



Welcome to Telligen's High-Risk Medication ECHO® Series: Communication with Residents and Families

We will get started momentarily

- Using chat, enter your organization and state
- Please complete the poll

High-Risk Medication ECHO® Series

Session 7: Communication with Residents and Families

Wednesday, April 26

Nell Griffin, Telligen Program Specialist



Project ECHO® Disclaimer

Project ECHO® collects registration, participation, questions/answers, chat comments, and poll responses for some ECHO programs. Your individual data will be kept confidential. These data may be used for reports, maps, communications, surveys, quality assurance, evaluation, research and to inform new initiatives.

Before We Begin

- Be sure to add qiconnect@telligen.com to your trusted list of email contacts
 - If you unsubscribe, you'll miss out on every communication we share
- We're on social media, follow us for updates and events!

 Facebook: <https://www.facebook.com/telligenqiconnect>

 LinkedIn: <https://www.linkedin.com/company/telligen-qi-connect>

 Twitter: <https://twitter.com/TelligenQI>

Visit [Telligen QI Connect™](#) to learn more about our services, view featured stories, access resources, watch recorded events and register for upcoming events

Begin With the End in Mind

During the presentation, visualize and plan how you will use the information:

- What impactful actions can you take as a result of the information shared today?
- How are you able to increase collaboration within your network to ensure a true change in patient safety?
- Based on what you heard today, what activities do you currently have underway that can leverage immediate action over the next 30, 60 and 90 days?

