

2008 Local Area Networks for Excellence
(LANE) Conference

Final Progress Report

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1. Structured Abstract

Purpose: The purpose of this grant was to support a small conference to strengthen Local Area Networks of Excellence (LANEs), statewide coalitions of nursing home stakeholders that have come together to help nursing homes improve nursing home quality. The conference was held December 1-3, 2008, in Dallas, Texas, and was attended by more than 200 LANE members from more than 35 states

Scope: The conference was national in scope and reached out to all organized LANEs in the United States. Marketing efforts were also directed at the potential member organizations of LANEs.

Methods: Eighteen educational sessions were presented at the conference and focused on topics related to both Campaign goals and objectives and organizational methods to strengthen coalitions and sustain them. Time was also allocated to allow for networking and the sharing of best practices between various LANE members.

Results: Evaluations of all sessions were positive. Ten sessions were video recorded and posted on the Advancing Excellence Campaign's website for download. The conference also energized participants to continue nursing home quality improvement work within states and also led to the additional work after the conference to strengthen individual LANEs.

Key words: coalitions, nursing home quality improvement, Advancing Excellence in America's Nursing Homes Campaign

2. Purpose (Objectives of the study):

The purpose of this grant was to support a small conference to strengthen Local Area Networks of Excellence (LANEs), statewide coalitions of nursing home stakeholders that have come together within each state to help nursing homes improve nursing home quality. The conference was held December 1-3, 2008, in Dallas, Texas, and was attended by more than 200 LANE members from more than 35 states.

3. Scope (Background, Context, Settings, Participants, Incidence, Prevalence)

Advancing Excellence in America's Nursing Homes is a voluntary, coalition-based campaign to help nursing homes improve the quality of life for residents and staff in America's nursing homes. There are 28 separate organizations¹ in the coalition

¹ Members of the Advancing Excellence Steering Committee include Alliance for Quality Nursing Home Care, American Association of Homes and Services for the Aging (AAHSA), American Association of Nurse Assessment Coordinators (AANAC), American College of Health Care Administrators (ACHCA), American Health Care Association (AHCA), American Medical Directors Association (AMDA), Centers for Medicare & Medicaid

that include virtually all stakeholders in nursing home care. These include the national nursing home trade associations (both profit, the American Health Care Association, and not-for-profit, American Association of Homes and Services for the Aging), the advocates (NCCNHR, Pioneer Network, Alzheimer's Association), and the government (CMS, AHRQ, and CDC) as well as practitioner organizations (medical director, nurses, nursing assistants), foundations (The Commonwealth Fund, Hartford Foundation), and others. The national coalition works through coalitions in 49 states that mirror the national coalition. Each of these statewide coalitions is a Local Area Networks of Excellence, or LANE. Each LANE has a convener or facilitator that serves as a coalition leader. LANEs help nursing homes work on specific problems that have been identified in nursing homes, including pressure ulcers, restraints, pain, staff stability, and quality improvement. The national Steering Committee encourages each LANE to achieve improvement in these topic areas by:

- Developing and sustaining a strong statewide infrastructure (LANE) that serves as a central coordinating point for quality improvement activities for the Campaign goals,
- Involving consumers, friends, and relatives in nursing home care,
- Engaging frontline staff, and
- Using national, evidence-based, technical assistance tools.

The Campaign Steering Committee has selected eight areas of focus for nursing home quality improvement work. These are the areas that consensus of nursing

Services (CMS) and its contractors, the Quality Improvement Organizations (QIOs) and State Survey Agencies, National Association of Health Care Assistants (NAHCA), NCCNHR: National Consumer Voice for Long Term Care, The Commonwealth Fund, The Evangelical Lutheran Good Samaritan Society, Agency for Healthcare Research and Quality (AHRQ), Alzheimer's Association, American Academy of Nursing -- Expert Panel on Aging, American Association for Long Term Care Nursing (AALTC), American Health Quality Association (AHQA), Association of Health Facility Survey Agencies (AHFSA), Centers for Disease Control and Prevention (CDC), Foundation of the National Association of Boards of Examiners of Long-Term Care Administrators, Hartford Institute for Geriatric Nursing, Institute for Healthcare Improvement (IHI), National Association of Directors of Nursing Administration in Long-Term Care (NADONA/LTC), National Association of State Long-Term Care Ombudsman Programs (NASOP), National Conference of Gerontological Nurse Practitioners (NCGNP), National Gerontological Nursing Association (NGNA), PHI, Pioneer Network, and Service Employees International Union (SEIU).

home leaders have agreed are problematic for nursing homes and require structured and evidence-based work. There are four clinical areas that have long plagued nursing homes; 1) presence of pressure ulcers in high-risk residents, 2) daily use of restraints, 3) symptoms of pain in resident who stay in the nursing homes for 90 or more days, and 4) residents who stay in the nursing home for a short stay, usually following hospitalization. In addition, there are four organizational areas of focus: 1) and 2) staff stability, including decrease of staff turnover and use of consistent assignment; 3) measurement of resident and family satisfaction; and 4) target-setting or benchmarking for quality improvement efforts.

