



Ohio Living and ABILITY:

A CONTINUING SUCCESS STORY

BACKGROUND

Ohio Living is Ohio's largest not-for-profit Life Plan Communities organization. Eleven of their 12 communities offer the full continuum of independent living, assisted living and skilled nursing/rehabilitation. Formerly Ohio Presbyterian Retirement Services (OPRS), the organization wanted to unify and create connection and recognition across its communities. To achieve this, the organization rebranded as Ohio Living in October 2016. Although rebranded, its mission, "...to provide older adults with caring and quality services toward the enhancement of physical, mental and spiritual well-being consistent with the Christian Gospel," remains unchanged.

CHALLENGES

In 2002, Ohio Living needed more usable, accurate data in real time to improve the quality measures (QMs) that were being addressed across the organization, says Connie Tostevin, Chief Nursing Officer. "At the time, the MDS software only looked for logic errors that CMS built into it," she says.

SOLUTION

Ohio Living implemented ABILITY | CAREWATCH® in 2002, when it was first introduced. “We were the very first company to use CAREWATCH,” says Tostevin.

“CAREWATCH enabled us to get real-time measures instead of waiting for the quarterly quality measures reports. I can see everything from a corporate standpoint and where each community stands on its quality improvement efforts,” notes Tostevin.

To analyze data, Tostevin created a dashboard showing data on measures currently reported by CMS (for example, readmission rates). ABILITY | CAREWATCH enables her to create charts illustrating where QMs are today and compare that to an average of the last four quarters. “That’s a lot of historical data. We look at the data in real time to forecast what will be reported in another four months,” she explains. All the QMs that Ohio Living tracks and reports are in the Five-Star Rating System. “Keeping those in front of us helps us see if the changes we implemented are having a real effect.”

RESULTS

Using ABILITY | CAREWATCH, Ohio Living's family of communities has seen impressive results in the area of short-term pain. "We don't want our pain management scores to go above the 25% state average," says Tostevin. When a patient comes to rehab, they no longer are scheduled for routine pain medications, so a "pain class" was developed to help patients stay ahead of their pain. "It's a brief class in which residents learn how to stay ahead of pain by learning when to ask for their pain medication," she says.

As a result, the drop in pain has been dramatic. "Seven out of our 11 SNFs are under 20%, well below the 25% state average, and only one

facility, a very short-term unit, is higher than the state average. We're doing really well in this area," says Tostevin.

Dramatic improvement also has been demonstrated in hospital readmission rates. With ABILITY | CAREWATCH, planned readmissions can be subtracted from unplanned readmission data. For example, if a patient is waiting to get a pacemaker put in, but the surgery is scheduled in a week, he or she can be subtracted from unplanned readmissions. "This gives us a clean readmission rate. You can't do that with an EMR driven by census," says Tostevin.

Overall, Ohio Living has a 15% rehospitalization rate, under CMS' 19% national rates in 2014. Improved readmission rates and QM scores have resulted in Ohio Living becoming a preferred provider with area hospitals.

Ohio Living has also been working on reducing the use of antipsychotics. Tostevin reports that only two facilities are above the 18.2% state average and they are tenths of a percentage point away from meeting that figure. "I've been pleased to report to Ohio Living's corporate Quality Improvement Committee all our other facilities are way below that average – some in single digits," she says.

