

ECP Second Follow-up Conference Call/Webinar

Facilitated by: *Ann Marie Bradley, Nurse Educator*

Consultant on the call: *Barbara Bates, ECP Trainer*

Project Manager on the call: Karen Revitt, LMSW

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Check in with sites on the Call

- ▶ What Standards of Care (SOC) have you developed/reviewed for your facility?
- ▶ Are you reviewing and updating your current SOC; using Barb Bate's prepared samples of SOC and adapting them; or some combination of the two?
- ▶ Has the Standard of Care Policy/Procedure been developed/updated?
- ▶ Have you found any barriers at this point? Concerns?
- ▶ Do you have any questions regarding the process?
- ▶ What support from the ECP Project Team would be most helpful for you at this time/as you progress?

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Integrating ECP into your Current Care Planning Practices

Integration with aides/CNAs:

- Do you have or plan to have a CNA on your ECP team?
- Do your aides and CNAs have direct access to the care plan or use care cards?
- How will they access and learn Standards of Care for CNA care?
- Who will update this? How often ?

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Integrating ECP into your Current Care Planning Practices

Integration with Staff Education Program:

- What education do staff currently receive about care planning and care practices?
- How have they learned, or will they learn, your Standards of Care?
 - How does/will your staff receive ongoing education to stay current on updated standards?

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Integrating ECP into your Current Care Planning Practices

Integration with Electronic Medical Records:

What EMR Software System are you using
(if any) and how does it, or could it,
integrate with your care plans?

Does your staff use kiosks and/or PDAs
currently to review care plans?

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ECP Replication Project Grant Update

- ▶ No cost extension through June 30, 2013
- ▶ Opportunity to schedule individual consultation calls
- ▶ Three new dissemination trainings in November
- ▶ Possibility of site visits for current implementation sites – would your facility be interested?

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New ECP Trainings: Early November

- ▶ Based on discussions with funder, NYS Health Foundation to increase dissemination
 - ▶ Morning: ECP fundamentals overview
 - ▶ Afternoon: split group sessions – group practice building SOC & individually scheduled consultation visits with Barb Bates
- ▶ Three Dissemination trainings will be held in new locations:
 - ▶ Northern NY/Adirondack region
 - ▶ Syracuse
 - ▶ Long Island

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New ECP Trainings: Late October/Early November

- ▶ Syracuse region: Van Duyne Home in Syracuse
- ▶ Northern/Adirondack region: Adirondack Tri-County Nursing and Rehab Center in North Creek
- ▶ Long Island: Seeking hosts & referrals of homes you know that may be interested in attending

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For Facilities Sending Staff to LA-NY's DNS/DSW Conference

http://www.leadingagency.org/home/assets/File/DNS_DSWbrochure2012final%281%29.pdf

- ▶ November 13–15, 2012 at the Sagamore in Bolton Landing
- ▶ Would you be interested in attending an informal meeting with other ECP implementers?

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ECP 7 Steps to Successful Implementation



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Steps to Success – Step One

Access your facility's current care plan system.

Yes No

Are the care plans lengthy?



Are Care plans repetitive from one resident's plan to another?



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Step Two of Buy-In

Determine ways to demonstrate support for buy in:

EXAMPLES

- Audit time spent by each discipline in completing care plans or length of care plan meetings.
- Audit number of incidents of care plans not being followed related to missing or unseen information.
- Audit the amount of repetitive or duplicative documentation related to care plans.
- Audit staff use of care plans.

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Step Three

- Establish an Interdisciplinary Team to develop facility Standards of Care based on current, accepted clinical guidelines.
- Design an implementation plan.
- Develop a care model that establishes the standards as the building blocks to the resident centered care planning process.
- Review all of your facility's current policies within the context of new facility SOC.

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Step Four

- Review regulations, both federal and state, with respect to care plan requirements.
- Ensure the interdisciplinary team understands what must be included in the care plan process.
- Establish how compliance will be achieved.

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Step Five

- **Establish policies and procedures followed by development of facility Standards of Care.**
- Utilize published guidelines (i.e., AMDA, AANAC, ANA, GNA, Hartford Foundation for Geriatric Nursing etc.) as references for the standards.
- **Review/revise all corresponding policies/procedures related to each standard.**
- Interdisciplinary Team may consider linking the Standards of Care to the Care Area Assessments (CAAs) .

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Step Six

- Educate all staff on the standards.
- **Ensure ongoing education is provided for all current staff, on orientation for newly hired staff, when revisions occur to the standards or policies, and PRN.**
- Attendance records need to be maintained, systems developed to ensure training is ongoing, and decisions as to where records will be stored.

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Step Seven

- **Audit and Evaluate Outcomes.**
- Audit compliance of staff with the standards – Are they following?, Using?
- **Evaluate the effectiveness of the standards in meeting regulatory requirements and assign a person to keep current.**
- Evaluate the effectiveness of the standards in delivery of quality of care and life for your populations.

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Standards of Care (SOC) Template



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SOC Documentation Format

- ▶ Definition of Standard
- ▶ Risk Factors
- ▶ Standard of Care (Interdisciplinary)
- ▶ CNA Considerations
- ▶ Reference(s) used to develop standard

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Sample SOC: Prevention of Skin Breakdown

- ▶ **Definition:** Nursing interventions designed to prevent pressures ulcers for residents identified as at risk for developing them.

