



NEBRASKA  
HOSPITALS

# Quality Residency Capstone

**Nebraska Hospital Association**

**Nikea Brady, CSW**

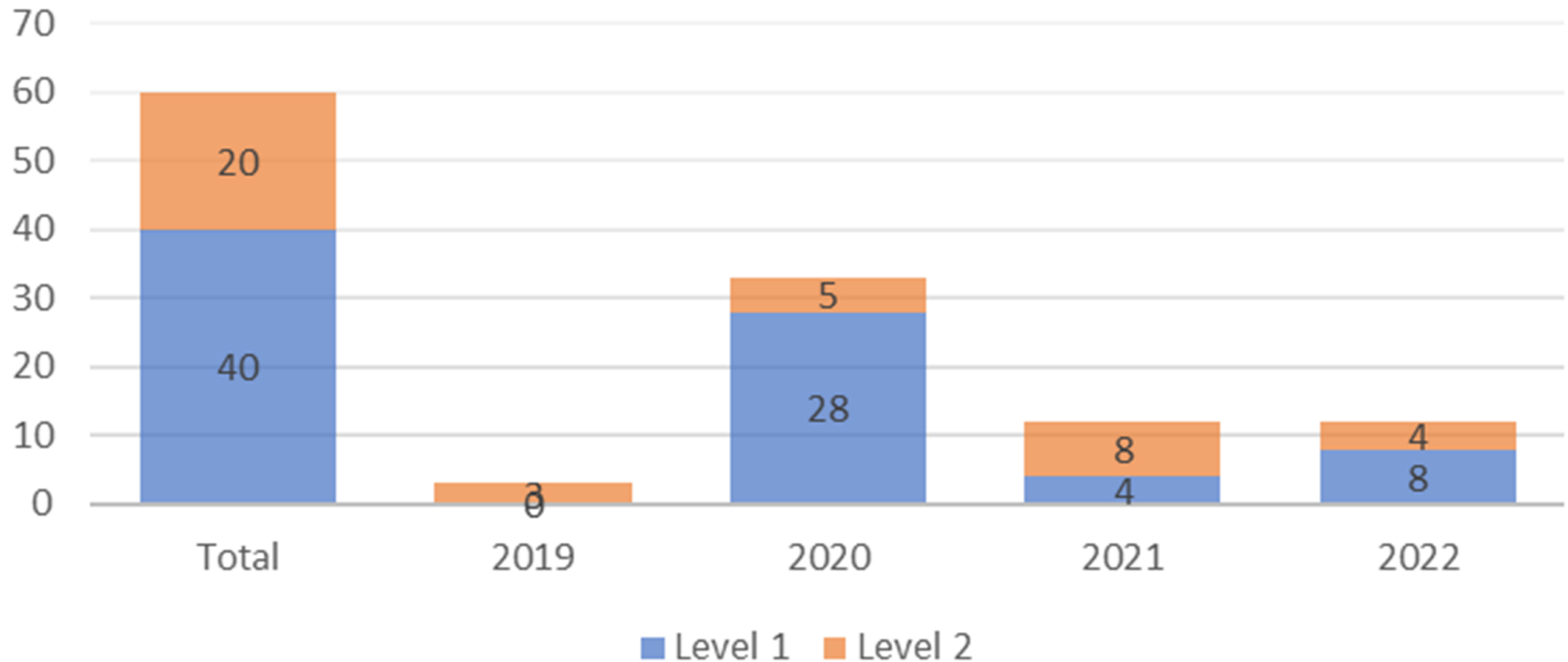
**November, 2022**

# Background

In 2022 the NHA received a grant to spread Age-Friendly Care in Nebraska.

- Age-Friendly Program Manager was hired in February, 2022
- **Recognition Prior to 2022:**
  - 16 Level 2 Committed to Care Excellence Sites
  - 32 Level 1 Participation Sites

# AGE-FRIENDLY RECOGNITION NEBRASKA



# AIM Statement

- By January 2023 the NHA will assist **10 healthcare sites** in achieving Level 2 Recognition.
- By January 2023 the NHA will **re-engage 5 Level 1 Participation Sites** in finishing their Age-Friendly Journey.
- The NHA will engage the ecosystem of care to support Nebraska healthcare systems in reliable Age-Friendly Care.