DRAMATIC RESULTS

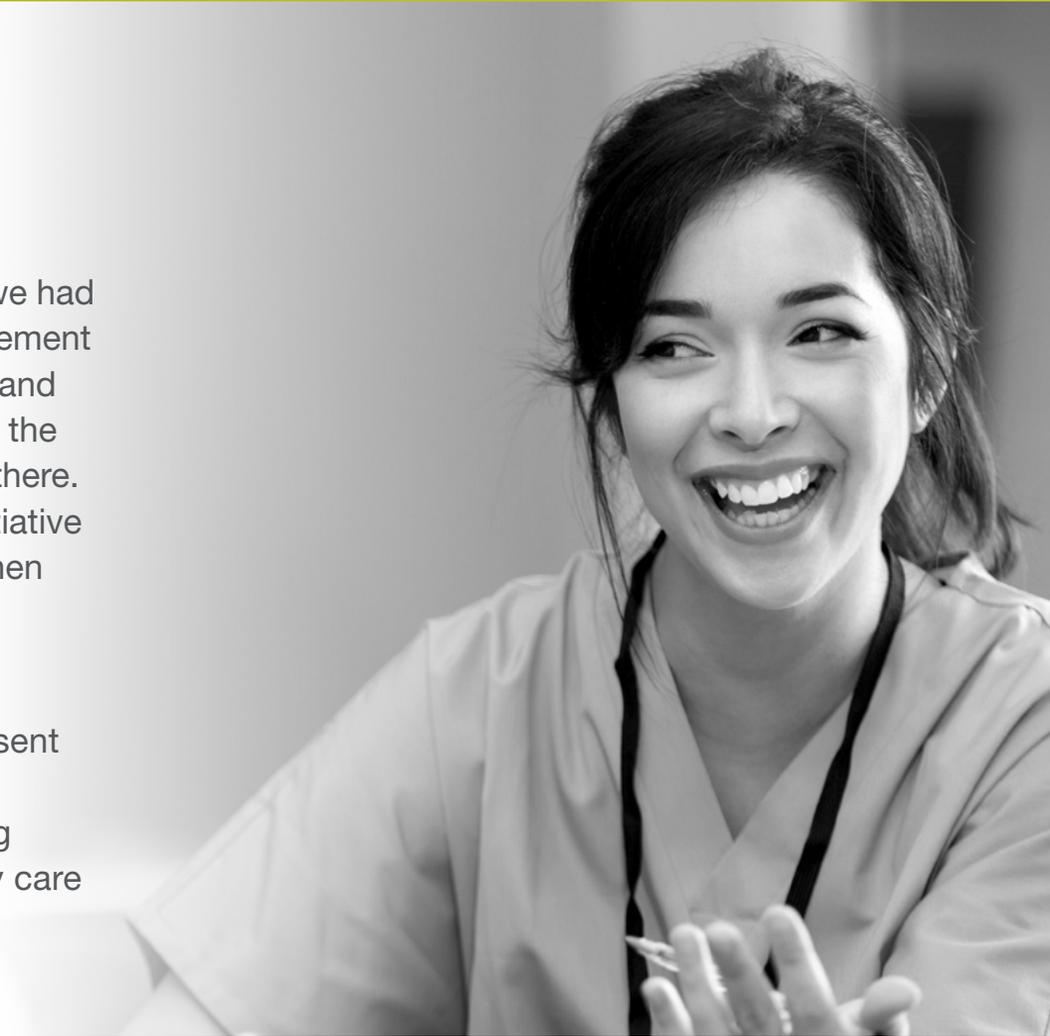
ABILITY | CAREWATCH has helped Ohio Living communities make dramatic improvements over the years. Most recent results include:

