Minnesota Home Care Association Board Meeting

Janelle Shearer, RN, BSN, MA, CPHQ
Program Manager, Stratis Health

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We Make Lives Better

- Lead collaboration and innovation in health care quality and safety, and serve as a trusted expert in facilitating improvement for people and communities
- Core expertise is designing and implementing improvement initiatives across the continuum of care
- Organizational priorities include advancing rural health, health equity, and addressing the opioid crisis

What does Stratis Health do?

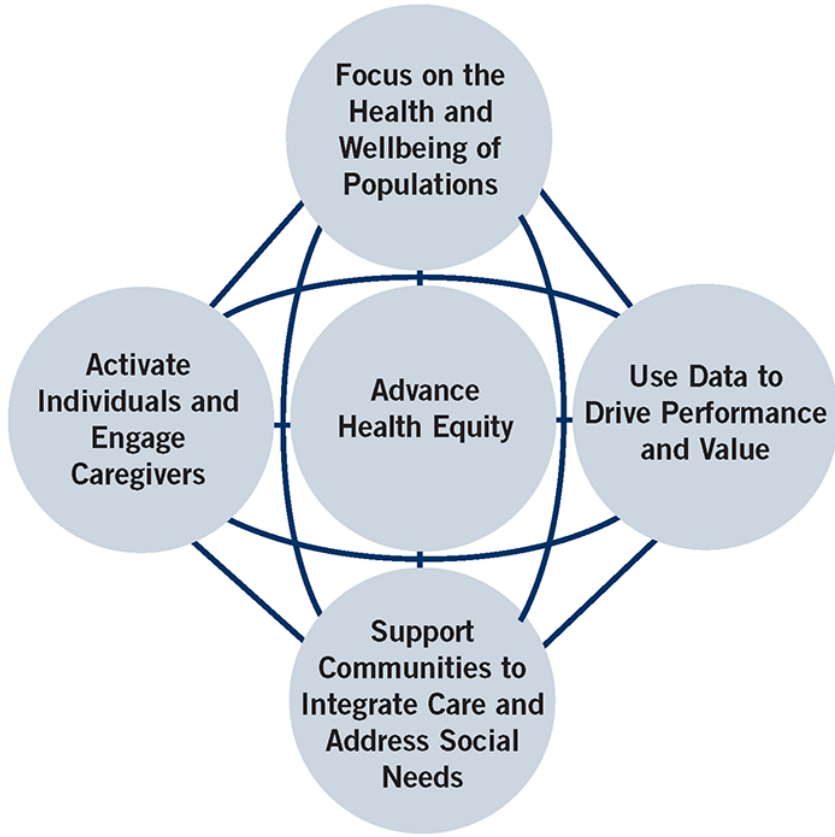
- Develop and guide health improvement initiatives across the continuum of care that result in better health and care for people and communities.
- Our services are designed to:
  - Strengthen organizational capacity
  - Redesign care delivery
  - Build bridges between health care and community
- We are working toward solutions to the most complex and diverse health improvement challenges.

IMPROVING HEALTH | Leading Transformation

STRENGTHEN ORGANIZATIONAL CAPACITY AND RESILIENCE

- Lead with Vision and Support a Culture of Learning and Trust
- Embed Strong Change Management Skills Supported By Improvement Methods
- Design Service Delivery Based on Best Practice and Emerging Innovation
- Empower Intentional and Inclusive Collaborations
- Optimize Use of Technologies

IMPROVE POPULATION HEALTH



ACHIEVE OUTCOMES

- Better Care
- Better Health
- Lower Cost

Sources: The Strategy That Will Fix Health Care, Michael E. Porter and Thomas H. Lee, Harvard Business Review, October 2013. The Chronic Care Model, Edward H. Wagner. © 2013 Stratis Health Rev. July 2020

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What does Stratis Health do? (continued)

- Our work covers a range of customer needs and actions, from the broad in scope to very targeted
- Approximately 50% of Stratis Health's initiatives are implemented in MN, the other half are regional, national, or in other states
- Stratis Health relies on and contributes to research, but is not a research organization
- Our website is an excellent overview of what we do: www.stratishealth.org

What are some of Stratis Health's contracts and projects?

- **Medicare Quality Innovation Network-Quality Improvement Organization (QIN-QIO)** – improving care for older adults
- Culture Care Connection – supporting health care professionals to reduce health disparities and promote health equity
- **Partnership to Advance Tribal Health (PATH)** – improving population health among American Indian and Alaska Native communities

What are some of Stratis Health's contracts and projects? (continued)

- **Rural Health Value** – advancing value-based care and payment in rural
- **Stratis Health Opioid Addiction in Rural (SOAR) Project ECHO** – building capacity among rural primary care teams to address the opioid crisis
- **Minnesota Adverse Health Events System** – improving patient safety

Additional examples of our initiatives are on our website: Current Initiatives - Stratis Health

What are Stratis Health's strategies?