# Team

- NHA Quality Team
  - Amber Kavan had already worked with a Fall Cohort which had progressed our recognition results.
- Site Champions-
  - Spring Cohort: Goal of 10
    - 12 signed up
      - 9 Active
  - Fall Cohort: Goal of 29
    - 29 signed up
      - All Active to date
- National Resource Supports
  - IHI; John A. Hartford foundation; AHA
  - National Age-Friendly Health Systems from around the country

# Measures

- By January 2023 the NHA will assist **10 healthcare sites** in achieving Level 2 Recognition.
  - 5 recognized as Level 2 in 2022
  - 3 Spring Sites Submitted for Level 2
    - 4 Remaining sites anticipated to submit by January
  - 2 Fall Sites Submitted for Level 1
- Anticipated **14 total sites** to be recognized by January 2023.

# Measures

- By January 2023 the NHA will re-engage 5 Level 1 Participation Sites in finishing their Age-Friendly Journey.
  - To date we have re-engaged 1 site
  - Finalizing Plans to work with 4 sites in January
  - 15 sites “ready” to begin Level 2 process.
    - Working *behind the scenes* with IHI and offering to provide support as necessary.

# Measures

- The NHA will engage the ecosystem of care to support Nebraska healthcare systems in reliable Age-Friendly Care.
  - ED Cohort Fall 2022-Potential GEDA Relationship with Dartmouth
  - Public Health Department Age Friendly Recognition
  - Center to Advance Palliative Care Relationship
  - Age-Friendly Program Manager Serving on the Eastern Nebraska Office on Aging Advisory Council
  - Interest from Police and Fire in three communities
  - Interest from three Senior Centers
  - Interest from three mortuaries
  - Interest from multiple religious communities.



