



Welcome to Telligen's Project ECHO® Series: Long-Term Care Medication Management of Blood Thinners

We will get started momentarily

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

A Project ECHO® Series: Long-Term Care Medication Management of Blood Thinners

Session 3 – Communication: Resident and Family Education

August 16, 2023

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RoseAnna Milanovic, MA, MS & Mary Schramke, PhD, MBA



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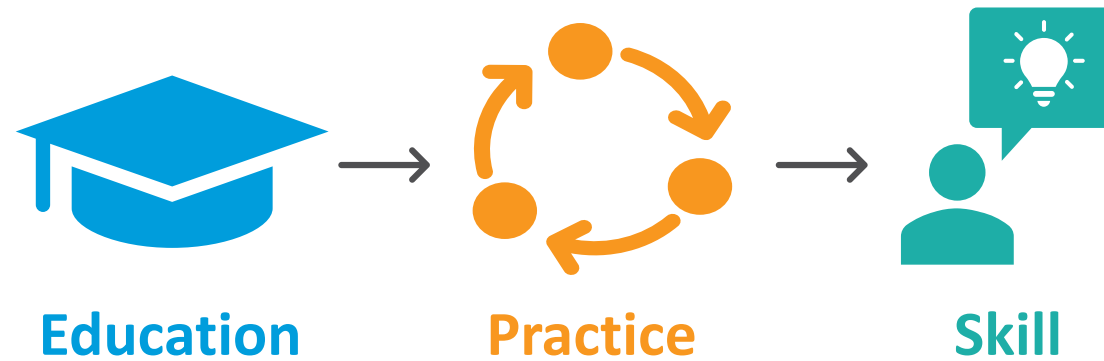
LinkedIn: <https://www.linkedin.com/company/telligen-qi-connect>

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

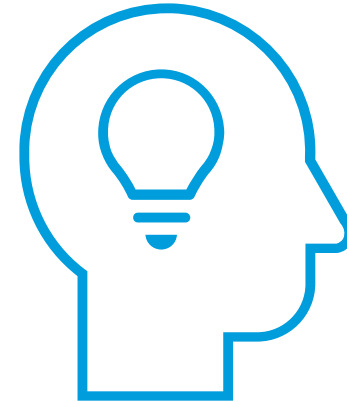
During the presentation, visualize and plan how you will use the information:

- 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 week, 30, 60 and 90 days?



Objectives

- Explain the importance of health equity and health literacy for improved communication with residents and their representatives
- Define informed consent
- Identify effective communication strategies between nursing home staff, residents and their representatives



Why is Communication So Important?

- Identifying the high-risk medications an older adult is taking requires clear communication
- Even though these medications are considered high-risk, they are still sometimes necessary and appropriate to prescribe
- Informed consent supports informed decisions



Today's Speakers



RoseAnna Milanovic, MA, MS
Senior Quality Improvement Facilitator
Telligen



Mary Shramke, PhD, MBA
Telligen Beneficiary and Family Advisory Council (BFAC), Patient and Family Engagement (PFE) Advisor, Palo Alto Medical Foundation's QI Steering Committee/Advisor

Lorraine's Story

- Inform multiple family members about fall risk when residents take anticoagulants
 - Just one member is not enough, as the same family member is not always present
- Bleeding isn't always visible – you could bleed internally and not know which is a significant concern
 - Make certain residents and families are aware of this for those that are taking anticoagulants
- Balance fall risk with appropriate exercise to reduce falls from happening in the first place



Improving Communication and Encouraging Shared Decision Making

Questions to Consider:

- What are the benefits of increasing communication with residents and families/representatives to support informed decisions for medication management?
- How does your facility ensure residents and their representatives understand the risks, benefits and potential adverse outcomes of anticoagulant use?
- What are opportunities and interventions to increase communication and shared decision making?
 - Utilize the **Seek, Help, Assess, Reach, Evaluate (SHARE)** Approach
 - [The SHARE Approach: A Model for Shared Decision Making - Fact Sheet](#)
 - Care conferences
 - Increased communication – phone calls, check-ins with residents
 - Interdisciplinary Team (IDT), resident and family/representative involvement in discharge planning

Resident Rights and Health Equity

- How do Resident Rights relate to communication and involvement in decision making?
 - Residents have the right to be fully informed about their medical condition and prescription drugs
 - To participate in the decisions that affect their care
 - To take part in developing their care plan (including family members with resident permission)



Health Equity and Literacy

What is health equity?

Health Equity means that everyone has a fair and just opportunity to be as healthy as possible

What is health literacy?

Personal health literacy is defined as the degree to which individuals have the ability to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.