What guides Stratis Health's programmatic work?

- Community need
- Evidence base from applied research
- Funder priorities
- Partner and collaborator opportunities
- Organizational strategies
- Relevant science and methods:
  - Quality Improvement and Safety Sciences (our traditional approach to improvement)
  - Implementation Science (our more recently added change management and replication method)

Examples of Tools/Resources

Home Health Tools

- Call Us First Toolkit - tools to help decrease the number of patients going to the emergency department (ED) without contacting home health first.
- Timeliness of Care Campaign training video - decrease delay in the timeliness between hospital discharge and the start of home health services.
  - Home Care Intake Scripting Tool
  - Home Care Acceptance Tracking Tool

Call Us First Toolkit

- The Call Us First toolkit provides multiple resources to assist HHA staff, patients and families in managing conditions to avoid ED use.
- It integrates emergency care plans into patient education and includes workflows with guidelines on contacting home health staff vs. going to the ED.
- It also includes links to the Timeliness of Care toolkit and SDOH Z Code Guide

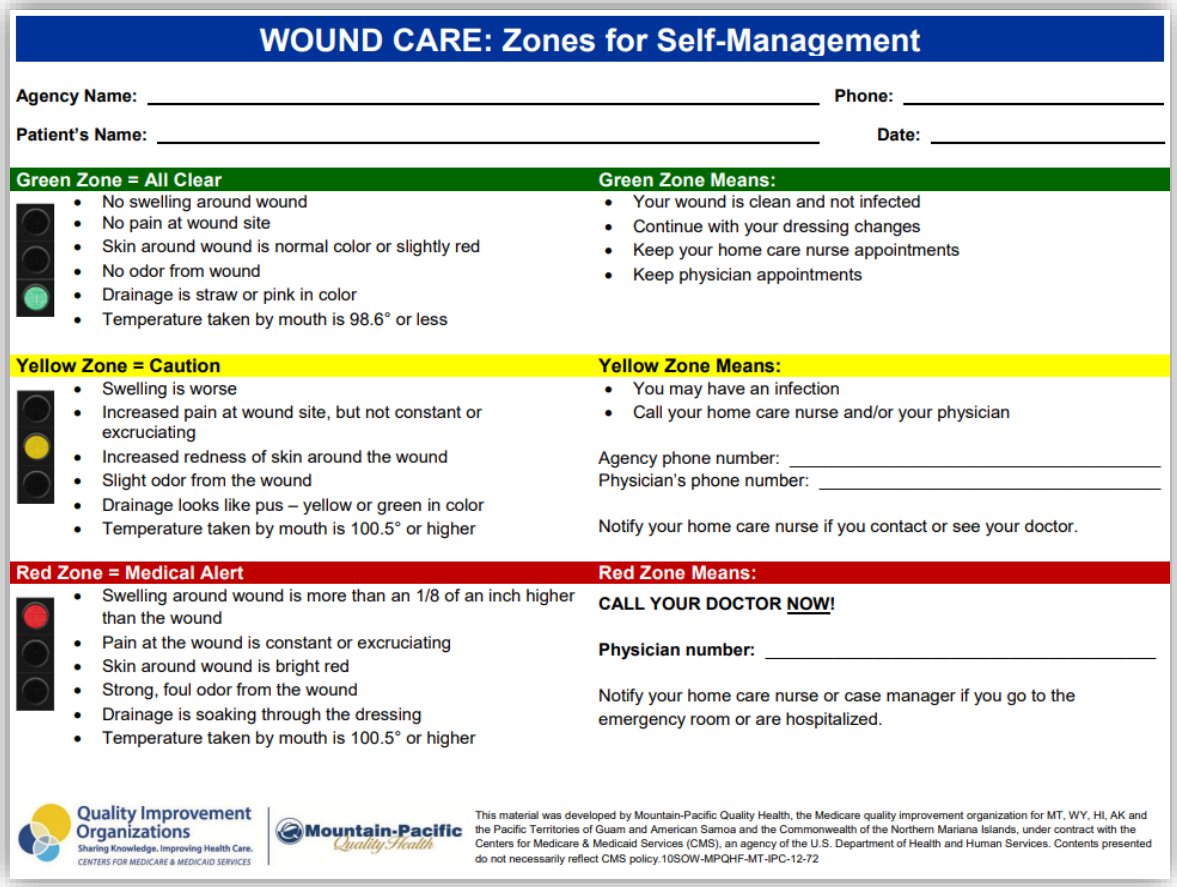
Toolkit was created by Superior Health in collaboration with HHAs in MN, MI and WI.