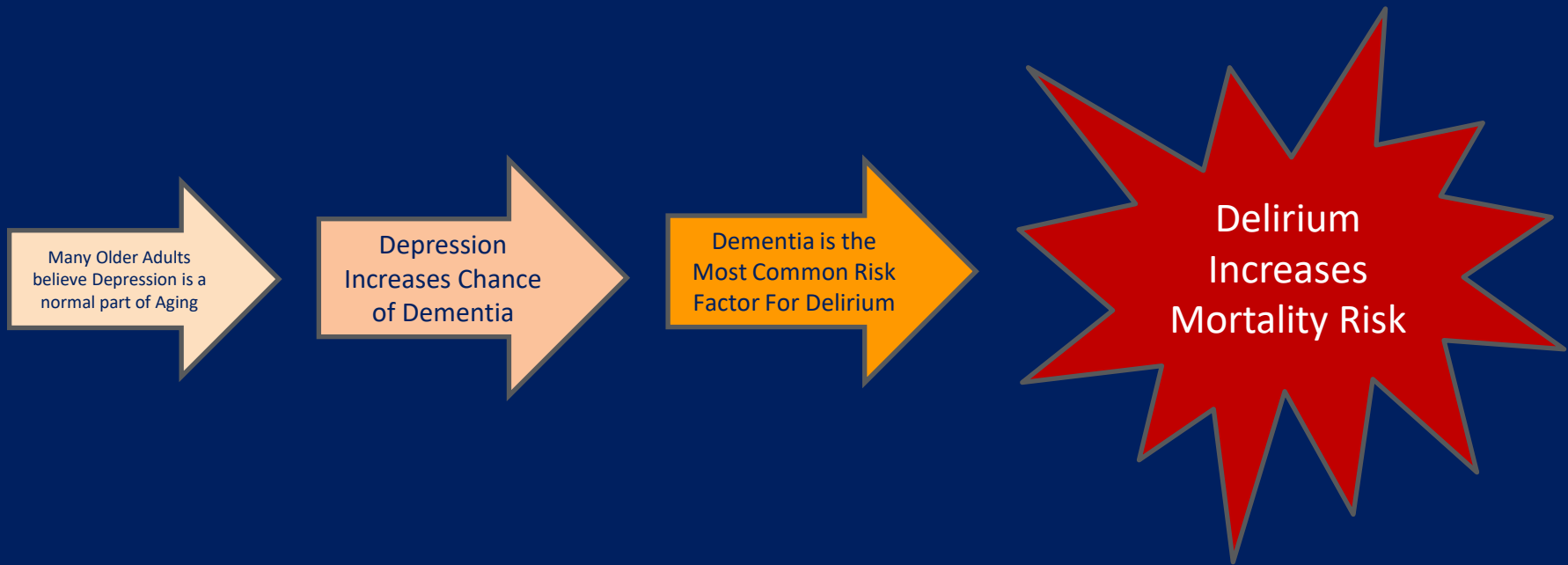
# PDSA Examples

- This project consisted of many PDSAs
  - Recruitment-
    - Started recruitment earlier, created ROI Documents, Expanded upon established relationships. Branching in Communities/Spread
  - Engagement
    - Working individually with sites to work on their needs directly related back to quality and community strengths. Establish Alumni/Current Cohort Relationships.
  - Timelines-
    - Adjusted Agenda to relay deadlines and expectations for cohort members. Found it is better to work with CBOs when health care entities are already recognized.
  - Outcomes
    - Working with quality to solidify the quality case for Nebraska.

