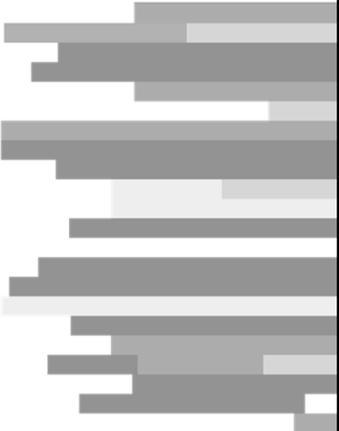


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905-How to Develop Systems to Improve Clinician Competence



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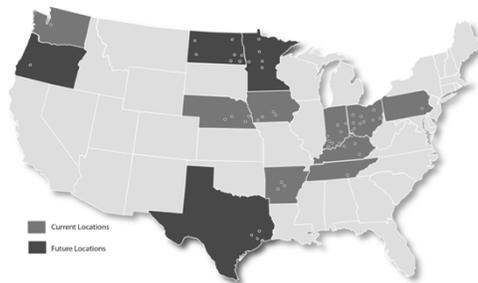
Speakers

- Judy Schuler, MBA, RN, Chief Clinical Officer, CHI Health at Home (formally CHS/CHI National Home Care) Milford, OH
- Louis Pilla, MEd, Director of Product Strategy, Performance Management Group, Elsevier Clinical Solutions, Philadelphia, PA

Overview

- People, processes, and technology are the resources that work together to drive health care organizations in today's world. This presentation will explore how to create an environment to move your business ahead and ensure clinical competence while delivering quality patient care.
- **Objectives:**
 - Discuss the importance of ensuring competence of field clinicians
 - Name three challenges facing home care clinicians in identifying how to navigate the continuum of care for their patients
 - Analyze how improvements in technology, processes, and tools could impact the speed with which clinicians become competent in the field

CHI at Home



PROFILE

Number of States	9
Number of Locations	70
Number of Associates	3,200
Number of Partnerships	12
Annual Patients Served	202,663
Annual Patient Encounters	1,461,850
Total Annual Revenue for FY2015	> \$250,000,000

STATE	LOCATION(S)	SERVICE(S)
AR	3	●
IA	9	● ● ● ● ● ● ● ● ●
IN	7	● ● ● ● ● ● ●
KY	12	● ● ● ● ● ● ● ● ● ● ● ●
NE	12	● ● ● ● ● ● ● ● ● ● ● ●
OH	22	● ●
PA	2	● ●
TN	2	● ●
WA	1	● ●

● Home Care ● Hospice ● Infusion ● HME ● Transportation

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Seven “must have” characteristics

1. Clinical and assessment skills
2. Technological savvy
3. Regulatory expertise
4. Ability to operate autonomously
5. Skilled educator
6. Efficient
7. Expertise in dealing with socio-economic issues

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Change from task-oriented to outcomes-oriented

- Evolved from being task-oriented and transactional to outcomes-oriented and relational
 - Emphasis on outcomes over extended periods
 - Emphasis on regaining function, preventing complications and decline
 - Maintain good quality of life

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Importance of ensuring competence of home care clinicians

- A **competency** is an expected level of performance that integrates knowledge, skills, abilities, and judgment.
- National Council of State Boards of Nursing (NCSBN) defined continuing competency as the ongoing ability of a nurse to integrate knowledge, skills, judgment, and personal attributes to practice safely and ethically in a designated role and setting in accordance with the scope of nursing practice.

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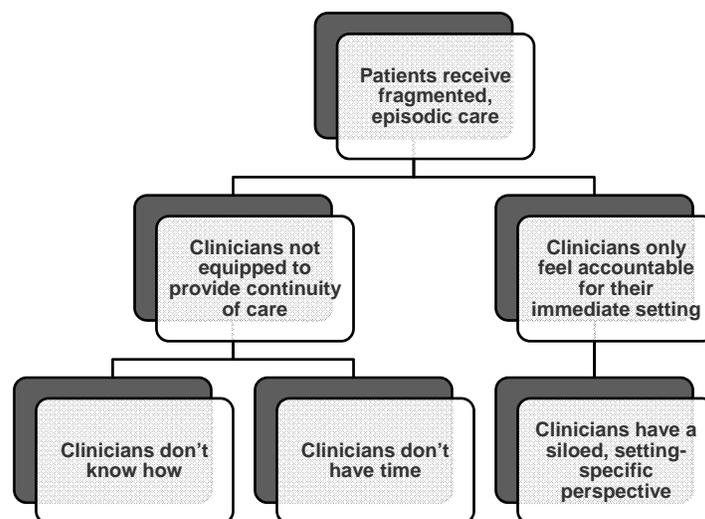
Importance of ensuring competence of field clinicians

- **ANA Position Statement - Reaffirmed 11/12/2014**
- **The public has a right to expect** registered nurses to demonstrate professional competence throughout their careers.
- The registered nurse is individually **responsible and accountable for maintaining professional competence.**
- The employer is responsible and accountable to provide an **environment conducive to competent practice.**

Importance of ensuring competence of field clinicians

- It is the nursing profession's responsibility to shape and guide any process for assuring nurse competence.
- Regulatory agencies define minimal standards for regulation of practice to protect the public.
- Assurance of competence is the **shared responsibility** of the profession, individual nurses, professional organizations, credentialing and certification entities, regulatory agencies, employers, and other key stakeholders.