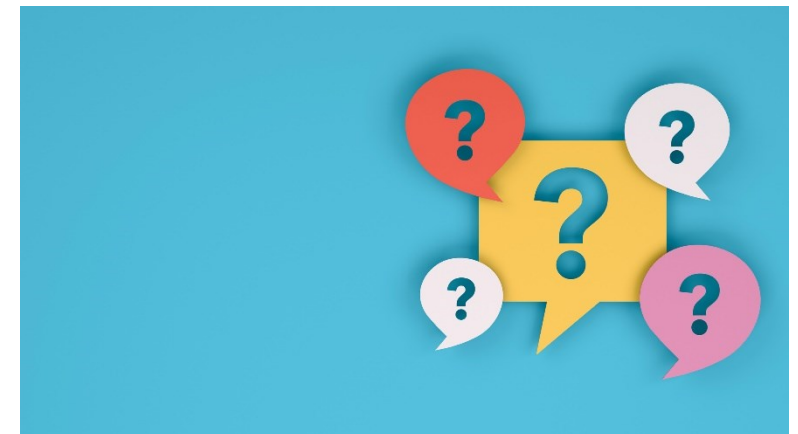
- What role does health literacy play for residents that are prescribed anticoagulants?
- How does your facility promote the development of appropriate health equity interventions for the safety of residents and reduce potential complications of prescribed medications?
- Resident rights include that they have the right to be fully informed about their total health status in a language they understand

Informed Consent

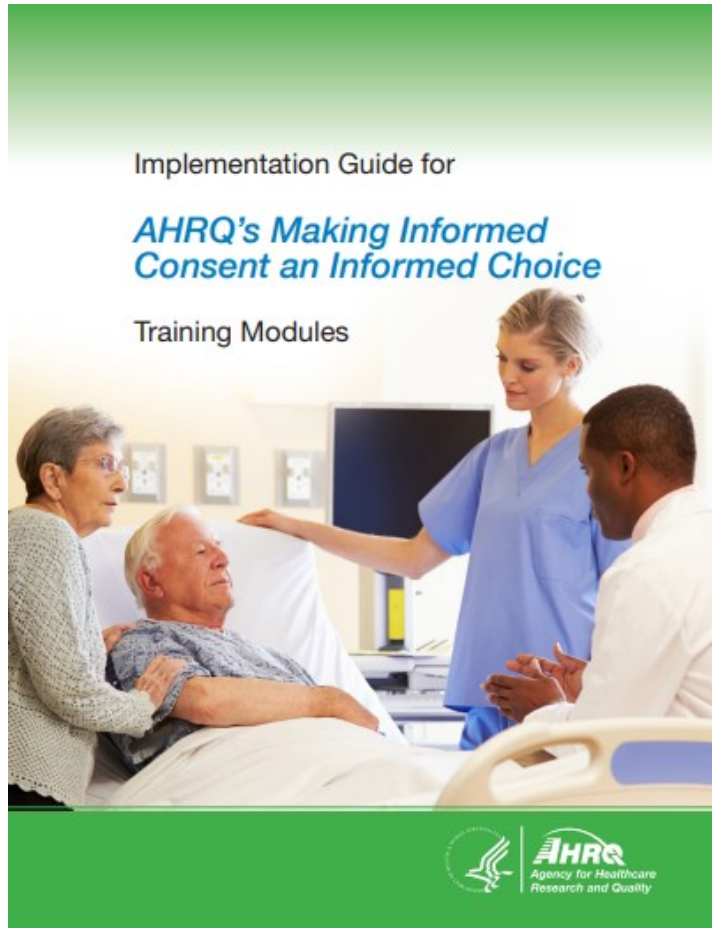
- Process of informing a resident/representative about the risks and benefits of a proposed therapy or test
 - Aims to provide sufficient information about the proposed treatment
 - Reasonable alternatives to support autonomy in deciding whether to proceed
- General guidelines require residents/representatives 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

Case Study

- Josie is a 65-year-old female that was transferred from the hospital to a nursing home for short-term rehabilitation. She fell at home related to dizziness and was admitted to the hospital. She lives alone and manages all her medications including Warfarin. Josie's primary language is Spanish, but she understands some English. Typically, her daughter takes her to doctor appointments to translate. The Interdisciplinary Team (IDT) has scheduled Josie's discharge date for one week from today.
- What are some next steps that the IDT can take to ensure that Josie has a safe discharge home and reduce the potential for a hospital readmission?
 - Care conference
 - Home evaluation with Spanish speaking staff/interpreter and daughter
 - Prepare discharge instructions and medication list in Spanish
 - Coordinate with home health that offers Spanish speaking staff
 - Community referrals that specifies Josie's primary language
 - Schedule PCP follow up appointment on date/time daughter can attend



