

Curricula for Homecare Advances in Management & Practice (CHAMP): A Program to Improve Geriatric Home Healthcare Services



champ-program.org

COLLABORATION FOR HOME CARE ADVANCES IN MANAGEMENT AND PRACTICE



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Introduction

Background:

- ❖ There is no standard home care nurse curriculum for geriatric care
- ❖ Continuing education for home care nurses is variable
- ❖ Home healthcare managers rarely are trained or experienced in quality management - e.g., using data to drive quality improvement
- ❖ Inadequate training and staff development opportunities detract from job satisfaction and quality of care
- ❖ Significant pressures are placed on home care providers to create efficiencies and improve productivity while improving quality of care

Intervention:

- ❖ Multimode training program for nurse and therapy managers:
 - E-learning curriculum, and web-based "e-measurement" system
 - Face-to-face workshops, group coaching calls, listserv capabilities
- ❖ First course implemented: **Geriatric Medication Management**

Table 1. Online Medication Management Content

Registration/ Pre-Test
 Unit 1: Measuring Performance – Baseline Chart Review
 Unit 2: Managing for Quality & Effective Teams
 Unit 3: Mastering Medication Assessment and Reconciliation
 Unit 4: Mastering MD Communication
 Unit 5: Measuring Performance – Progress Point 1
 Unit 6: Monitoring for Complications
 Unit 7: Maintaining Adherence
 Unit 8: Measuring Performance – Progress Point 2
 Post-Test/ Course Evaluation

Objectives

- ❖ Improve care for older adults served by home health agencies
- ❖ Improve the capacity of home health agencies and their frontline staff to provide science-based, best-practice bedside care, specifically:
 - Enhance the geriatric skills and knowledge of the home healthcare workforce
 - Build organizational capacity to institute and sustain practice changes that benefit the full spectrum of home healthcare patients

Program Strategy

- ❖ "Train-the-trainer" foundation
 - Assumption: A critical mass of frontline nurse and therapy managers can be trained effectively to equip field nurses to employ "best geriatric practices" in the patient's home
- ❖ Target Audience
 - Primary: Frontline nurse and therapy managers from home health agencies
 - Secondary: Frontline field nurses and therapists
 - Tertiary: Education/staff development personnel and QI staff
 - Design of program also engages agency leaders

Methods

Data Collection:

- ❖ Participant characteristics - registration questionnaire at start of online program
- ❖ Patient chart audits – each participant submitted chart review data for 10 patients to an e-measurement system at 3 points in the program
 - Patients aged 65 or older
 - Recently discharged
 - Taking 5 or more medications at start of care
- ❖ Participant rating – evaluations for each online unit, workshops, and overall program
- ❖ Participant knowledge acquisition – completed pre and post tests

Measures:

Table 2. Quality Performance Measures

Outcome Measures

1. Improvement in management of oral medications
2. Decrease in polypharmacy

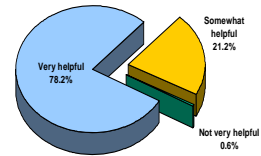
Process Measures

3. Assessment for all medications at Start of Care
4. Assessment for medication adherence
5. Identification of potential medication-related complications
6. Notification of physician about potential complications
7. Physician notification about potential drug/drug interaction or therapeutic duplication
8. Communication with physician about meds with risks for elders

Results

Course evaluation results were similar for both classes and are reported in aggregate form below (N=163):

Overall helpfulness of online content and tools:



I would recommend participating in CHAMP to a colleague

94% agree or strongly agree

Clinical Skills: As a result of participating in CHAMP...

my clinical skills related to geriatric medication management have improved.

99% agree or strongly agree

my staff's clinical skills related to geriatric medication management have improved.

80% agree or strongly agree

Teambuilding: As a result of participating in CHAMP...

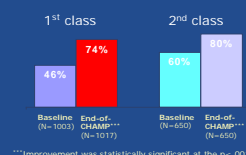
my teambuilding and management skills have improved.

87% agree or strongly agree

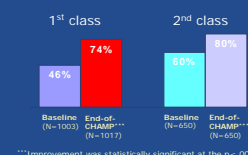
my clinical team has made lasting changes in the way we work together.
72% agree or strongly agree

Clinical Impact of CHAMP

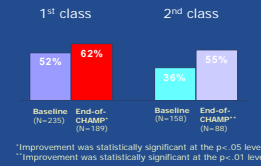
Assessment for all medications at start of care



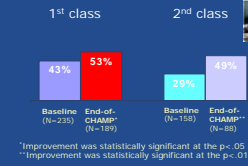
Assessment for all medications at start of care



I identification of signs/symptoms of potential medication-related complications (when s/s present)



Communication with MD about potential medication-related complications

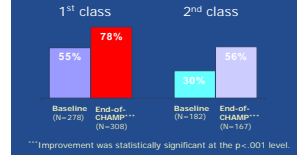


Retention Rate = 71% Retention Rate = 75%

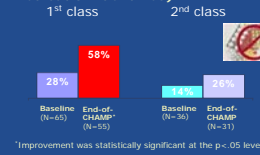
Table 3. Characteristics of CHAMP Participants

	Class 1	Class 2
Avg # of years in home care:	14	15
Avg # of field nurses supervised:	11	10
# of ANCC-certified geriatric nurses:	2	1
Avg age:	50	49

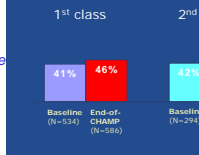
Communication with MD about drug-drug interaction or therapeutic duplication (when identified)



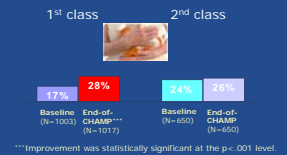
Communication with MD about medications with risks for older persons (when inappropriate medication identified)



Patient improvement in management of oral medications



Decrease in polypharmacy: reduction in number of medications between start and end of care



Conclusions

- ❖ Statistically significant improvement was seen in:
 - 1st Class: 7 out of 8 quality measures
 - 2nd Class: 5 out of 8 quality measures
- ❖ E-learning is feasible in home care
- ❖ Front-line managers can hardware changes in clinical practice
- ❖ It is possible to influence MDs (e.g., polypharmacy)

Next Steps

- ❖ Complete full evaluation of both Medication Management courses
 - Analysis of high performing agencies
 - Evaluation of spread within agency
- ❖ Evaluate other geriatric content courses
 - Geriatric Pain Management – inaugural class to be completed in June 2008
- ❖ Finalize a Business Plan for CHAMP's sustainability
- ❖ Offer CHAMP courses regionally, in partnership with other organizations with an interest in home care quality:
 - Quality Improvement Organizations
 - State home care associations