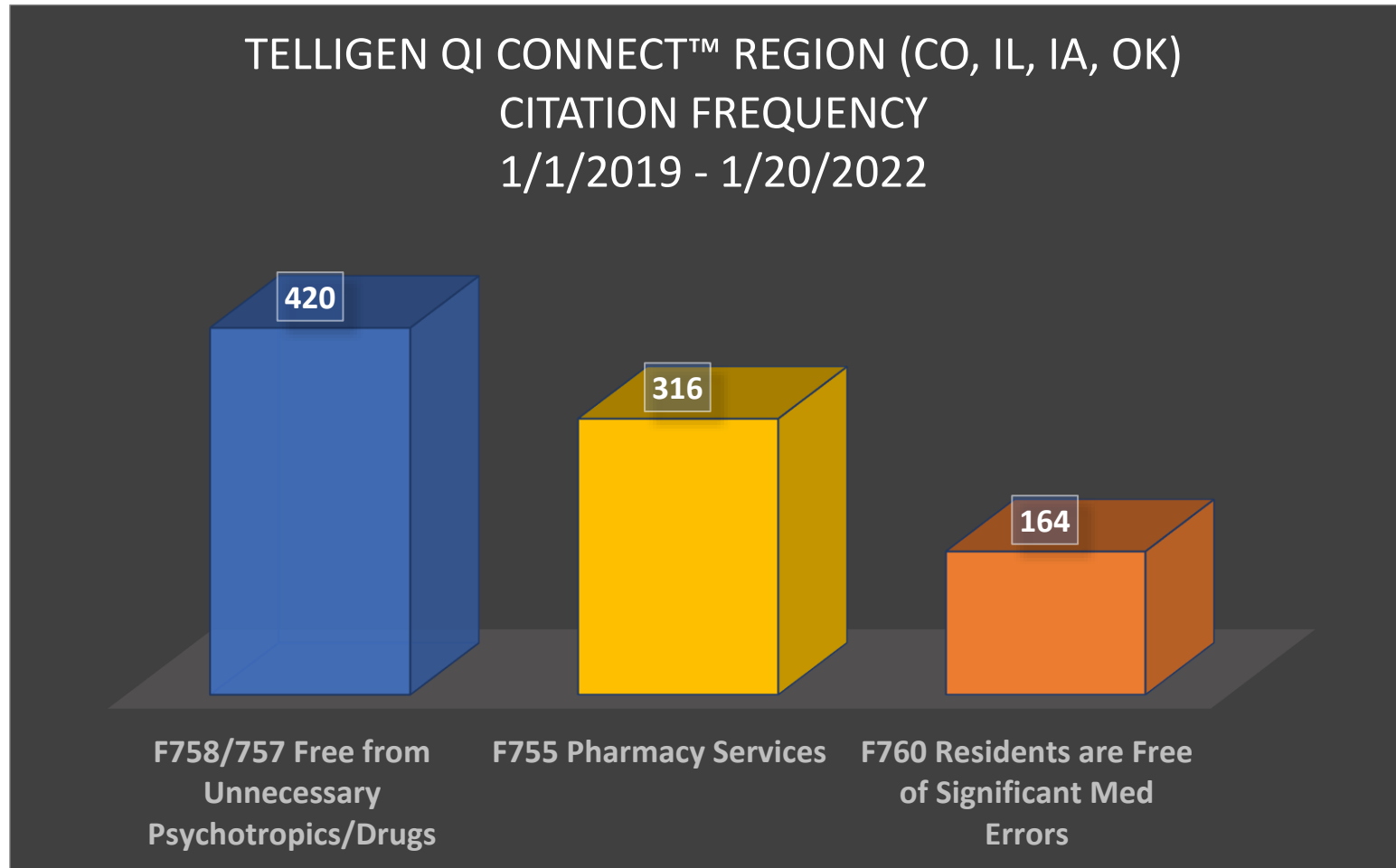


Objectives

- Define informed consent
- Identify communication challenges and barriers
- Present effective communication strategies



Reminder: High-Risk Medication Regulation Impacts



Let's Summarize This Series!

Session Date and Title	
Session 1: 1/25/23 Regs and Meds and Errors – Oh My!	Learn expectations and intent of <i>Pharmacy Services, Drug Regimen Review, Unnecessary Drugs, Psychotropic Drug</i> and define a medication error
Session 2: 2/8/23 Adverse Drug Events	Classify adverse drug events (ADEs), discuss the impact of ADEs on patients and our society and list interventions to prevent ADEs
Session 3: 2/22/23 Behavioral Support for Residents in a LTC Setting	Highlight common causes for behaviors and describe non-pharm behavioral interventions to support residents
Session 4: 3/8/23 Beyond Meds: Meeting the Needs of Elders	Explain why medication is not the only remedy for elders experiencing distress when their needs are not met and describe at least two person-centered strategies that can alleviate elders' distress
Session 5: 3/22/23 Gradual Dose Reduction for High-Risk Medications	Describe the value of Gradual Dose Reduction (GDR) and the advantage of collaborating across care coordination, identify process improvement strategies for GDRs
Session 6: 4/12/23 Communication Across the Care Continuum	Define ways to collaborate with others/providers to enhance care coordination for medication prescribing, recognize opportunities to build communication using Leadership and Organizing in Action (LOA) framework and discover mitigation strategies to build communication across care services

Introduced During First Session

Outer ring:

Four domains and descriptors affecting the high-risk medication management system

- Do they function well or are you discovering challenges?

Light gray ring:

Areas for continuous monitoring ensuring domains function to their fullest potential

- Are you addressing these areas and implementing action when you find challenges?



AHRQ's Making Informed Consent an Informed Choice

How to Better Communicate with Residents and Families:

- Clear communication strategies
 - Prepare for the informed consent discussion
 - Use health literacy universal precautions
 - Remove language barriers
 - Use teach-back
- Strategies for presenting choices
 - Offer choices
 - Engage patients, families and friends
 - Elicit goals and values
 - Show high-quality decision aids
 - Explain benefits, harms and risks of all options
 - Help patients choose

Informed Consent

- Process of informing a patient about the risks and benefits of a proposed therapy or test
 - Aims to provide sufficient information about the proposed treatment
 - Reasonable alternatives to support autonomy in deciding whether to proceed
- General guidelines require patients to be informed of:
 - Nature of their condition
 - Proposed procedure and purpose of the procedure
 - Risks and benefits of the proposed treatments and risks and benefits of not receiving the proposed treatment or procedure
 - Probability of the anticipated risks and benefits
 - Alternatives to the treatment and associated risks and benefits of the alternatives

Informed Consent: Obstacles and a Solution

Obstacles

- Often obtained in a haphazard *hand over a piece of paper* fashion
- Results in patients having little true understanding of procedures to which they have consented

Solution

- Teach-back improves process
 - Evidence suggests:
 - Asking patients to restate the essence of the informed consent improves the quality of these discussions
 - Increases likelihood consent is truly informed

Teach-back: A Strategy to Improve Communication

- Evidence-based health literacy intervention promoting patient engagement, patient safety, adherence and quality
- Technique for healthcare providers to ensure they explain medical information clearly, so patients and families understand what is communicated to them



Why Use Teach-back?