Resources for Informed Consent



[AHRQ SHARE Approach Fact Sheet, Implementation Guide for AHRQ's Making Informed Consent and Informed Choice Training Modules](https://www.cdc.gov/healthliteracy/shareinteract/TellOthers.html)
<https://www.cdc.gov/healthliteracy/shareinteract/TellOthers.html>

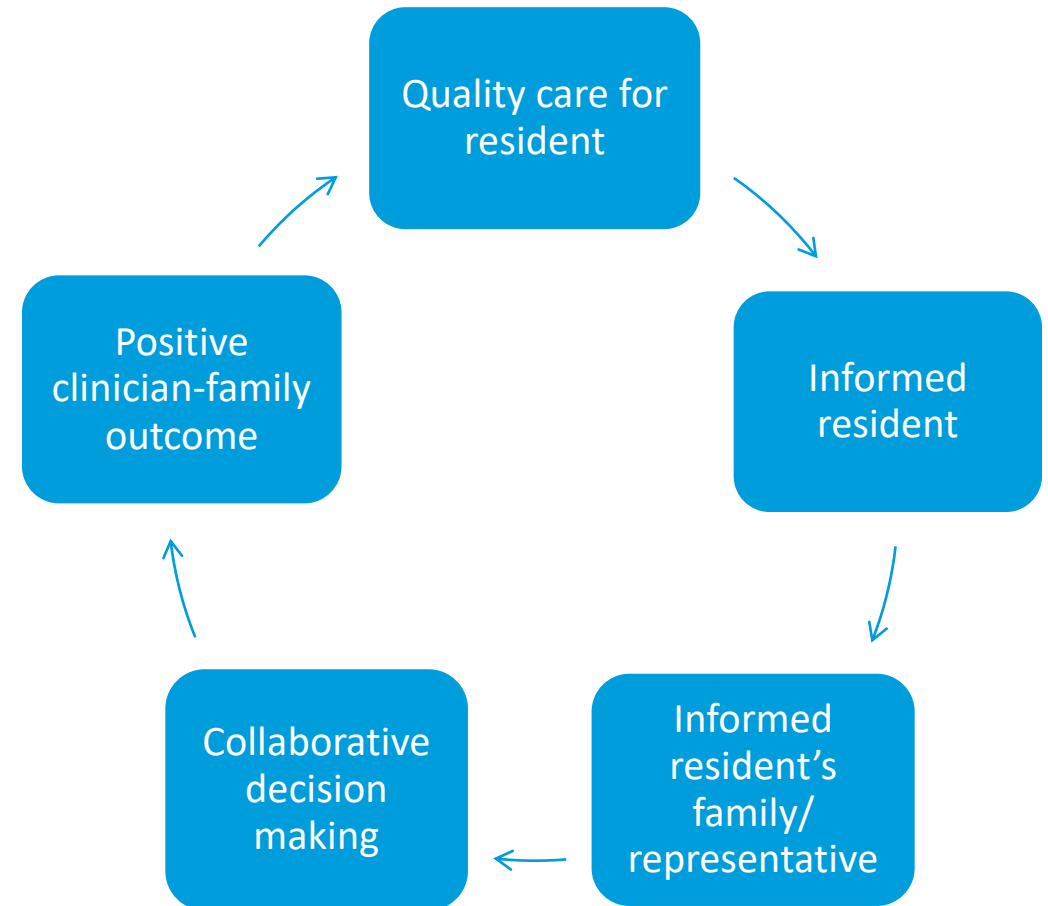
Telligen QI Connect™ Health Equity



- Check out Telligen’s Health Equity webpage for resources including the SHARE Approach:
<https://www.telligenqiconnect.com/health-equity/>

Next Steps – Lead into Action

- Create process for communication best practices within the organization
- Have a culture of open communication between staff and resident-family representatives



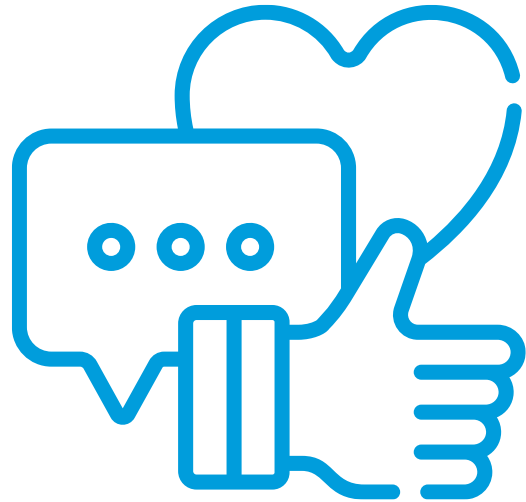
High-Risk Medication ECHO® Series Resources

There are seven sessions that share key information and strategies focusing on medication management, resident safe and quality of care

- Review each session's summary and prioritize improvement needs
- Watch session recordings
- Use the tools and resources
- Implement the call to action under each session title



How Did We Do? Let Us Know:



Please complete the poll before logging off!

