

Skilled Nursing Facility PAC Meeting

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The Nassau Queens Performing Provider System hosted its first in-person Skilled Nursing Facility (SNF) Workgroup and Quality Committee INTERACT and PAC meeting at Mercy Medical Center in Nassau County on January 30, 2018. Invitations were extended to all 49 Skilled Nursing Facilities contracted with the three participating Hubs; Nassau University Medical Center (NUMC), Catholic Health Services of Long Island (CHS) and Northwell Health-Long Island Jewish (LIJ). The event was well attended by clinical and administrative personnel from the SNFs and Hub leaders.

Topics of focus for the meeting included the following:

- NQP's SNF Quarterly INTERACT Newsletter,
- SNF performance reporting dashboard
- Quality reporting of re-hospitalization & QAPI data tracking
- Use of RHIO/HIE and other forms of electronic clinical data, quality reporting of re-hospitalization, Workforce Strategy and training collaboration with GNYHA
- Resource Material - 2018 MLTC VBP quality measure

SNF Quarterly Newsletter

Beginning in August 2017, NQP on a quarterly basis distributes a quarterly newsletter to all stakeholders. Each newsletter includes a Facility Spotlight from one of the PPS's partner SNF's, as well as information relevant to the implementation of the INTERACT within the

facility inclusive of challenges, success stories, actively engaged performance data, upcoming trainings or seminars, and information as applicable to the project.

SNF Performance Dashboard, Practices for Monitoring Resident Transfer Data & Data Transparency

Nadeem Ramjan, the newly hired Director of Data Analytics and Quality Improvement at NQP presented on DSRIP scorecard developed for SNF by identifying opportunities for improving by measures, developing practice/provider scorecards, performing drilldown analysis and comparing performance as well as, discussing measures associated with claims data in Salient (Medicaid data warehouse supported by NYS).

Nadeem reviewed NQP's SND dashboard scores for 29 key DSRIP performance measures through September 2016 and their relation and impact on SNFs participating in NQP. These scores were derived from the most recent available data for measurement year 3 in Salient as well as NQP Contract Trackers.

NQP Hubs are also collecting actively engaged and re-hospitalization and transfer data from each SNF on a monthly basis which is utilized to demonstrate the impact INTERACT tools and processes implemented at each SNF have on identifying Facility trends, in order to develop improvement strategies and QAPI plans.

NQP also discussed the upcoming publication of Metric data in future newsletter distributions at the PPS level. Metrics will include overall performance related to the key DSRIP measures relate to Re-hospitalization and ED Visits. NQP is also working on the identification of 9 metrics specific to SNF as focusing on 50+

or even 29 metrics is difficult. Each scorecard will be comprised of an interactive dashboard. Each hub will receive a dashboard for their individual SNF Partners. The information can then be sent to each SNF to be included as part of their SNF process. NQP expects to have the scorecards identified by the end of the quarter.

NQP SNF Partner Engagement

As a part of ongoing engagement and to understand the challenges and successes experienced by SNFs within the PPS, NQP embarked on visiting Six (6) SNFs (2 for each HUB), meeting with administration and clinical staff, as well as touring each facility greeting residents and getting an overall feel for each setting. The process both affirmed the need and importance of early warning tools, staff and family education and involvement, as well as the need for Hub and PPS assistance in mitigating challenges.

Information was shared with the group regarding common trends based on the visits for interactive discussion by the group including the need for quality on-site timely Radiological services, particularly during the evening and weekends when outpatient clinics are not available for appointment. As well as, the need for process improvements between Psych ED and SNFs in order to address the issues related to frequent visits for residents presenting with behavioral and psychological needs affecting themselves or others.

The PPS will convey the information to external partner organizations such as GNYHA who currently have training and process improvement initiatives for improving re-hospitalization and ED trends in skilled Nursing Facilities. Both the NQP PMO and some Partner Facility participate in the GNYHA Post-Acute Care Workgroup. Some SNF Partners also participate the New York Reducing Avoidable Hospitalizations (NY-RAH) Project.

RHIO/HIE and integration of Electronic Clinical Data Platforms

All NQP Participating Facilities are connected to the Healthix HIE, however the degree of use varies. SNF partners asked NQP to work with Healthix to provide more onsite training as each SNF has specific needs. NQPs IT team communicates with Healthix on an ongoing basis and will work towards achieving the needs of each SNF working with each Hub.

VBP

NQP provided resource materials related to MLTC VBP Quality Metrics. As SNFs continue to move to Value Based Purchasing for Medicaid Payors NQP strives to provide the most up to date resources to aid in this process.