PROVEN

PRagmatic Trial of Video Education in Nursing Homes

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2020 NIH Collaboratory Steering Committee Meeting

Lessons Learned
It’s ALL about IMPLEMENTATION

- Even simple adjustments in daily operating procedures are hard to achieve
- We adopted 2 strategies:
  - NEW Admission Patient Orientation was modified to include offering and showing the video to ALL
  - LONG Stay residents and families were to be offered video viewing during mandatory quarterly care planning sessions
- Pilot project experience very positive
  - BUT, most engaged sites VOLUNTEER to be pilots
Implementation Challenges in the Nursing Home

• "Check Box" Culture
• Teach to the test; High “offer” rate but many refusals to view
• High staff turnover, particularly in a full employment economy
• NH social workers often not clinically trained
• Ownership changes
• Sustaining engagement hard; sometimes the right person can make a difference
Relationship between turnover and ACP Video Program compliance for long-stay

Data as of 12/31/2016
Complicated & Changing Policy Environment

• Early 2016 MD/NP visits for Advance Care Planning reimbursed; even for 2nd visit/day
• Emergence of Institutional Special Needs MA Plans offer more incentives not to transfer
• One partner initiated first nursing home based Accountable Care Organization with own MDs
• Continuing increase in hospice use among long stay NH resident
Average facility-level Hospitalization/per person year trends

NIH Collaboratory Steering Committee Meeting
Top Barriers/Challenges and Recent Generalizable Lessons Learned
May 15, 2018
Summary

• Interventions must be better integrated into staff work flow
• Organizational attention span often limited since so many new initiatives are tried
• Real world (both policy and clinical emergencies) distract attention from add-ons
• True for any change in care processes, not just ePCTs