Upcoming ECHO® **LTC Series** for Medication Management of Blood Thinners

Lunch with us for 30 minutes on the final Wednesday at 11:30 a.m. MST/
12:30 p.m. CST. ECHO® Session Dates and Topics:

- Session 4: August 23, 2023 – Communication with prescribers, pharmacists and others outside the facility



Learn more and register here:

<https://telligen.zoom.us/meeting/register/tZ0ufu-orTwoGN0sUjZgaMnbutLkmqL4kn-N#/registration>

Access prior session presentations and recordings [here!](#)

Project ECHO® Series on Anticoagulant Best Practices for Prescribers and Pharmacists

Lunch with us for 30 minutes on the final Thursday at 11:30 a.m. MST/ 12:30 p.m. CST. ECHO® Session Dates and Topics:

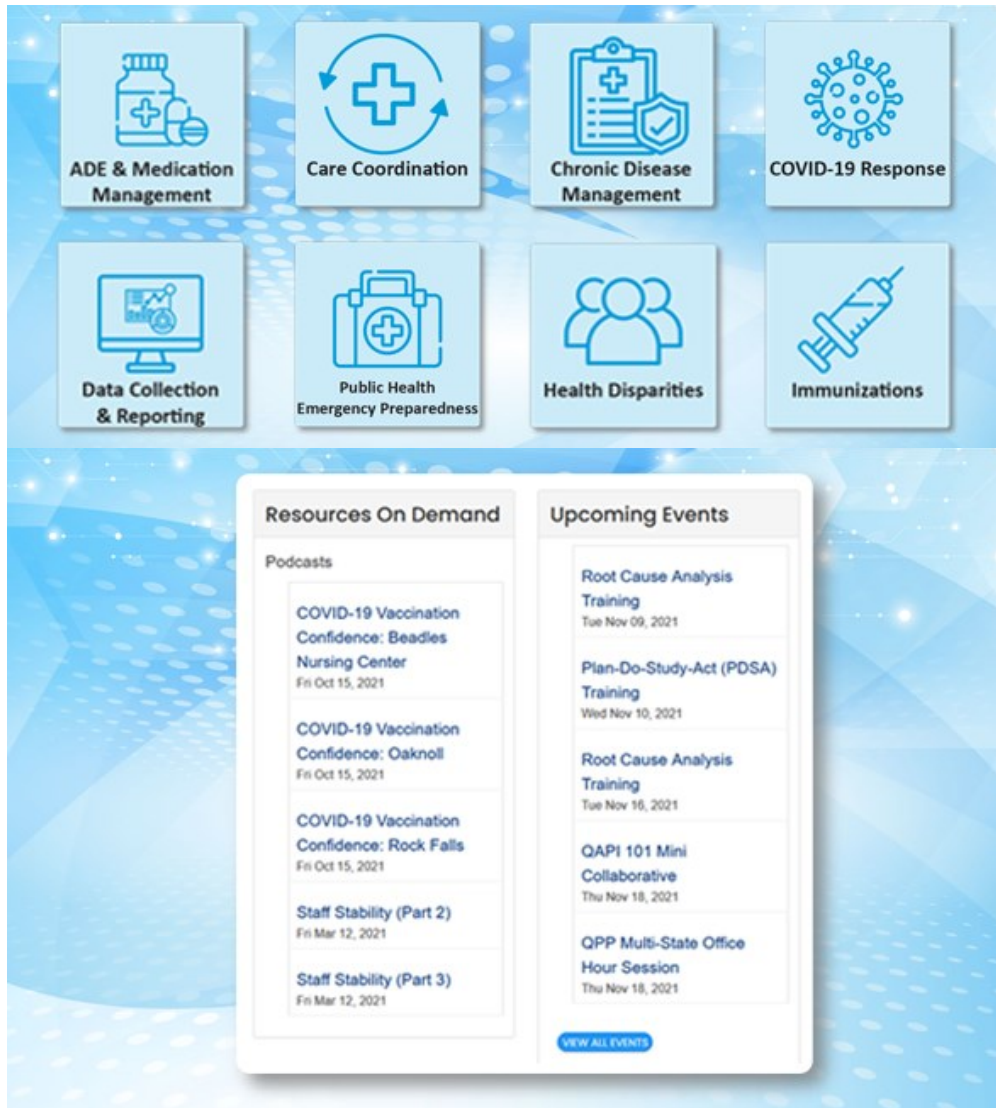
- Session 3: August 17, 2023 – Uses for Direct Oral Anticoagulants (DOACs)



Learn more and register here:

https://telligen.zoom.us/meeting/register/tZ0odu2hpiMoGtchn8_rv_O3olhyUt6UhRx#/registration

Access prior session presentations and recordings [here](#)!



