

Arizona Nursing Home Workgroup Meeting
January 19, 2006

What's In It For You— Surviving the Future

Arizona Nursing Home Workgroup
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Mary Fermazin, MD, MPA
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Quality Measurement
Health Services Advisory Group (HSAG)

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Arizona Cannot Escape Aging!

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Pay-for-Performance (P4P)



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Vision of the Future

- Building
- Residents
- Staff

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**“Never forget the hard times and
the early days. Always remember
where you came from.”**

– David Liederman

The Past—Where Have We Been?

(2002–2005)

- Chronic care pain
- Post acute care (PAC) pain
- Pressure ulcers

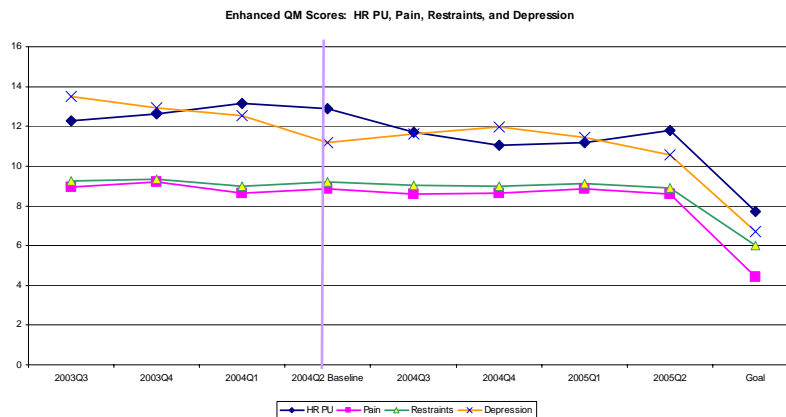
Twenty-one nursing homes in Arizona intensive group

What Was Accomplished?

Arizona Statewide Nursing Home Quality Measure Performance

	2 nd Q 2003	2 nd Q 2004	% Relative Change
Pressure Ulcers	8.28%	8.24%	N/A
Chronic Pain	14.78%	9.47%	38%
PAC Pain	33.47%	30.22%	10%

Enhanced QM Scores



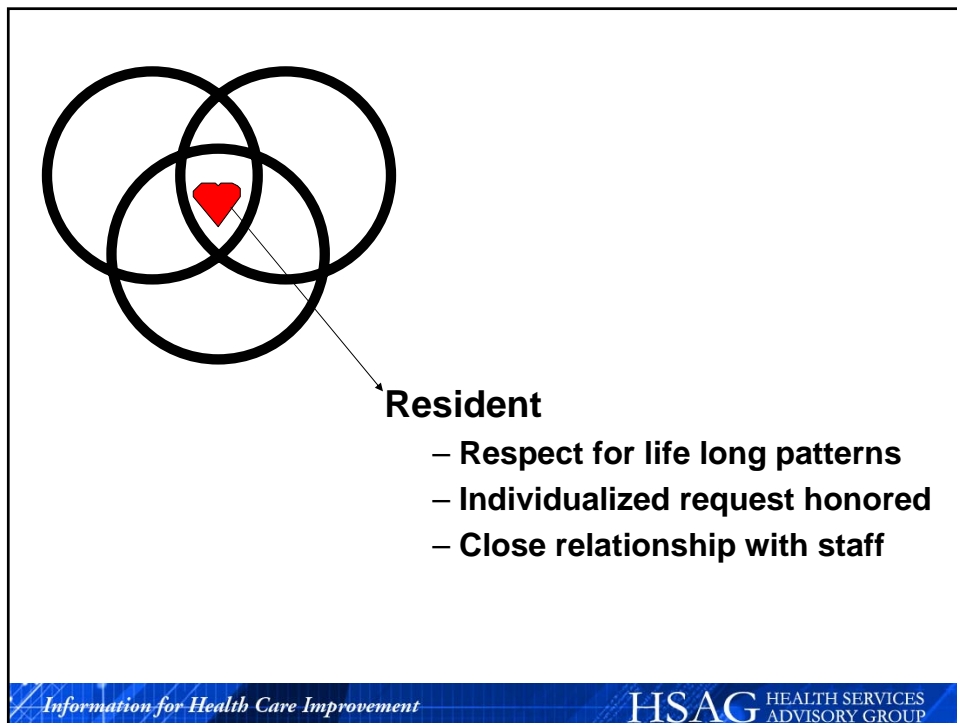
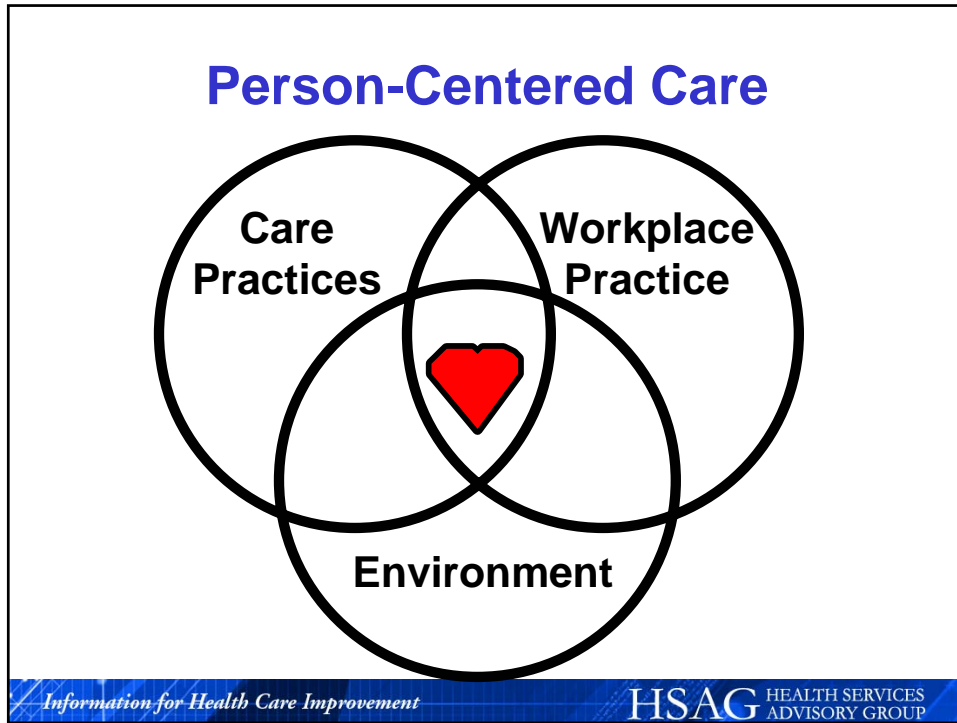
Transformational Change

