture Change Coalitions Networking Call Summary
May 24, 2011

Topic: How coalitions have developed good working relationships with the state survey agency, provider associations and state long-term care ombudsman in order to advance culture change in their state.

Present: Peggy Moody (Arkansas); Kim Tackett (Arkansas); Beth Mann (California); Penny Cook (Colorado); Sue Crane (Florida); Kim McRae (Georgia); Monica Perry (Idaho); Janice McCoy (Iowa); Char Teed (Iowa); Cean Eppelheimer (Michigan); Heather Picotte (Michigan); Marilyn Reiersen (Minnesota); (Missouri); Joan Devine (Missouri); Rose Marie Fagan (New York); Beverly Laubert, Ohio; Belinda Gray (Oklahoma); Lynda Crandall (Oregon); Ken Beiler (Pennsylvania); Kay Lynne Ege (Pennsylvania); Bill Kubat (South Dakota); Linda Crandall (Oregon); Cathy Lieblich (staff).

Cean Eppelheimer spoke about Michigan's "One Vision Moving Forward" initiative supported by a grant to PHI using CMP funds. The goals of the initiative are to identify barriers to person-centered care within state nursing homes; develop an ongoing consensus process to resolve issues; and create or identify a tool for measuring "person-centeredness." It involved a very broad range of long-term care stakeholder groups. A face to face meeting was conducted with each individual to tell them about the initiative, give them a packet of information and invite them to join. All who were invited accepted the invitation. The first in-person meeting of the group began with ground rule and a description of the consensus process that was going to be used. Focus groups were held with stakeholders to ask them what the barriers are to creating and offering a person-centered experience for elders in Michigan nursing homes. An eight page summary of the notes taken about the barriers were compiled, some of which were bigger than the project, e.g., ageism, staffing, corporate ownership. Some barriers were "just" perceived obstacles (vs. actual barriers) such as "Residents can't have refrigerators in their rooms". A work group of provider association representative, regulators, and individual providers reviewed and analyzed the list. They identified "low hanging fruit" that just needed clarification and education. The survey agency is writing clarifications and the group hopes to provide education around the barriers. Some of the barriers that needed work had to do with life safety code issues and they are working with the state Fire Marshall in the same way they hope to work with the state survey agency. Another part of the initiative is the development of a measurement tool for homes on their culture change journey which included a review of measurement tools from around the world. Michigan has developed a definition of "person-centered planning." Penny asked how Cean and others got their state survey agency to participate. Cean said that they approached them with saying that they know that a lot

of the barriers do not have to do with regulations. Holly asked what the 6 barriers were that the state survey agency is addressing and Cean replied that they were:

- Perception of inability to change the traditional medication times
- Prohibition of resident having their bed against the wall
- Residents having irons and manicure supplies in their rooms
- Pot lucks – bringing in food
- Required dose restrictions for anti-depressants, etc
- Serving residents overwhelming amounts of food, much of which they don't eat.

Bev Laubert spoke about the Ohio Person-Directed Care Coalition which was established after the St. Louis Accord in 2005. She said that from the beginning all of the state long-term care stakeholders understood that they needed to work together to advance culture change in the state. Bev is the state long-term care ombudsman and the other stakeholders include the provider associations, Medicaid agency, Veteran's Homes, QIO, state survey agency. The Ohio Department for Aging (which houses the ombudsman program) had already established a LTC Consumer Guide Advisory Council so the stakeholders were already use to being together when they decided to form the coalition. Bev said that the provider association sends questions to the agency about survey issues and the agency responds. CMP funds have been used to award a grant to the Alzheimer's Association to develop person-centered dementia care training for nursing homes and Bev was the program officer. The Ohio survey agency has a technical assistance program which is separate from its survey functions to train provide TA to providers. After the coalition was formed, it established a regulatory committee which review the licensure and certification requirements and identified those that were supportive of person-directed care and those that were barriers. The group worked with the survey agency to revise the regulations. The state of Ohio is currently developing measures for Medicaid reimbursement that include a focus on person-centered care. The coalition will then provide technical assistance to providers regarding PCC. Providers share success stories on the coalition's website. There is an administrative support person for the coalition (25% FTE). There is currently a proposal to use CMP funds to provide culture change training to long-term care ombudsmen. Every two years, the state ombudsman, Medicaid agency and survey agency decide how to use the CMP funds. The coalition has asked its partners to submit "best practices" and identify the skills they have that could be used to mentor homes. Ohio is also participating in the Advancing Excellence Campaign's Critical Access Nursing Home Project working with homes in inner city Cleveland. Barbara Frank and Cathie Brady of B&F Consulting were hired by AE to conduct 4-6 week learning sessions with the leadership of the homes and the AE LANE provides technical assistance in between sessions. They are using AE's consistent assignment and staff turnover tool. Both Cean and Bev discussed the benefits of the new Quality Indicator Survey in promoting person-directed care but said that there is still inconsistency among surveyors.

The next Coalitions Networking Call is scheduled for June 24, 2011 at 3 p.m. EDT.