Challenges facing home care clinicians



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Challenges facing home care clinicians

Patients and families don't manage their care effectively

Patients lack motivation	Patients don't know how	Patients face economic roadblocks
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Challenges facing home care clinicians

- Advanced health care in the home setting
- Working environment – working alone with limited colleagues to consult
- Barriers to continuity of care
- Lack of systemic methods and instruments

Challenges facing home care clinicians

- Research study – “Need for Preparedness: Nurses' Experiences of Competence in Home Health Care”*
- Clinicians requested organized training opportunities that address advanced needs in home health care
- Feel strong personal responsibility for more seriously ill patients in home care with new treatments and medical equipment
- Clinicians feel high workload leads to difficulties in keeping up with new knowledge and research.
- Clinicians feel lack of evidence-based nursing causes problems for care-providing clinicians.

*Home Health Care Management & Practice 2014, Vol. 26(4) 223-229

How improvements in technology, processes, and tools could impact the speed with which clinicians become competent in the field



Types of electronic systems that can improve competency

- Learning Management System (LMS)
- Skills and procedures information
- Electronic medical records (EMRs)
- Mobile implementations

General benefits of electronic systems in improving competency

- Ease of delivery
- Standardization
- Customization
- Tracking of results
- Reporting of results

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Educator: Benefits of electronic systems in improving competency

- Train and orient staff
- Assess knowledge and provide feedback
- Customize and upload content
- Assign and follow discussions
- Review reports and identify learning gaps
- Provide remediation as needed

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HHC Organization: Benefits of electronic systems in improving competency

- Standardize skills and education throughout home care teams
- Ensure patient safety
- Document knowledge for compliance and accreditation
- Streamline training and on-boarding
- Reduce recruitment and retention costs by investing in the development and satisfaction of current staff

How much improvement should you expect?

Project Summary					
ROI	1863%				
Payback Period (in months)	1				
Cumulative Net Value	\$4,712,070				
Net Present Value	\$3,881,327				
Project Costs	Start Up	Year 1	Projected Year 2	Projected Year 3	TOTAL
Implementation	\$20,000				\$20,000
Annual License Fees & Support		\$48,482	\$92,224	\$92,224	\$232,930
Total Project Costs	\$20,000	\$48,482	\$92,224	\$92,224	\$252,930
Benefits	Start Up	Year 1	Year 2	Year 3	TOTAL
Productivity Improvement (time savings)		\$1,500,000	\$1,650,000	\$1,815,000	\$4,965,000
Total Benefits		\$1,500,000	\$1,650,000	\$1,815,000	\$4,965,000

What to look for in electronic competency systems: *Content*

- Expert authors
- Evidence-based content
- Vetted/peer reviewed
- Current/regularly updated
- Customizable (as appropriate)
- Coordinated with acute-care setting

Breaking down Barriers to EBP

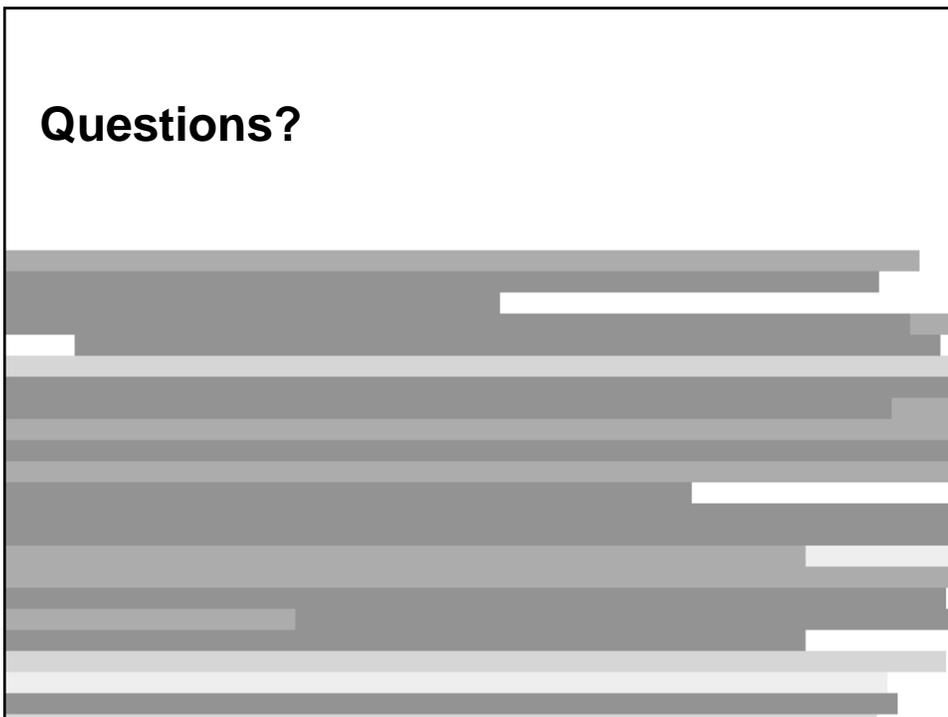
- Evidence-based resources and tools
- Create partnerships between academic and clinical settings
- Innovative spirit of team members
- Driven by inquiry/curiosity
- Desire to move away from “because we have always done it that way”
- Integrate evidence-based competencies into performance appraisals/clinical ladders
- Award/recognize both consumers and generators of evidence-based nursing practice
- Develop/implement plan to integrate evidence based practice into IT departments

Source: Marshall, L. (2015, April 28) Creating a Culture of Evidence-Based Nursing Practice in Home Health Care [Webinar]. In Change the Culture: Adopting Evidence-Based Nursing Practice for Core Improvement in Home Health Care Series.

What to look for: *Technology*

- Reliability and uptime (Cloud-based)
- Minimal in-house maintenance
- Flexible, easy assignment management
- Alerting
- Robust reporting
- Mobile capabilities

Questions?



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Thank you!

