

SNF 2.0[®]: INTERACT[®]-ing Beyond 6 Months

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Introduction

- INTERACT[®] (Interventions to Reduce Acute Care Transfers) is a quality improvement program that was tested in nursing facilities nationally and reduced self-reported transfers to hospital by 17% over a 6-month post-intervention period.¹
- In 2012, we collected data from two facilities who were using INTERACT[®] to prevent hospital transfers.
- In 2013, we implemented a gamified dashboard, mentorship, and education program called SNF 2.0[®] to improve successful implementation of INTERACT[®] and further reduce hospital transfers.
- In 2014, we presented data showing 32% and 66% improvement in hospital readmission rates, and improved patient satisfaction 7-9 months post-intervention.
- Here we present 18 months of post-intervention data for both facilities.

Intervention Goals

- Partner with two nursing facilities that have previously implemented INTERACT[®] and study how SNF 2.0[®] intervention may affect 30-Day Readmission Rates and Patient Satisfaction.
- 20% reduction in 30-day SNF (skilled nursing facility)-to-hospital readmission by Dec. 31, 2014 compared to facility-specific data from 2012.
- Reach a "very good" or "excellent" patient satisfaction rating of 90% by Dec. 31, 2014.

Post-Intervention Goals

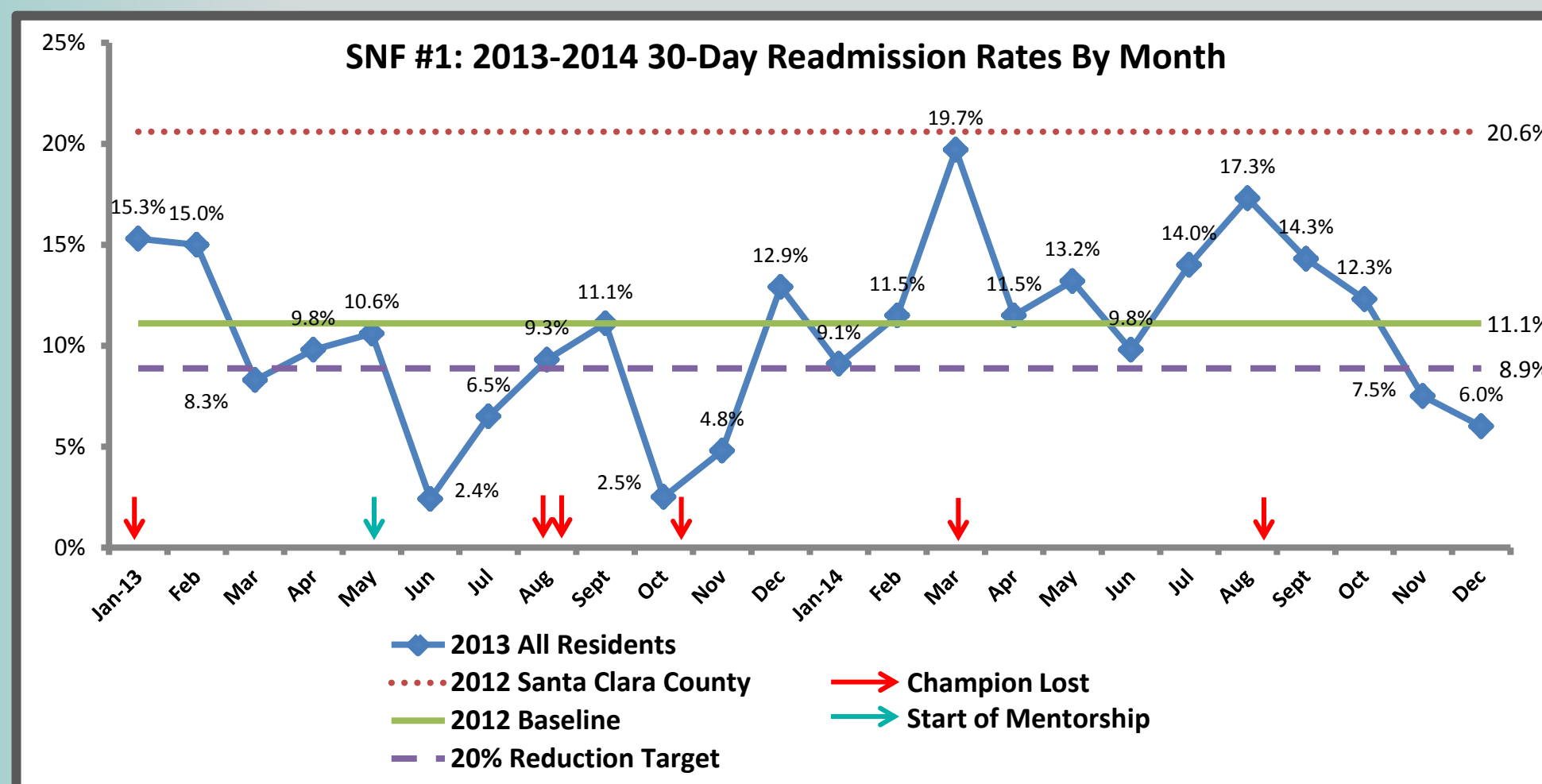
- Observe for long term impact and sustainability.
- Refine and standardize gamified dashboard.
- Refine critical elements of mentorship approach, timing and duration.
- Assess reproducibility in program dissemination.

