



# Supporting the Patient through Change

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# Pulling Back the Covers

**1. Behavioral Health Outcomes**

**2. Patient Safety**

**3. Chronic Disease Self-Management**

**4. Quality Care Transitions**

**5. Nursing Home Quality**





# Great Plains Quality Care Coalition



**Bring People Together**

**Share Best Practices**

**Provide Education and Tools**

**Improve Health Outcomes and Quality of Life**



# Shining a Light





# 3 Times/1 in 3



# Negative Coping Methods



- Overeating
- Alcohol Consumption
- Substance Use
- Weight Gain
- Unmanaged Chronic Disease
- Addiction





# Early Intervention

Medical History  
and Mental Health  
Screening

Community-based  
Self-Management  
Programs



# Assessing Danger Level





Opening the door  
to meaningful  
conversation.



# Shine a Light

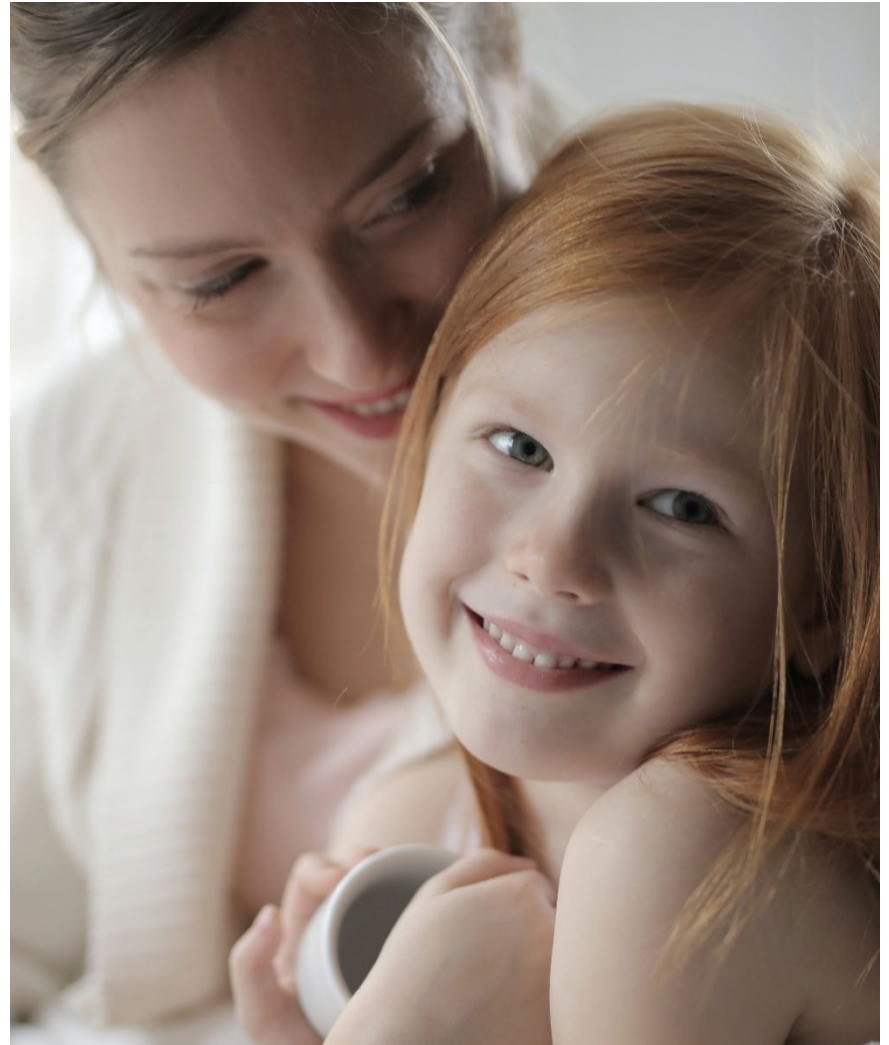
- **Open-Ended Questions**
- **Affirmations**
- **Reflective Listening**
- **Summary**





# Open-ended Questions

- You need to go to sleep.
- Do you realize it's past your bedtime?
- **Why aren't you asleep?**
- You need to eat better.
- Do you eat healthy food?
- **What did you eat yesterday?**



# Affirmations

My mom said...

- I used to be afraid of the dark.
- You have been so brave.

You might say...

- I have a sweet tooth, too.
- Some of the food you eat is very healthy.





# Reflective Listening and Summary



# Performance Tracker

Indicator		Identified Goal (enter # between 90 and 100)	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Hand Hygiene	Performance	100%	70%	85%	77%	95%	100%	100%	92%	#N/A	#N/A	#N/A	#N/A	#N/A
	# of Audits Passed		14	17	23	19	20	20	23					
	# of Audits Completed		20	20	30	20	20	20	25					
Food Tempertures for room trays	Performance	90%	80%											
	# of Audits Passed		12											
	# of Audits Completed		15											
Protocol followed for hypoglycemia	Performance	100%	83%											
	# of Audits Passed		5											
	# of Audits Completed		6											

*If your auditing results fall below your set monthly goal, document what mitigation tactics were done to ensure goal will be met the following month*

Indicator	Month Below Goal	Mitigation Tactic	Date Completed
Hand Hygiene	March	Review done at staff inservice	April 10, 2020
	April	1:1 just in time education when	During month of April
	May	RCA done-results ABHS was not properly located-individual ABHS bottles provided to staff.	June 6, 2020
	June	The two staff that didn't pass did not have their bottle ABHS on their person	at time of observation April 5, 2020
Food Temps	March	Temperatures increased in the tray cart	April 5, 2020
	April	Found that thermometer in the tray cart was not accurate, replaced	April 30, 2020
Protocol followed for	March	Provide	
	April	Educate	
	May	Traveler her and staff.	





# Shining a Light



- Data Analysis
- Education
- Evidence-based interventions
- Patient materials
- Referral programs
- Workflows









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