The Campaign seeks specifically to help nursing homes through the LANEs. More about the Campaign can be found at www.nhqualitycampaign.org.

In April 2008, the Institute for the Future of Aging Services (IFAS) of the American Association of Homes and Services for the Aging (AAHSA) applied for an AHRQ small conference grant to assist with the Advancing Excellence for America's Nursing Homes 2008 Local Area Network for Excellence (LANE) Interchange Conference. The purpose of the conference was to work with statewide coalitions to strengthen partnerships among stakeholders and provide new best practices to help nursing homes improve quality of care and life for our nation's 1.5 million nursing home residents. In August, AHRQ awarded IFAS with a \$50,000 grant to assist with meeting planning, reproduction of materials, and other costs.

The purpose of the conference was to provide educational sessions and materials that could be disseminated to LANEs and nursing homes across the United States.

The conference was held December 2 and 3, 2008, in Dallas, Texas. There were 205 registrants, including state survey agency directors, quality improvement organization staff, ombudsmen, nursing home workers at both the licensed and nonlicensed level, nursing home administrators, and consumers. The change in QIO contractual work from the 8th to the 9th Statements of Work prevented attendance by some QIO staff, especially those who serve as leaders of the LANEs or LANE conveners. Twenty-five conveners attended from 21 states; of these, eight were employed by QIOs. Altogether, there were 101 LANE members registered from 35 states. Of particular interest in this conference was the presence of seven certified nursing assistants who participated in the sessions.

4. Methods (Study Design, Data Sources/Collection, Interventions, Measures, Limitations)

There were 18 breakout sessions that focused on three subject areas: leadership and management, campaign information, and clinical best practices. Fourteen of the 18 sessions were approved for nursing continuing education units. An evaluation of all sessions (18 breakouts and two general sessions) indicated a median score of 3.4 and a mean of 3.4 on a Likert scale of 1 to 4.

There were seven certified nursing assistants (CNAs) who attended the Interchange and who participated in three clinical sessions (pain, n=8, pressure ulcers, n=18, and dementia, n=3). These sessions were conducted by registered nurses and were typical of sessions conducted at nursing conferences. We wanted to determine if the level of teaching was appropriate for the CNA level and prepared a special evaluation to determine this.

Our attempt with the conference was to provide resources for LANEs and nursing homes throughout the nation. Dissemination of the educational sessions, therefore, was important and critical to success of the conference. The conference proposed two methods of dissemination. First, there were four sessions that were directly applicable to LANE conveners. These four sessions were broadcast “live” via teleconference to LANE conveners. As many as nine conveners took advantage of the live broadcasts, contributing to a participation rate as high as 34 of 48 (70%) conveners, rather than the only 25 of 48 (52%) conveners who were actually in attendance. Each of the four broadcasts was recorded and made available to all conveners on the Campaign’s Google List.²

To broadcast the four sessions, we essentially used conference call technology. If the speaker was stationary, such as standing at a podium, the technology worked well. If the speaker was prone to walking around the room, the recording was uneven. With more preparation and slightly more sophisticated equipment, this technique could work well to include nonattendees.

Ten other sessions were video recorded for viewing on a DVD player or for downloading from the internet. We have just received these recordings and are in the process of reproduction and uploading to the website. The audiences for six of these sessions are nursing staff, including both licensed and unlicensed personnel. The latter audience is particularly true in light of the subjective analysis of evaluations of the CNAs concerning the impact on caring for residents. CNAs who were present for the conference reported that the information presented in these sessions was understandable and certainly useful for frontline staff to improve care.

² Audio recordings were posted on the internet and were made available to all LANE conveners.

All the videos were posted to the website and made available to 15,500 nursing homes and the 49 LANEs.

The Advancing Excellence Campaign also produced a brochure or short “how-to guide” that describe uses for the recordings to improve care practices for frontline and other direct-care staff in nursing homes. These brochures and more than 500 sample recordings were distributed at the American Association of Long-Term Care Nurses (AALTCN) at its annual meeting in May 2009 and at the National Association of Directors of Nursing Administration (NADONA) annual meeting in July 2009. The videos were uploaded to the website in April 2009.

5. Results (Principal Findings, Outcomes, Discussion, Conclusions, Significance, Implications)

Evaluation of the conference can be examined in four different areas.

