Data Driven Wellness: Using Information to Manage the Changing Landscape of Assisted Living

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Chief Clinical Officer
Learning Objectives

1. Identify the current and emerging trends influencing the rising acuity in assisted living

2. Discuss how an electronic health record (EHR) can facilitate the collection of standardized assessments used to manage wellness and prevention

3. Identify the data need to manage the rising medical acuity in assisted living.
Learning Objective One

- Identify The Current And Emerging Trends Influencing The Rising Acuity In Assisted Living
Evolution of Assisted Living: A Senior’s Perspective

1980’s – 1995

1995 – 2005

2005 – Future

OR

2005 – Future
Combination of trends has created a dynamic period in eldercare.

Senior Population Growth
- From 40M in 2012 to 72M in 2020.
- Drive growth in services for seniors, including assisted living facilities.

Technology Adoption
- Technology seen as part of the solution.
- Reasons include:
  - helps improve the quality of care
  - reduces treatment issues and errors
  - drives revenue capture
  - increases efficiency

Growth of U.S. 65+ Population

U.S. Skilled Nursing Facilities
Market Trends Impacting the Eldercare Continuum

Healthcare Reform and Rise of ACOs
Healthcare reform is creating the following:
• the eldercare continuum
• including billing and payment flow
• increased operability requirements
• expanded compliance needs

Expansion Across Eldercare Continuum
• Decline in reimbursement and number of facilities for skilled nursing.
• Will result in organizations seeking other sources of growth.

Combination of trends has created a dynamic period in eldercare.
Market Trends Impacting the Eldercare Continuum

### Staffing and Employee Issues
- High cost
- Continued turnover
- Workforce issues remain a challenge that is constantly in focus

### Economic Landscape
- Cost-cutting and strained budgets at all levels of government
- Tightening of private-pay dollars

Combination of trends has created a dynamic period in eldercare.
Defining Acuity

External Forces
- Healthcare Reform
- ACO’s
- Hospital Readmission Penalties
- Consumer demand “Aging in Place”
- Increase in Hospice Services
- ↑ State Regulations

Internal Forces: Changing AL Resident Profile
- # Chronic conditions
- ↑ assistance with ADLs
- ↑ Prevalence of Dementia
- ↑ in needed nursing services
- ↑ Frailty of the population
Learning Objective Two

- Discuss How An Electronic Health Record (EHR) Can Facilitate The Collection of Standardized Assessments Used To Manage Wellness And Prevention
Wellness

- Physical
- Social
- Spiritual
- Intellectual
- Occupational
- Emotional

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Identifying and Managing Wellness Opportunities

1. Identify Wellness Opportunities: Standardized Assessments
2. Collect Assessment Data Electronically
3. Manage Wellness and Changing Acuity: Data Analysis
Why **Standardized Assessments**?

- Documentation Consistency
- Program Development
- Communication
- Trending
- Data = Information
# Types of Assessments

<table>
<thead>
<tr>
<th>Area of Assessment</th>
<th>Suggested Tool</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitoring of chronic conditions</td>
<td>• Nursing clinical assessment</td>
<td>• Manage high risk chronic disease through clinical interventions</td>
</tr>
<tr>
<td>IADLS and ADLS</td>
<td>• Lawton and Katz</td>
<td>• Identify service needs and track changes over time</td>
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<tr>
<td>Cognition</td>
<td>• St. Louis University Mental Status (SLUMS)</td>
<td>• Memory support programs</td>
</tr>
<tr>
<td></td>
<td>• Functional Assessment Staging of Alzheimer’s Disease. (FAST)©</td>
<td>• Manage wandering and elopement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Trend changes over time</td>
</tr>
<tr>
<td>Depression</td>
<td>• Geriatric Depression Scale</td>
<td>• Undetected depression could result in decline in ADLs and socialization</td>
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<tr>
<td>Mobility and Gait</td>
<td>• Timed Up and Go (TUG)</td>
<td>• Identify fall risk&lt;br&gt;• Design and implement fall management programs</td>
</tr>
<tr>
<td>Nutrition</td>
<td>• Nutrition risk screening (NRS) 2002</td>
<td>• Identify nutritional risk</td>
</tr>
<tr>
<td>Medication Assessment</td>
<td>• Medication Management Instrument for Deficiencies in the Elderly (MedMaIDE™)</td>
<td>• Determine ability to manage medications&lt;br&gt;• Identify polypharmacy</td>
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How Does Your Assessment Process Translate Into Wellness?

- Gather Assessment Information
- Identify Risk
- Develop and Evaluate Wellness Programs Depending on the Needs of the Community
EHR in Assisted Living: Benefits

“Forward-thinking providers recognize that EHRs and technology are becoming a business incentive rather than a luxury.”

- Majd Alwan, Executive Director, LeadingAge Center for Aging Services Technologies (CAST)
Standardized Assessments = Structured Data

- Use of documentation templates to collect standardized data
  - Creates consistent, standardized documentation
- Clinical decision support
  - Provide alerts and reminders
  - Embed clinical protocols at point of data entry
  - Use best clinical evidence for interventions
- Resident Care Documentation
  - Use of a scheduler provides documentation of services provided
  - Provides ability to generate compliance reports
- Structured Data → Data Mining
eMAR

- Medication management
- Polypharmacy
- Cost management
- Disease management
Business Intelligence – Trending Reports

• Resident level
  • Provides objective information to resident and family regarding changes in function and cognition

• Facility Level
  • Provides trending on “aging in place”
  • Ability to track changes in resident profiles
  • Tracking of participation in wellness programs and impact of those programs, i.e., falls, polypharmacy
  • Program development - > Brown bag programs for polypharmacy
Resident Level Wellness

Resident's balance measured over time

Measurement indicates a decline in lower extremity function, unsteadiness, and balance issues

Meet with family and resident to review report

Decide to enroll resident in campus fitness program

2 months later family, resident and staff meet to review individual outcome results

Outcomes demonstrate improvement in balance metrics and no falls during the measured time period.
Community Level Wellness

- EHR outcome report generated on ADL functional status
- Results: % of residents needing assistance with gait mobility increased in last 6 months
- Root cause analysis performed and plan developed

- Structured fitness program implemented with measureable outcomes tracked in EHR
- 6 months later: 1) decrease in assistances needed for mobility and dressing; 2) decrease in fall rate; 3) # CNA minutes per resident decreases.
- The Outcome Reports generated provides the organization with information on the efficacy of the newly implemented fitness program.
Financial

- Cost of Care
- Cost Creep
  - Identify services being delivered
  - Track time spent on each service per resident
- Capturing Services Delivered = Revenue
- Staffing Changes
Learning Objective Three

• Identify The Data Needed To Manage The Rising Medical Acuity In Assisted Living
Outcome Management Trending

• Staffing Ratios
• Stability of Chronic Conditions
  • ACO
  • Acute Care Partners
• Fall Risk Management
• Memory Support
• Services Provided
  • Increases in ADL and IADL
  • Increases in medication complexity
Thank you for your time!

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