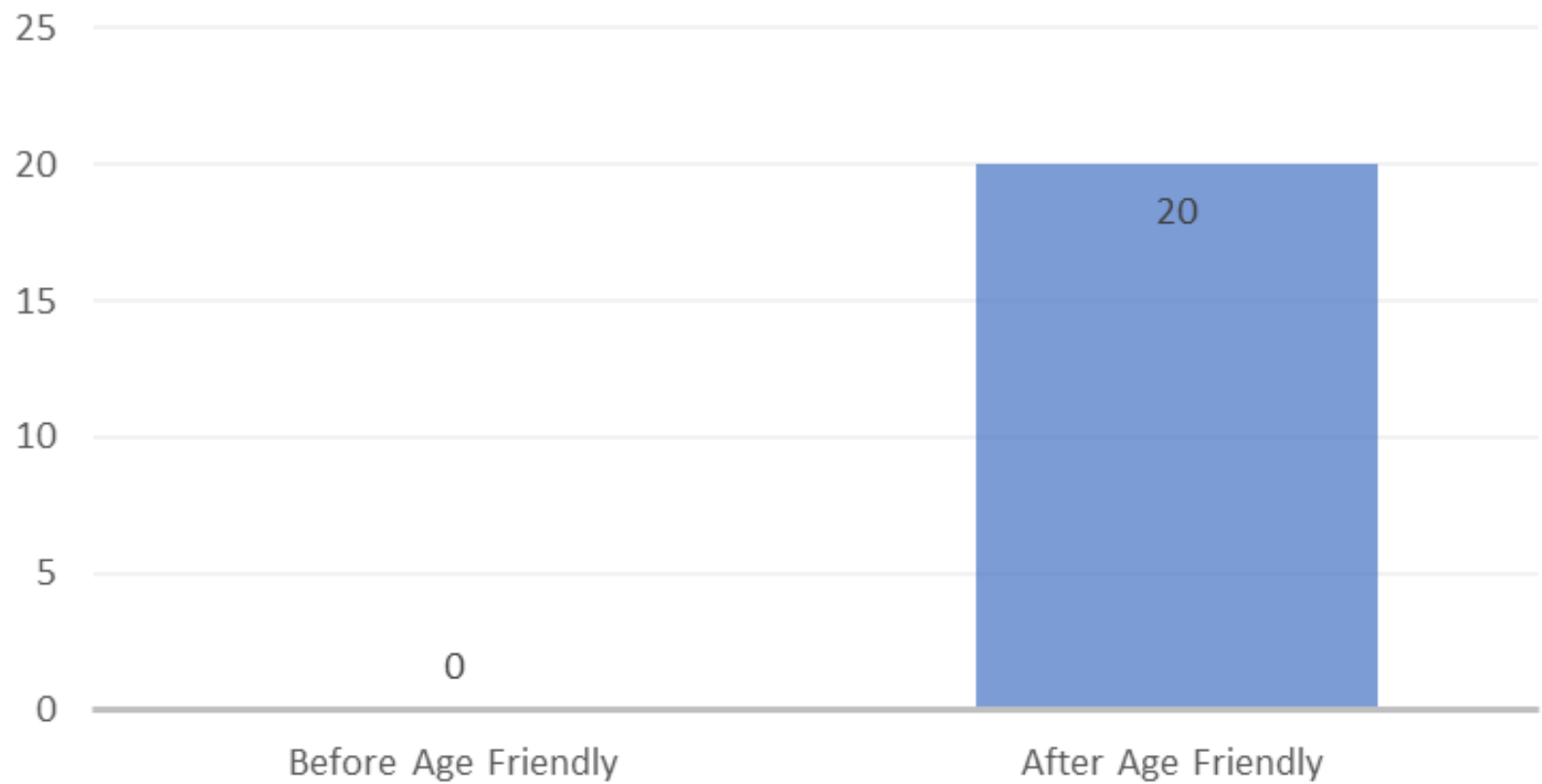
# Implementing Improvements

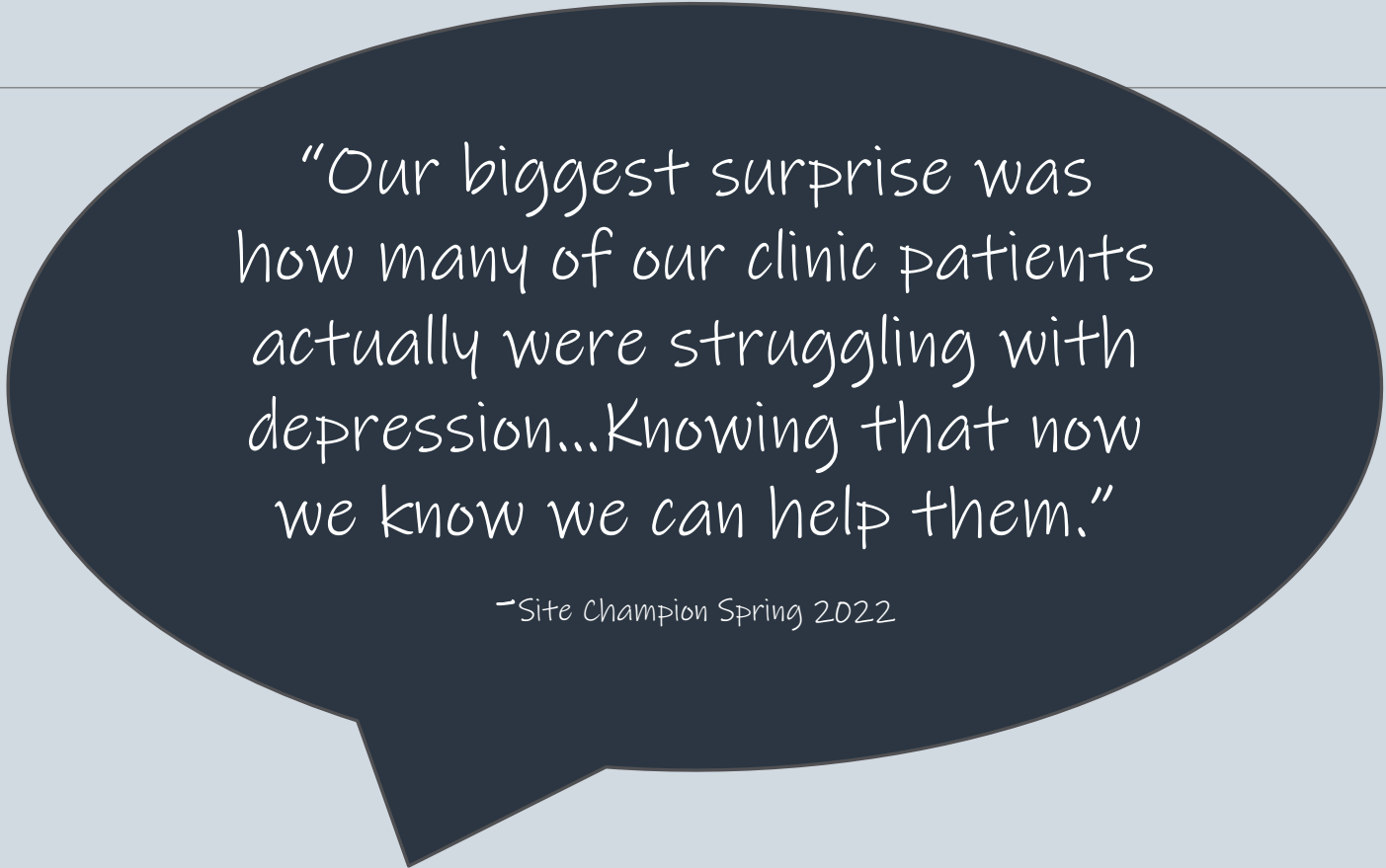
- We are already seeing the impact of changes in recruitment and engagement.
  - 29 Sites in Fall Cohort
  - One site commented the following reflection this fall:
    - The [NHA Program Manager] has been wonderful! She is very knowledgeable, helpful, kind and willing to share an abundance of resources.
    - “We know we are not starting from scratch we have a lot of good age-friendly systems/tools in place. It was helpful because we were able to identify areas for improvement and surprising because we are not as far behind as we thought we would be. We have also reached out to several departments within the hospital and have received good support.”