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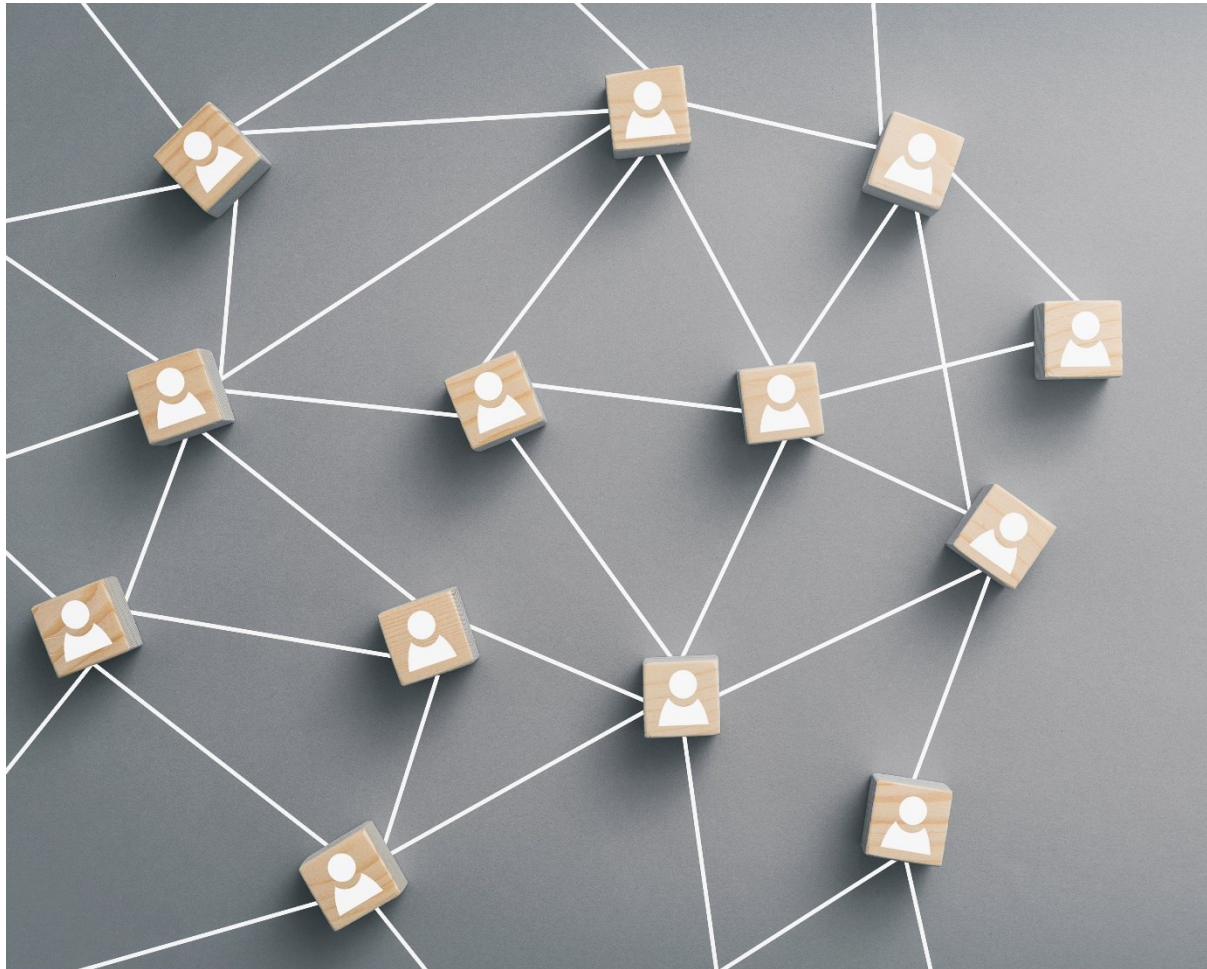


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Let's Chat!



If you are able, we invite you to stay on for the next 15 minutes for further discussion.

If you need to leave, we will see you next week!