Call Us First Content Topic Tools

- Client risk assessment
  - High-risk diagnosis
  - Comorbidities
  - Non-clinical aspects
  - Individualized education plans
  - Diagnosis-specific zone tools
- Caregiver and family education
- Competency training
- Internal workflow processes
  - Clinical decision support

Downloadable Diagnosis-Specific Zone Tools

- Chronic obstructive pulmonary disease (COPD)
- Diabetes
- Heart failure
- Medication management
- Mental health
- Pain control
- Sepsis prevention
- Wound care



WOUND CARE: Zones for Self-Management

Agency Name: _____ **Phone:** _____

Patient's Name: _____ **Date:** _____

Green Zone = All Clear

- No swelling around wound
- No pain at wound site
- Skin around wound is normal color or slightly red
- No odor from wound
- Drainage is straw or pink in color
- Temperature taken by mouth is 98.6° or less

Green Zone Means:

- Your wound is clean and not infected
- Continue with your dressing changes
- Keep your home care nurse appointments
- Keep physician appointments

Yellow Zone = Caution

- Swelling is worse
- Increased pain at wound site, but not constant or excruciating
- Increased redness of skin around the wound
- Slight odor from the wound
- Drainage looks like pus – yellow or green in color
- Temperature taken by mouth is 100.5° or higher

Yellow Zone Means:

- You may have an infection
- Call your home care nurse and/or your physician

Agency phone number: _____

Physician's phone number: _____

Notify your home care nurse if you contact or see your doctor.

Red Zone = Medical Alert

- Swelling around wound is more than an 1/8 of an inch higher than the wound
- Pain at the wound is constant or excruciating
- Skin around wound is bright red
- Strong, foul odor from the wound
- Drainage is soaking through the dressing
- Temperature taken by mouth is 100.5° or higher

Red Zone Means:

CALL YOUR DOCTOR NOW!

Physician number: _____

Notify your home care nurse or case manager if you go to the emergency room or are hospitalized.

Quality Improvement Organizations — Sharing Knowledge. Improving Health Care. CENTERS FOR MEDICARE & MEDICAID SERVICES | Mountain-Pacific Quality Health

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Call Us First Toolkit for Home Health Organizations. See page 9.

Front Line Staff Resources

Front Line Forces

Home / Front Line Forces

- Front Line Forces

Front Line Forces: Recognizing Resident/Patient's Change in Condition

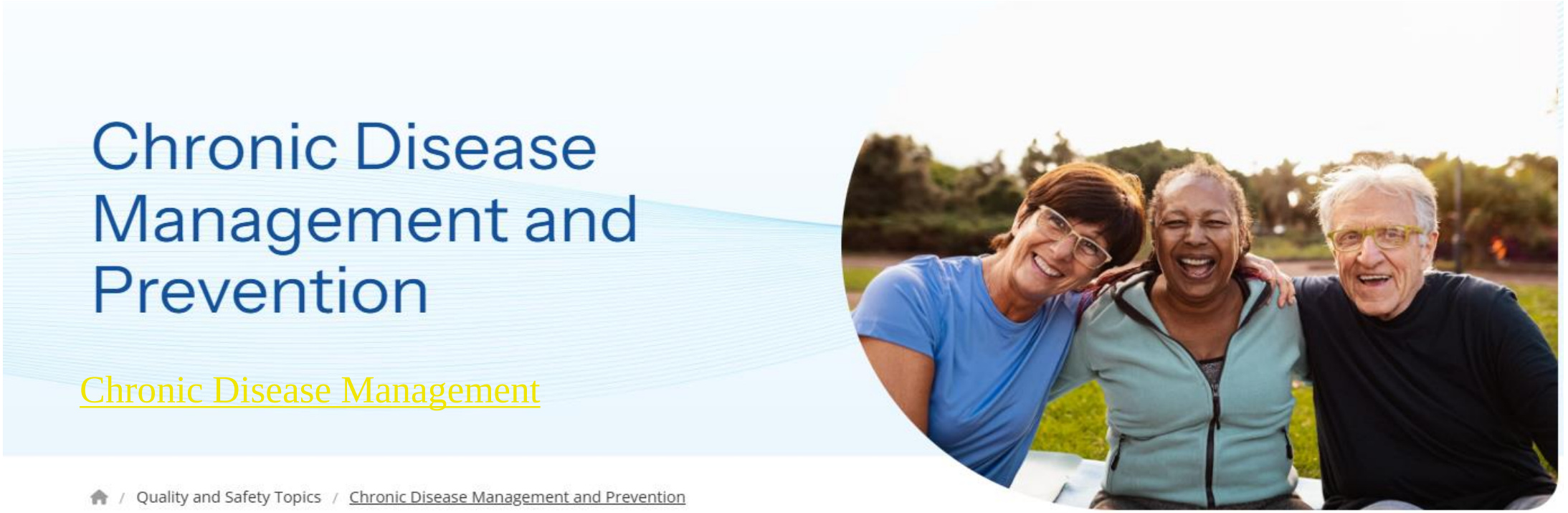
- PPT overview for leaders/managers. (27-minute YouTube video)
  - Presentation PDF with resource links.
  - Online module for front line staff.
- Posters
  - Change in Resident Condition
  - Change in Patient Condition

Over 20 modules for front line staff.