# Mentation: Following the trends



## Delirium Screening

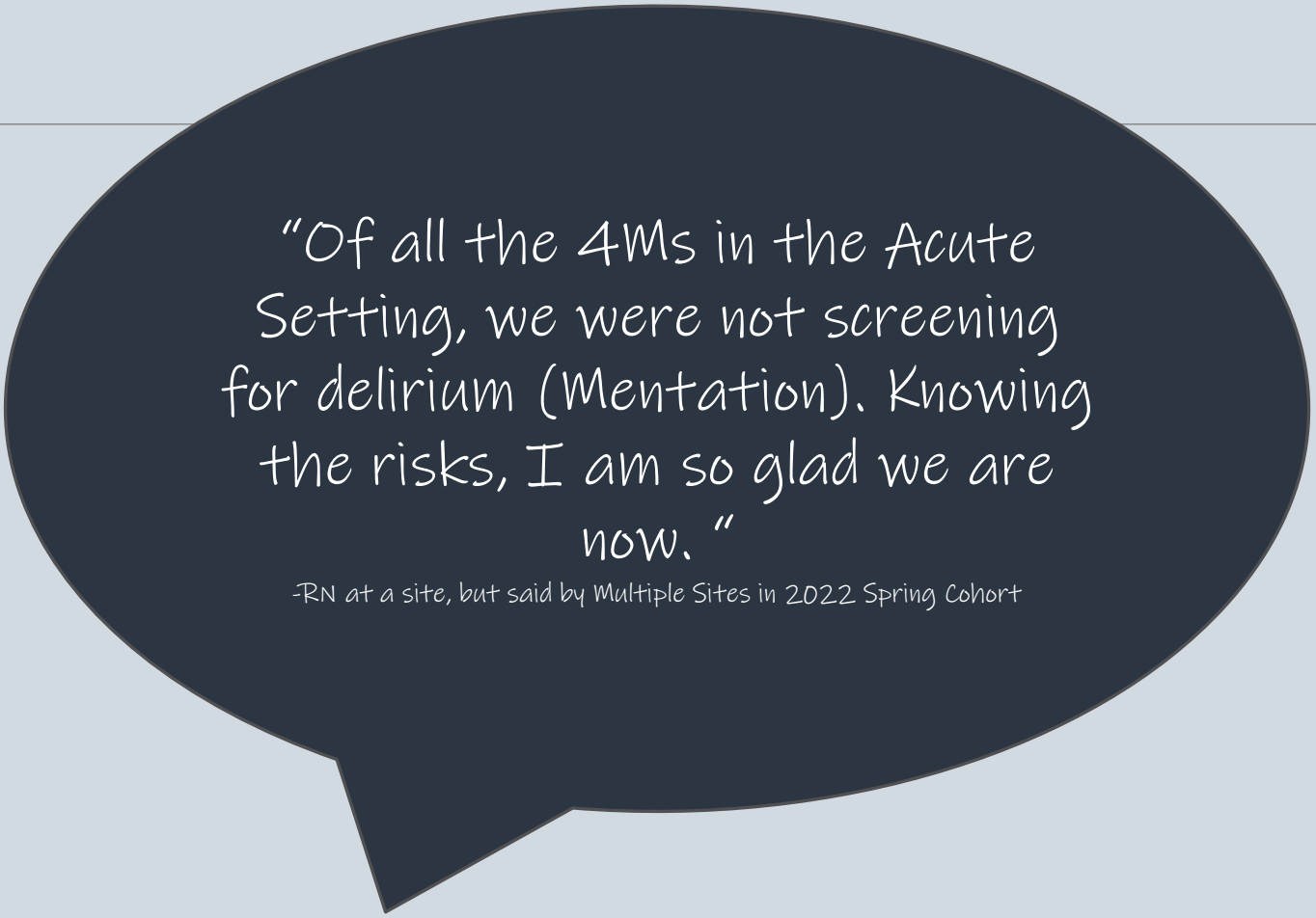




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"Our biggest surprise was how many of our clinic patients actually were struggling with depression...Knowing that now we know we can help them."

