Learning and Action Networks: A Virtual Learning Approach

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AHQA Annual Meeting
September 9, 2015
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Objectives

• Define the format of the virtual learning sessions

• Analyze data and lessons learned from implementing virtual learning sessions for nursing homes

• Apply this approach to other settings of care
The Challenge

• Engage 600+ nursing homes in three states
• Introduce a new team to the QIN QIO work
• Provide foundational quality improvement education
• Apply the knowledge together as a team
• Optimize nursing home and QIO QIN resources
Gathering Information

- Lessons learned from 10SOW
- Available resources
- Input from peer coach/advisors
The Hypothesis

• Virtual learning sessions will increase team engagement
• Short recorded webinars (15-20 minutes) will encourage participation
• Virtual learning sessions will optimize nursing home and QIN-QIO resources
The Format
Short Recorded Webinars

(https://www.lsqin.org/initiatives/nursing-home-quality/ls1/#.Vd3n_HLbKUk)
Creating a Quality Culture
National Nursing Home Quality Care Collaborative
Team Activity: Learning Session 1, Webinar 1

Prior to this activity:
- Print the NHQC Change Package
- Make a copy of your mission and values statements
- Meet with your quality improvement team, and answer these questions:

1. Review your mission and values statement.
   - Is it clear that quality is a part of these statements?
   - Do our staff know our mission statement and core values?
   - Do we believe our organization demonstrates both?
   - Can we do anything better?

2. As a team, review the Change Package.
   - Check the items you feel your organization does well
   - Highlight items that would add to the quality culture of your home

3. Of the action items you identified, choose one your team will commit to work on by June 30, 2015.
Open Calls
The Evaluation
Evaluation Results

• The format of the event was effective:
  77% positive responses

• The event provided content that was useful in my job:
  93% positive responses
Evaluation Comments

• “I liked that we could do it when we had time and didn't have to be on line at a certain time.”

• “I love this format, easy to follow”
Evaluation Comments

• “The ability to access this was excellent”
• “I like the flexibility of utilizing the videos”
• “10 - 15 minutes webinar is manageable time”
• “No travel is wonderful”
Evaluation Comments

• “Prefer live webinars or on-site.”
• “A live webinar would be better than recordings so that you would have time to ask questions right at the time”
• “There should be a little more time to complete all modules”
Peer Coach/Advisor Debrief

• Offer webinars live and recorded
• Keep webinars short
• Live: two short webinars together with time for questions. Schedule an hour for these. Include lots of examples in each webinar.
Lessons Learned
Lessons Learned

• Provide an option-live event or listen to the recorded event
• Unable to determine the exact number of participating nursing homes
• Administrator CEs increase participation
• Difficult to meet the needs of 600+ nursing homes
Lessons Learned

Open Calls:

• Solicit questions from nursing home teams prior to open calls
• Send out format and what will be discussed prior to open calls
• A nursing home doing well on a topic area share at the beginning of the call to get the conversation rolling
Application to Other Healthcare Settings

Prior to organizing a virtual learning session:

• Evaluate the needs of your audience
• Be clear about the purpose and expectations
• Offer short webinars with team activities to give teams the opportunity to apply what is learned
Questions?

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www.lsqin.org/initiatives/nursing-home-quality
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