To foster an environment where every person receives the right care, every time and where care is safe, effective, patient-centered, timely, efficient, and equitable.

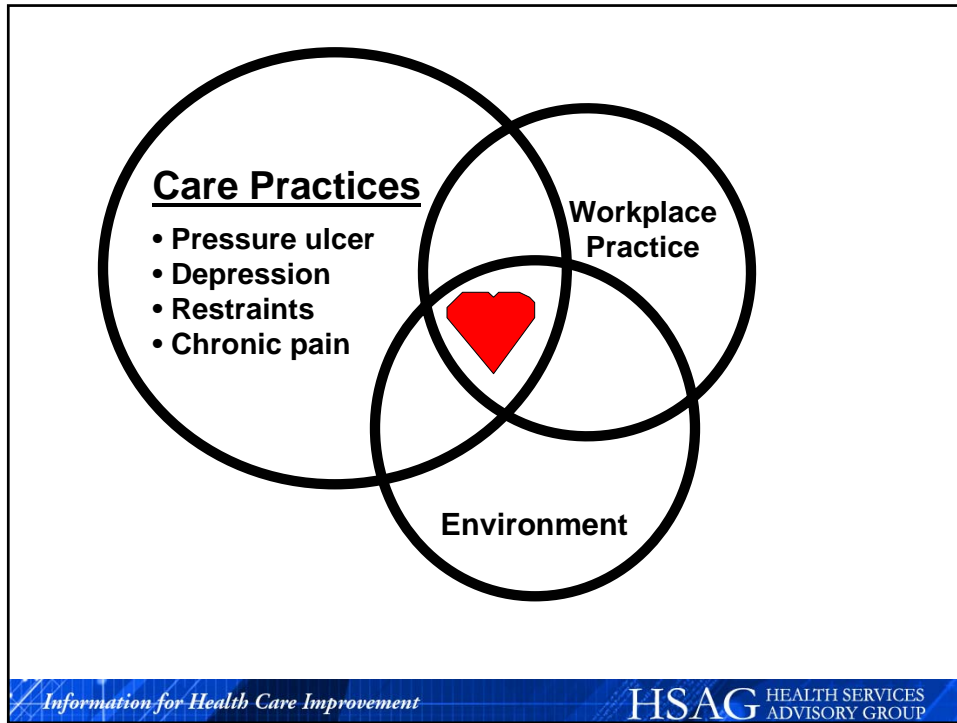
Requires a combination of approaches.