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Sample SOC: Prevention of Skin Breakdown

Risk Factors:

Immobility	Decreased mental status
Incontinence	Exposure to moisture
Friction	Device related pressure
Shear	Inactivity
Chronic Disease state	Impaired sensation
Impaired circulation	Pronounced bony prominences
Edema, anemia, hypoxia, or hypotension	History of prior ulcer

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Sample SOC: Prevention of Skin Breakdown

Definition

1. Use a valid, reliable, and standardized and age appropriate method of skin assessment such as the Braden Scale to identify risk factors.
2. Document risk assessment subscale scores and total scores; implement a risk based prevention plan.
3. Assess skin on admission, weekly for four weeks, then quarterly and whenever the resident's condition changes.
4. Identify all individual risk factors to guide specific preventative treatments. Modify care based on identified risk factors.
5. Inspect skin minimally on a weekly basis, document as per the facility's policy.
6. Monitor skin condition with daily care and with each episode of incontinence.
7. Individualize bathing frequency – use mild cleansing agent; Avoid hot water and excessive rubbing.

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Sample SOC: Prevention of Skin Breakdown

Definition continued

8. Moisturize skin after bathing.
9. Cleanse skin after episodes of incontinence – use topical barrier to protect the skin.
10. If indicated utilize briefs and/or under pads that are absorbent and provide a quick drying surface to the skin.
11. Identify and correct factors compromising protein/calorie intake consistent with overall goals of care/advanced directives.
12. Monitor intake and provide nutritional supplements as recommended by Dietician/ordered by Medical such as multivitamins, Vitamin C, zinc, etc.
13. Request albumin levels as needed.
14. Offer hydration as appropriate; encourage meal/snack/fluid completion.
15. Encourage early mobility – ROM, ambulation, transfer and positioning programs. Encourage resident to shift weight. Teach residents who are able to shift weight every 15 minutes.

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Sample SOC: Prevention of Skin Breakdown

Definition continued

16. Reposition bed bound persons at least every two hours and chair bound persons every hour consistent with overall care goals.
17. Place at risk residents on pressure redistributing mattress and chair cushion surfaces.
18. Utilize lifting devices (trapeze, slide sheets, bed linens) to move persons during transfers and position changes.
19. Utilize pillows or foam wedges to keep bony prominences from direct contact with each other.
20. Eliminate pressure on heels.
21. Avoid positioning directly on trochanter when side lying positioning; maintain the head at lowest degree of elevation consistent with resident's medical condition.
22. Initiate a rehabilitation or restorative nursing program to maintain or improve mobility/activity status.
23. Educate the resident/family on pressure ulcer prevention, risk factor management and interventions.
24. Medical consultations as needed.

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Sample SOC: Prevention of Skin Breakdown

CNA Considerations

1. Monitor skin daily with care and with each episode of incontinence /toileting.
2. Apply barrier cream following each incontinent episode as per the facility's policy.
3. Keep skin clean, dry, and well moisturized as per facility policy.
4. Encourage meal/snack/fluid completion. Report and document decline in intake.
5. Turn and position every two hours or per the residents individual schedule. Ambulate or reposition as scheduled/as needed.
6. Notify nurse and chart any new skin issues as per facility's policy.
7. Follow the recommendations for position as per the CNA care plan.
8. Use lifting devices (slide sheets, linens, trapeze) to move persons during transfers or positioning.
9. Utilize positioning devices as recommended by PT – OT.

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Sample SOC: Prevention of Skin Breakdown

References

- Lippincott Manual of Nursing Practice. (2010). Wolters Kluwer Health/ Lippincott, Williams & Wilkins. Ambler, PA.
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- Geriatric Nursing Resources for Care of Older Adults. (2008). Hartford Institute for Geriatric Nursing. <http://consultgerirn.org>.
- Gulanick, M & Myers, J. (2011). *Nursing Care Plans – Diagnoses, Interventions and Outcomes*. 7th Edition. Elsevier Mosby, St. Louis, Missouri.
- National Pressure Ulcer Advisory Panel (2007). Pressure Ulcer Prevention Points. www.npuap.org.
- National Guideline Clearinghouse (2010). Guideline for prevention and management of pressure ulcers. www.guideline.gov

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Foundation for Long Term Care's ECP Web Page

To access additional materials, including sample Standards of Care prepared by Barb Bates, Letter of Agreement templates and a recording of the ECP Webinar for Administrators:

<http://www.leadingageny.org/home/index.cfm/research/fltcs-current-research-projects/exceptional-care-planning-in-2012-new-implementation-opportunities/>

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Replicating ECP Contact Information

Ann Marie Bradley, RN, MS, CNS

LeadingAge New York EQUIP for Quality, Quality Improvement Analyst
abradley@equipforquality.com
518-867-8822

Karen Revitt, LMSW

Foundation for Long Term Care, Project Manager
krevitt@leadingageny.org
518-867-8385 extension 165

Barbara Bates, MSN

LeadingAge NY ProCare Consultant
bbates@leadingageny.org

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