—Site Champion Spring 2022

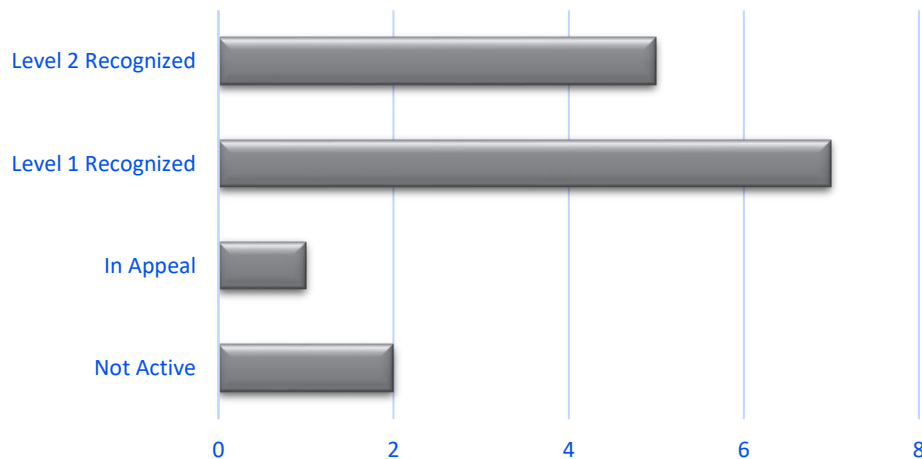


"Of all the 4Ms in the Acute Setting, we were not screening for delirium (Mentation). Knowing the risks, I am so glad we are now. "

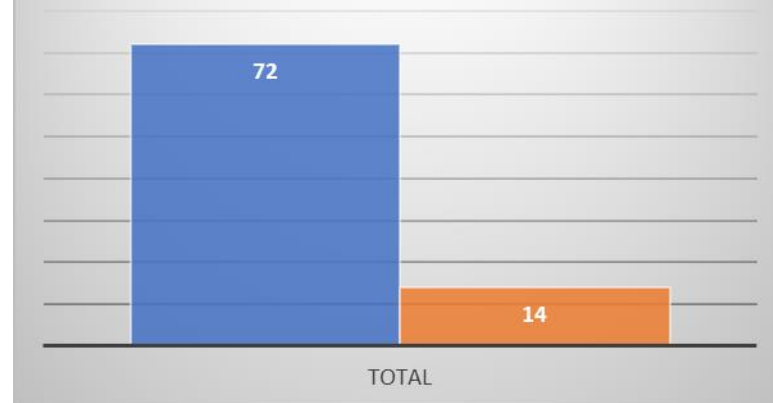
-RN at a site, but said by Multiple Sites in 2022 Spring Cohort

# Progress

2022 Progress



HQIC Age-Friendly Hospitals



***Nebraska was selected for an Age-Friendly Grant Extension!***

# What's Next

- Continue the Spread
- Create an Age-Friendly Scorecard
- Directly Link Age-Friendly to Health Equity and Social Determinants of Health
- Create Community, Organization, and National Toolkits for Large Scale Distribution and Spread of Age-Friendly Health Systems



# Welcome Fall Cohort

## Age-Friendly Health Systems:

*Ensuring everyone Who Matters  
to Nebraska's older adults,  
are prepared to address What Matters.*



# Questions?

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Nebraska Hospital Association

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# References

- IHI: The Science of Improvement: How to Improve  
<http://www.ihi.org/resources/Pages/HowtoImprove/ScienceofImprovementHowtoImprove.aspx>
- Langley GL, Nolan KM, Nolan TW, Norman CL, Provost LP. *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance* (2nd edition). San Francisco: Jossey-Bass Publishers; 2009.
- The Plan-Do-Study-Act (PDSA) cycle was published by W. Edwards Deming in *The New Economics for Industry, Government, and Education* [Cambridge, MA: The MIT Press; 2000]. For more on the development of the PDSA cycle and how it differs from PDCA, see: Moen RD, Norman CL. [Circling back: Clearing up myths about the Deming cycle and seeing how it keeps evolving.](#) *Quality Progress*. November 2010.
- [What Is an Age-Friendly Health System? | IHI - Institute for Healthcare Improvement](#)