Shine a Light on Stigma Campaign

- People with substance use disorder (SUD) have a medical condition and need medical care. Yet the language often used to describe people with SUD tends to blame or demean them, creating a stigma that interferes with their opportunity to seek treatment. The Superior Health Shine a Light on Stigma campaign aims to increase respect for and dignity of persons with substance use disorder by asking individuals and organizations to learn about and commit to eliminating the stigma surrounding SUD by changing the language they use.
- Shine a Light on Stigma (superiorhealthqa.org)

Chronic Disease Management



Health Equity

- Health Equity/CLAS

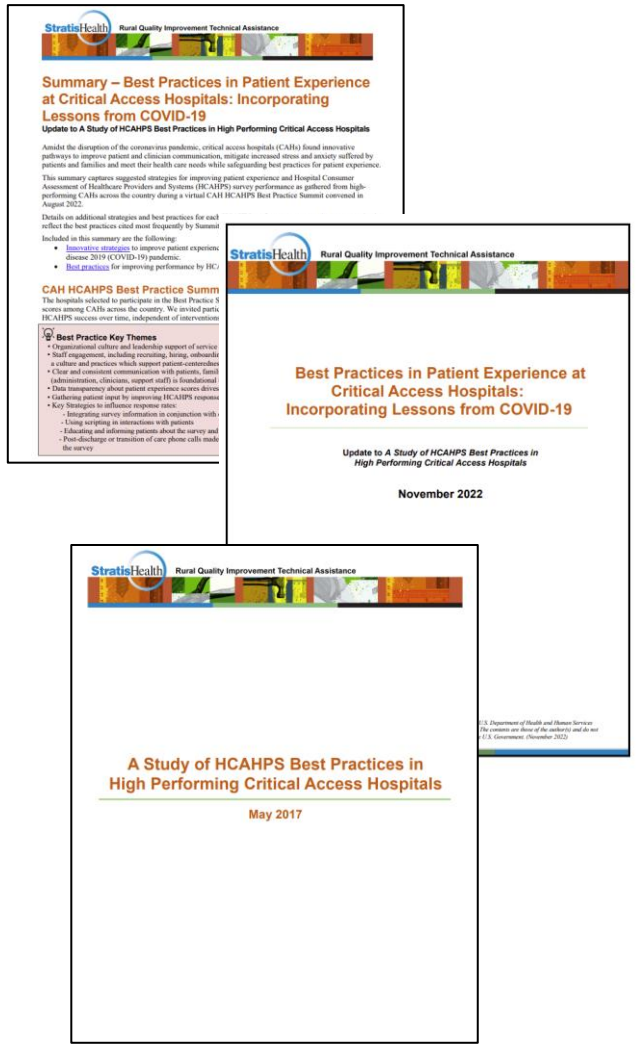
Quality Improvement (QI) Basics

- Series of 25 recorded modules – 15 minutes or less
- Slides, transcripts, and editable tools
- Topics include:
  - Introduction to QI
  - Team Concepts & Communication
  - Organizational Culture & Change Management
  - QI Processes
  - Data to Support QI

https://stratishealth.org/toolkit/quality-improvement-basics

Key Resource

- Study of HCAHPS Best Practices in High Performing CAHs
  - Summary of Best Practices (2022)
  - Updated Report Incorporating Lessons from COVID-19 (2022)
  - Original Report (2017)



CAH Quality Infrastructure Summit

Two-day facilitated consensus workshop to identify:

Core Elements

Those aspects of infrastructure that are necessary to have a successful and robust quality program.

Criteria

The ways in which core elements can be achieved or demonstrated.

March 7-8, 2023, Bloomington, MN

Read the report:

[Building Sustainable Capacity for Quality and Organizational Excellence]

Flex Monitoring Team

National Rural Health Resource Center

StratisHealth

Core Elements of CAH Quality Infrastructure

Leadership Responsibility & Accountability

Quality Embedded Within the Organization's Strategic Plan

Workforce Engagement & Ownership

Integrating Equity into Quality Practices

Culture of Continuous Improvement Through Behavior

Culture of Continuous Improvement Through Systems

Engagement of Patients, Partners, & Community

Collecting Meaningful & Accurate Data

Using Data to Improve Quality

Flex Monitoring Team

National Rural Health Resource Center

StratisHealth

Source: [Building Sustainable Capacity for Quality and Organizational Excellence]

Questions and Discussion

Contact Information:

Janelle Shearer, jshearer@stratishealth.org