- Research indicates clinicians underestimate patients' needs for information and overestimate their ability to communicate effectively with them
 - Up to 80% of the medical information patients are told during office visits is forgotten immediately
 - Nearly half of the information retained is incorrect
 - Misunderstandings and poor recall contribute to poor patient adherences and outcomes
- Proven strategy to ensure patients and families have a clear understanding of medical information communicated to them

Health Literacy: A Communication Challenge and Barrier

- Health literacy
 - Emphasizes people's ability to use health information rather than just understand it
 - Focuses on the ability to make *well-informed* decisions rather than *appropriate* ones
- Two types
 - Personal health literacy is the degree to which individuals can find, understand and use information and services to inform health-related decisions and actions for themselves and others
 - Organizational health literacy is the degree to which organizations equitably enable individuals to find, understand and use information and services to make informed health-related decisions and actions for themselves and others

Effective Communication is Person-centered Teamwork

- Person-centered Care
 - Integrated healthcare services delivered in a setting and manner that is responsive to the individual and their goals, values and preferences
 - System that empowers patients and providers to make effective care plans together
- Effective communication
 - Mutual goal
 - Seeking understanding
 - Achieving agreement or consensus
 - Practicing collaboration



Case Study – Salley’s History

- Diagnosis of Alzheimer's Disease with behavioral disturbances and severe cognitive impairment
- Medical Power of Attorney (POA) is her sister, Jane
- Receives an antipsychotic medication (APM) 25mg every morning and 50mg every evening
 - February, during medication regimen review (MRR) pharmacy recommended reducing the APM to 25mg tablet twice daily; approved by prescribing care physician (PCP), but was not implemented
 - March, PCP documents to continue the APM with no reduction; notes, “Patient has had good response to treatment and requires the current dose for condition stability”
 - August, during MRR pharmacy again recommended reducing the APM to 25mg tablet twice daily. PCP note documents medical POA, Jane, refused dose reduction. States, “My sister, Salley, has been on this medicine for years and she needs it to help keep her calm.” No reduction at this time

Let's Improve!

After listening to each scenario:

- What communication failures do you identify in either of the scenarios?
- What strategies do you identify in either scenario that promotes effective communication?
- Is teach-back used in either scenario?



Next Steps – Lead into Action



Quality Improvement Activities:

- ✓ Explore the regulation to be informed of the required elements and impact in LTC
- ✓ Share your vision for improving the medication management system with everyone
 - Nursing homes, medical directors, prescribing physicians, pharmacists, hospitalist/discharge planners
- ✓ Collaborate with external partners and share recordings of this ECHO[®] Series with others
- ✓ Bring your high-risk medication management program to Quality Assessment and Assurance (QAA) meetings

Introducing: New Resources

1. Hold for NH ADE Change Package
2. One pager of this Echo Series

Review Recordings of High-Risk Medication ECHO® Series Sessions

ECHO® Session Dates and Topics:

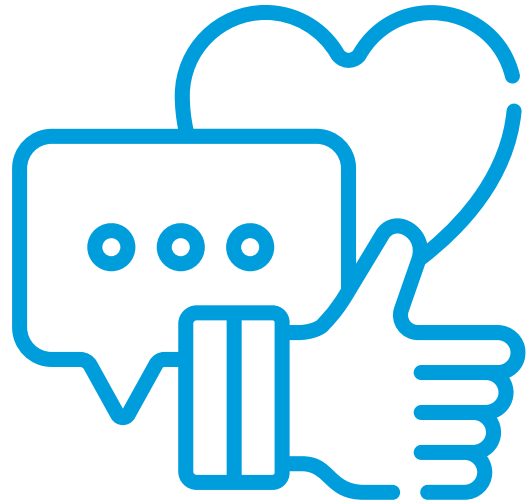
- Session 1: 1/25/23 - Regs and Meds and Errors - Oh My!
- Session 2: 2/8/23 - Adverse Drug Events
- Session 3: 2/22/23 - Behavioral Support for Residents in a LTC Setting
- Session 4: 3/8/23 - Beyond Meds: Meeting the Needs of Elders
- Session 5: 3/22/23 - Gradual Dose Reduction for High-Risk Medications
- Session 6: 4/12/23 - Communication Across the Care Continuum
- Session 7: 4/26/23 - Communicating with Residents and Families



Links to recordings:

<https://www.telligenqiconnect.com/resource/high-risk-medication-echo-series-resources>

How Did We Do? Let Us Know:



Please fill out the poll before logging off



Join Us

Join Telligen QI Connect™ for access to quality improvement coaching, resources, educational events, peer-to-peer collaboration and data-driven improvement collaborative series.

[Learn More](#)

Partnering to Improve Health Outcomes Through Relationships and Data

Telligen QI Connect™ is a network of healthcare quality improvement initiatives that are data-driven and locally-tailored to improve healthcare quality and outcomes by implementing and spreading evidence-based and best practices. They aim to make healthcare safer, more accessible and more cost-effective through the Centers for Medicare & Medicaid Services (CMS) Quality Innovation Network-Quality Improvement Organization (QIN-QIO) and Hospital Quality Improvement Contractor (HQIC) programs. Telligen QI Connect™ is operated by Telligen, which is funded by CMS to deliver improvement services at no cost to you or your organization.