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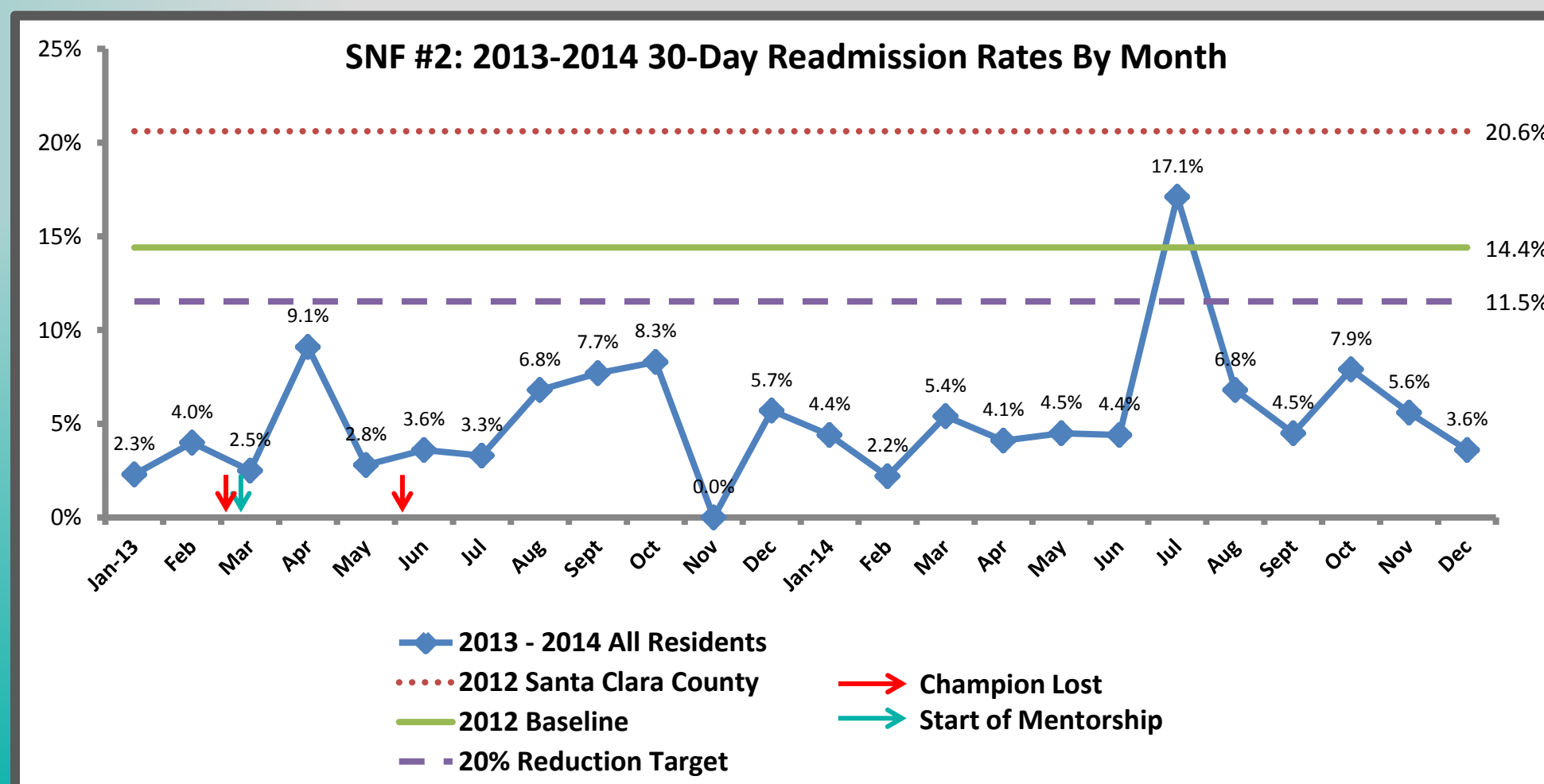
Methods