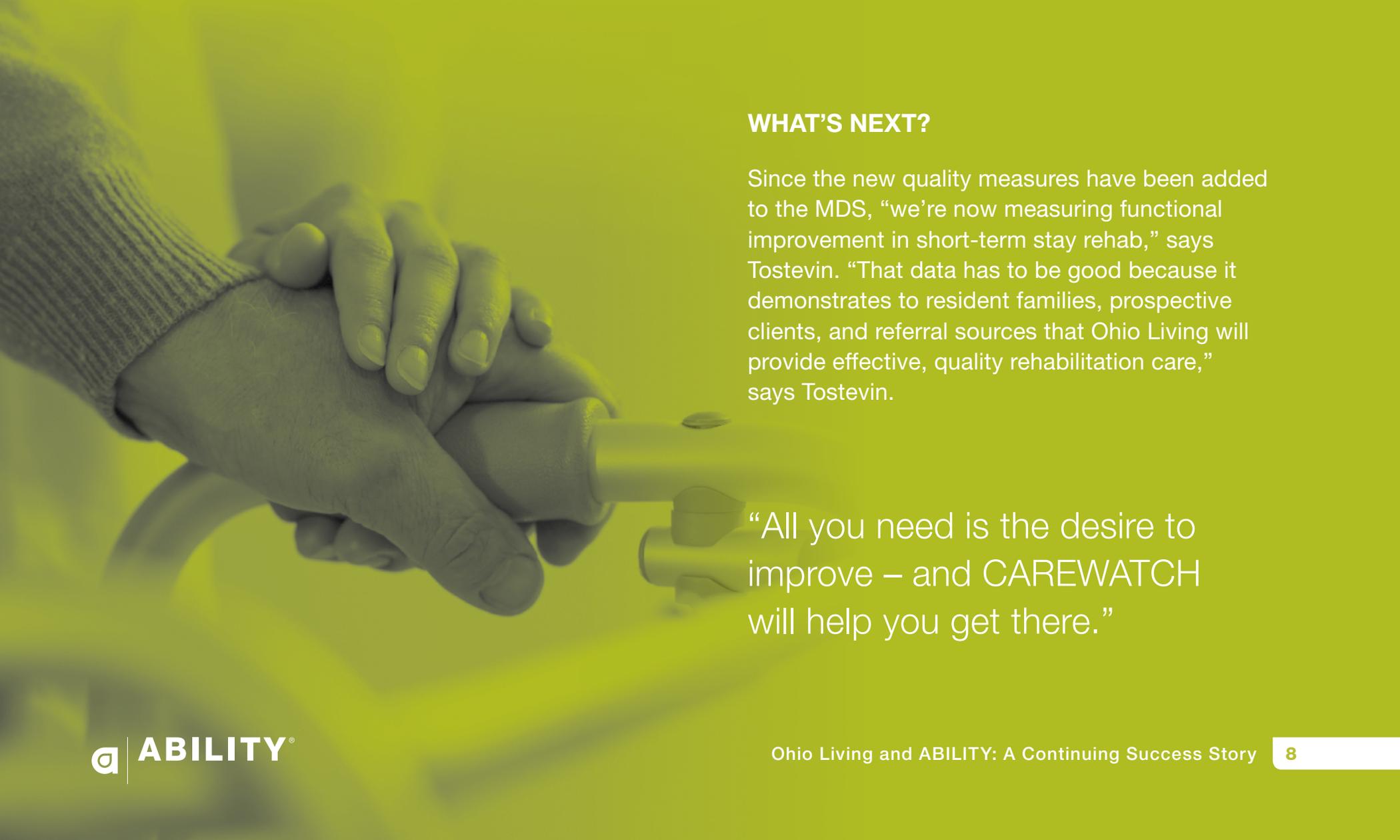
readmission	15%
pain management	20% and below
antipsychotics	below 18.2% <i>(some communities in single digits)</i>

LONG-TERM BENEFITS

“We’ve been using ABILITY for so long that everything we had to develop in the beginning – such as buy-in and engagement with data – are now second nature. We look at the data and decide how we can continue to improve. All you need is the desire to improve – and CAREWATCH will help you get there. It’s helping us stay on track with QAPI. If a location’s initiative is not achieving the outcome desired, it can reassess, then refine or put something else in place,” says Tostevin.

Each of Ohio Living’s communities benefits from ABILITY | CAREWATCH as well. It enables them to present accurate data to their local advisory boards, showing the issues it is addressing and improving upon. Sharing knowledge enhances the facility’s reputation for quality care and caring within the greater community.





WHAT'S NEXT?

Since the new quality measures have been added to the MDS, “we’re now measuring functional improvement in short-term stay rehab,” says Tostevin. “That data has to be good because it demonstrates to resident families, prospective clients, and referral sources that Ohio Living will provide effective, quality rehabilitation care,” says Tostevin.

“All you need is the desire to improve – and CAREWATCH will help you get there.”



WE CAN HELP!

Time to simplify and focus your own quality improvement process.

Contact us today for a personalized demonstration of our MDS validation and management tools.

Or call us at [866.561.4909](tel:866.561.4909).