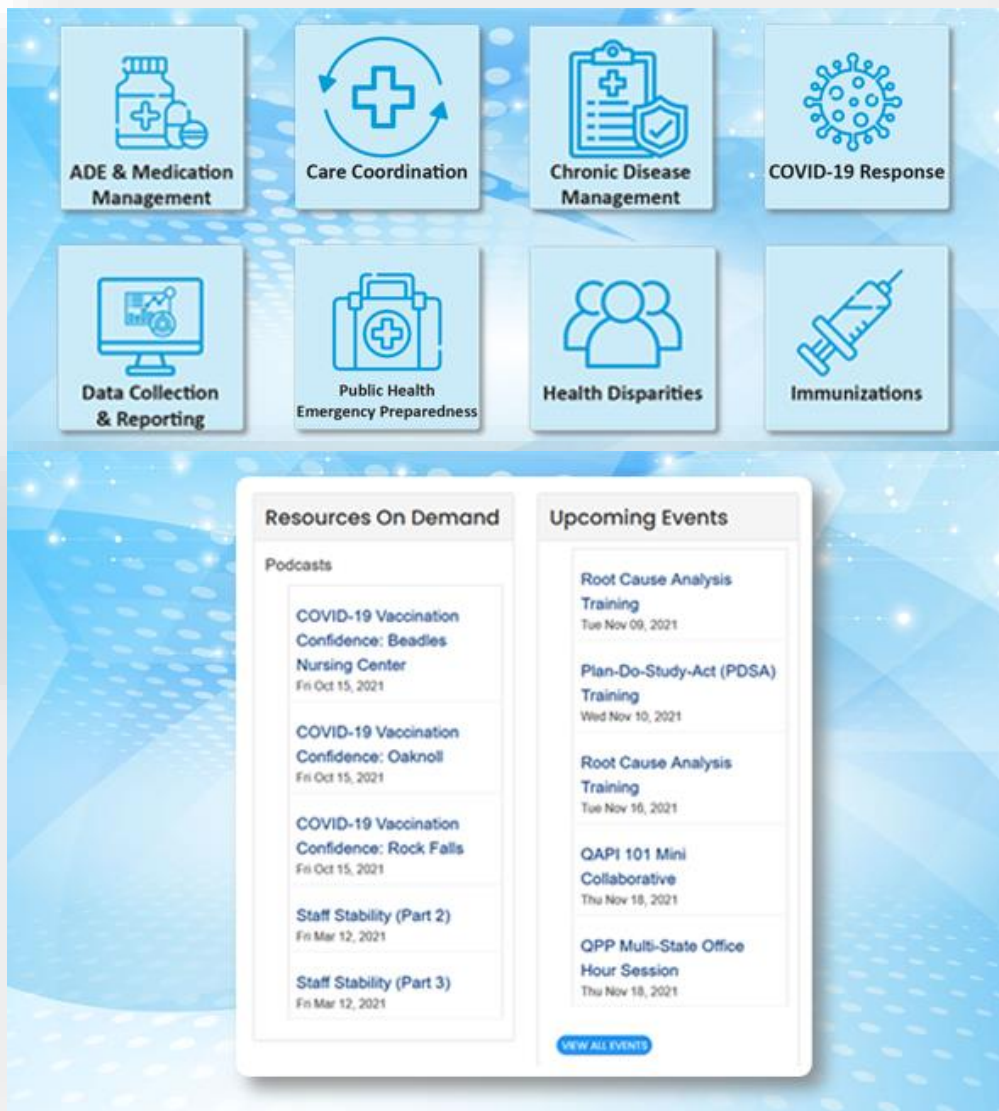
Telligen QI Connect™ encompasses our work as a QIN-QIO across Colorado, Illinois, Iowa and Oklahoma, and our work as a HQIC across more than a dozen states.

[Join Us](#)



www.telligenqiconnect.com

Visit our website to view featured stories, access resources, listen to our podcasts, log in to the Secure Portal, watch recorded events or register for upcoming ones.



Secure Portal

The Telligen QI Connect™ Secure Portal provides users exclusive access to events, tools, resources and data reports to support your healthcare quality improvement work with Telligen.

The online network offers an opportunity to share and learn about innovative practices, all at no cost.

[Access the Portal](#)

[Need Portal Help?](#)

Contact Us



- Nursing Home Team nursinghome@telligen.com
- General Inquiries | QIConnect@telligen.com
- www.telligenqiconnect.com



This material was prepared by Telligen, a Quality Innovation Network-Quality Improvement Organization, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. This material is for informational purposes only and does not constitute medical advice; it is not intended to be a substitute for professional medical advice, diagnosis or treatment. 12SOW-QIN-04/19/23-4792