Session evaluations. As indicated above, the evaluations for the 18 sessions were generally positive. Fourteen of the 18 sessions were approved for nursing continuing education units. An evaluation of all sessions (18 breakouts and two general sessions) indicated a median score of 3.4 and a mean of 3.4 on a Likert scale of 1 to 4. Comments were generally positive, although there were remarks that the content was too elementary or too advanced. Although there was an attempt to provide educational sessions for consumers, providers, and clinical staff by setting up specific tracks for each, there was cross-participation by the various members and, thus, uneven evaluations. Participants selected sessions that he or she was interested in and not necessarily sessions that were directed at his or her occupation. For example, several ombudsmen attended clinical sessions. Thus, it was not surprising to hear that sessions were uneven. Evaluation scores are displayed in Table 1.

CNA Evaluations. A secondary evaluation was conducted with the seven CNAs who attended three of the clinical sessions. Although the number of CNAs who evaluated these sessions was small, the results anecdotally indicated that the knowledge presented was positive. In each case, at least six of the seven CNAs said that they would change how they cared for residents in the future, indicating, at least subjectively, a comprehension and usefulness of the material.

Video Downloads and Evaluation. Ten videos (see section 7, below) were posted on the Advancing Excellence Campaign’s website in April 2009. These are in mp4 format and are easily viewable with QuickTime, a free downloadable video player. Since April, there have been more than 500 downloads of the videos. A random sample of viewers indicates that the videos provide a valuable resource for in-service education

for nursing staff, both for registered nurses and certified nursing assistants. However, it should be noted that some of the practitioners who attempted to download the videos experienced difficulty, not with the video, per se, but with QuickTime. It appears that some nursing homes either did not have QuickTime installed on computers or were not technologically adept at accessing it. In some cases, nursing homes had locked computers so that additional software could not be downloaded.

Number of Energized LANEs. After the conference, we received many emails discussing how much value participants had received from the conference. Several LANEs contacted Campaign staff and asked for onsite visits by staff to help develop action plans. Since the conference was held, five such planning sessions have been held, and four more are planned.

In summary, the LANE 2008 Interchange appears to have been successful. We are now looking forward to phase 2 of the Campaign.

6. List of Publications and Products.

- [Avoidable Hospitalizations and Transitions of Care](#)
- [Consistent assignment: Where Do You Start and How Do You Do It!](#)
- [Consumers: Involvement Equals Quality](#)
- [Keys to Person-Centered Care: Residents with Dementia](#)
- [Leadership: Building Skills for Nursing Home Paraprofessional Leaders](#)
- [Pressure Ulcers: Best Practices](#)
- [Quality Improvement: Maintaining and Sustaining Success](#)
- [Resident Centered Care: A Holistic Approach](#)
- [The Roles of CNAs in Advancing Excellence-Learning from Their Stories](#)
- [Where Does it Hurt? Assessing and Managing Pain in Nursing Home](#)

Table 1:

This table shows the sessions that were presented at the LANE Conference, the evaluation score of the session, and whether dissemination of the information from the session was produced live to non-onsite participants or video recorded for future use.

	Method of Dissemination		Evaluation
	Live	Video	
General Session: Quality Improvement in the Nursing Home			3.5
General Session: The Roles of CNAs in Advancing Excellence: Learning from Their Stories		X	3.7
1 From Didactic to Dynamic: Training Professional Staff for Greater Impact			3.3
2 I IHI's Ongoing Hospital Work: Opportunities for Hospital/Node Partnership	X		3.4
3 Keys to Person-Centered Care: Residents with Dementia		X	3.1
4 Leadership: Building Skills for Nursing Home Paraprofessional Leaders		X	3.3
5 Keys to Person-Centered Care: Residents with Dementia		X	3.0
6 Resident Centered Care: A Holistic Approach		X	3.5
7 Data Entry for Goals 6,7,8: Doing More and Better	X		3.3
8 Where Does it Hurt? Assessing and Managing Pain in Nursing Home		X	3.4
9 Consistent assignment: Where Do You Start and How Do You Do It!		X	3.5
10 Communications: Conveying the Campaign's Messages			3.4
11 Organizational Readiness: Are You Ready for Quality Improvement	X		3.0
12 Quality Improvement: Maintaining and Sustaining Success		X	3.7
13 LANE's Best Practices: Stories from Three LANEs	X		3.3
14 Consumers: Involvement Equals Quality		X	3.8
15 Avoidable Hospitalizations and Transitions of Care		X	3.9

16	CAHPS Nursing Home Survey			2.6
17	Navigating the Advancing Excellence Website			3.6
18	Pressure Ulcers: Best Practices		X	3.5