- Partner with "Champions" (existing peer leaders) at two Pilot SNFs that previously implemented INTERACT[®].
- Standardize data recording and reporting (INTERACT[®] Hospital Tracking Tool, Patient Satisfaction Survey).
- Determine baseline 30-day readmission rates for each SNF.
- Provide advanced practice nurses for 1-on-1 SNF staff mentorship and to use teachable moments to help integrate INTERACT[®] into daily workflow.
- Offer educational workshops on palliative care and POLST education to staff, patients, and families.
- Start a gamified dashboard program to encourage use and promote general staff knowledge of INTERACT[®].
- Track the number of Stop and Watch and SBARs completed, readmission rates, and patient satisfaction weekly and display where staff can see progress.

Results



SNF #1 Post Launch:	1-6 mo	7-12 mo	13-18 mo
Hospital Transfer Rate/ 30-Day Readmit Rate	2.7/ 7.3%	5.2/ 10.6%	5.1/ 13.6%
Patient Satisfaction "Very Good" or "Excellent"	60-64%	75-96%	50-81%



SNF #2 Post Launch:	1-6 mo	7-12 mo	13-18 mo
Hospital Transfer Rate/ 30-Day Readmit Rate	0.9/ 4.7%	1.0/ 4.5%	1.1/ 6.9%
Patient Satisfaction "Very Good" or "Excellent"	68-100%	92-100%	93-100%

Discussion

- In the first 6 months after starting SNF 2.0[®] mentorship and gamified incentives, both facilities were able to meet readmission reduction (34%, 67%) and patient satisfaction goals, despite significant Champion turnover.
- In the second 6-month interval, SNF #1 experienced further Champion turnover and was unable to maintain its gains, realizing a smaller 4.6% decrease in hospital readmission rates compared to 2012 rates.
- SNF #1 declined further in the third 6-month interval as Champion turnover continued with 13.4% more readmissions compared to 2012 rates.
- Meanwhile, SNF #2 hospital readmission rates in the second 6-month interval were reduced 69% compared to rates in 2012. Third 6-month interval readmission rates remained 52% lower than in 2012. Champions were stable during this time.
- Patient satisfaction improved within 1 month of posting results on the gamified dashboard in both facilities. In SNF #1, which experienced persistent prolonged periods of Champion turnover, patient satisfaction varied greatly month to month. In SNF #2, patient satisfaction scores stabilized quickly.
- Combined SNF data estimates that 74 30-day readmissions were prevented in 18 months post-intervention as compared to 2012 rates.

Conclusions

- Mentorship and gamified incentives may help SNFs successfully implement INTERACT[®] despite early turnover in Champions.
- Persistent prolonged periods of Champion turnover may reverse gains.

References

- Ouslander JG, Lamb G, Tappen R, et al. Interventions to reduce hospitalizations from nursing homes: evaluation of the INTERACT II collaborative quality improvement project. J Am Geriatr Soc 2011;59:745-53