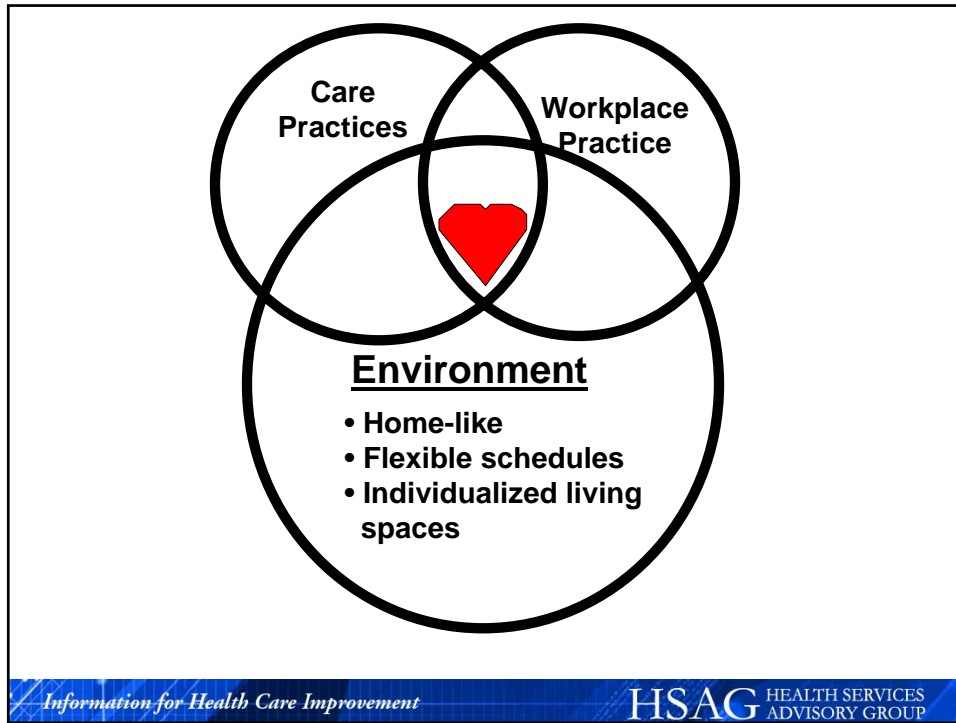
“The most exciting breakthrough of the 21st Century will occur not because of technology, but because of an expanding concept of what it means to be human.”

– John Naisbitt



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“The truth of the matter is that you always know the right thing to do. The hard part is doing it.”

– Gen. H. Norman Schwarzkopf

Key Strategies

- Purpose
- People (staff and residents)
- Processes
- Performance patterns

Purpose

- Set targets/goals
- Communicate goals
- Align goals

People

- ↓ Staff turnover
- ↑ Staff satisfaction

“Everyone’s job is to improve care.”

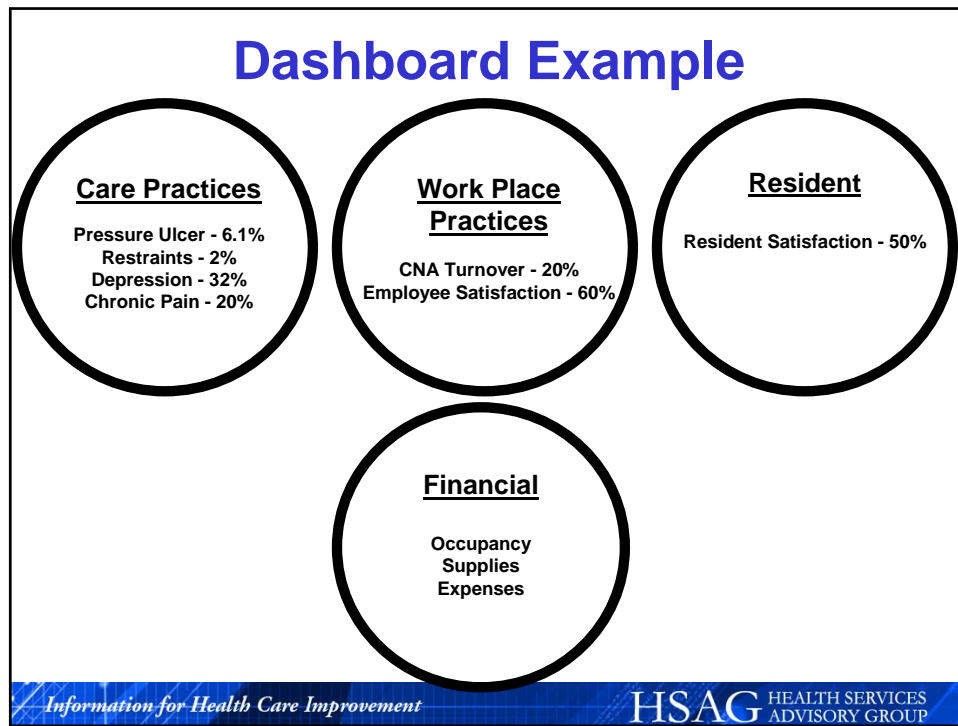
Processes

- Embed essential care practices
- Streamline
- Continuous refinement

Performance Pattern

- Dashboard
- Monitor performance





NH Workgroup

- Collaborate
- Share

“Share openly and steal shamelessly.”

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Questions?



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**“All dreams can come true—
if we have the courage
to pursue them.”**

– Walt Disney

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