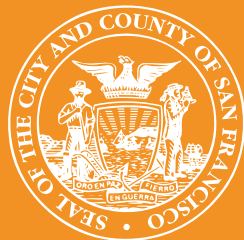San Francisco Health Network
Laguna Honda Hospital
and Rehabilitation Center

Laguna Honda Hospital
Resident-Centered Care Plan Project

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San Francisco Department
of Public Health

Background

- **Pre-Electronic Health Record (EHR), LHH utilized standardized paper Resident Care Plans (RCPs)**

- **August 2019 - EHR RCPs implementation (Epic)**
  - Epic Framework
    - Acute care content
    - Standardized problems, goals, and interventions
  - New documentation process
  - Identified new opportunities
    - Needs assessment of current state
    - Staff education
      - Focus on "what matters" to our residents (individualized resident-centered care)
    - Epic enhancement of the Long-Term Care (LTC) module to meet regulatory requirements
- **November 2019 - California Department of Public Health (CDPH) yearly relicensing survey**

The Plan of Correction:
How to improve *Individualized* Care Plans

- **Development of the A3 Project**

- A3 was created: Refining the Nursing Process & Resident-Centered Care Planning
  - Explored current conditions/current state
  - Analyzed factors that contributed to the opportunity for improvement
  - Developed problem statements (GAP)
  - Set goals and target dates
  - Developed countermeasures
  - Created Plan-Do-Study-Act (PDSA) project

PDSA: RCP Content Review

- **PLAN**
  - Optimization of care plan content to match LTC needs
  - Optimization to include functionality for individualization (e.g., content specific to what matters to the resident)
- **DO**
  - All RCP content was reviewed by the CNS group for;
    - Evidence-based care interventions
    - Age-specific care interventions
    - Regulatory-specific content consistency
  - Refining of current workflow in Epic
- **STUDY**
  - Optimization/Re-building the RCPs
- **ACT**
  - In progress

PDSA: Regulatory/Compliance

- **PLAN**
  - Developed process for RCP performance improvement

- **DO**
  - Developed RCP audit tool and database to track performance
  - Developed a process of how audits would be performed
  - Training of auditors

- **STUDY**
  - On-going re-evaluation of the audit process
  - Measure the compliance of the audits being completed

- **ACT**
  - Audit process continues to be reviewed and revised to enhance consistency and efficiency
  - Continued audit until decrease in error rate

PDSA: People/Education Phase 1

- **PLAN**
  - Enhance nursing competencies in care planning to integrate "what matter" to our residents
- **DO**
  - eLearning Module (ELM) developed
  - Content focused on how to individualize care interventions
  - Focus on navigating through the new EHR
- STUDY
  - Measured percentage of completion with passing score (defined as 80% or greater)
- **ACT**
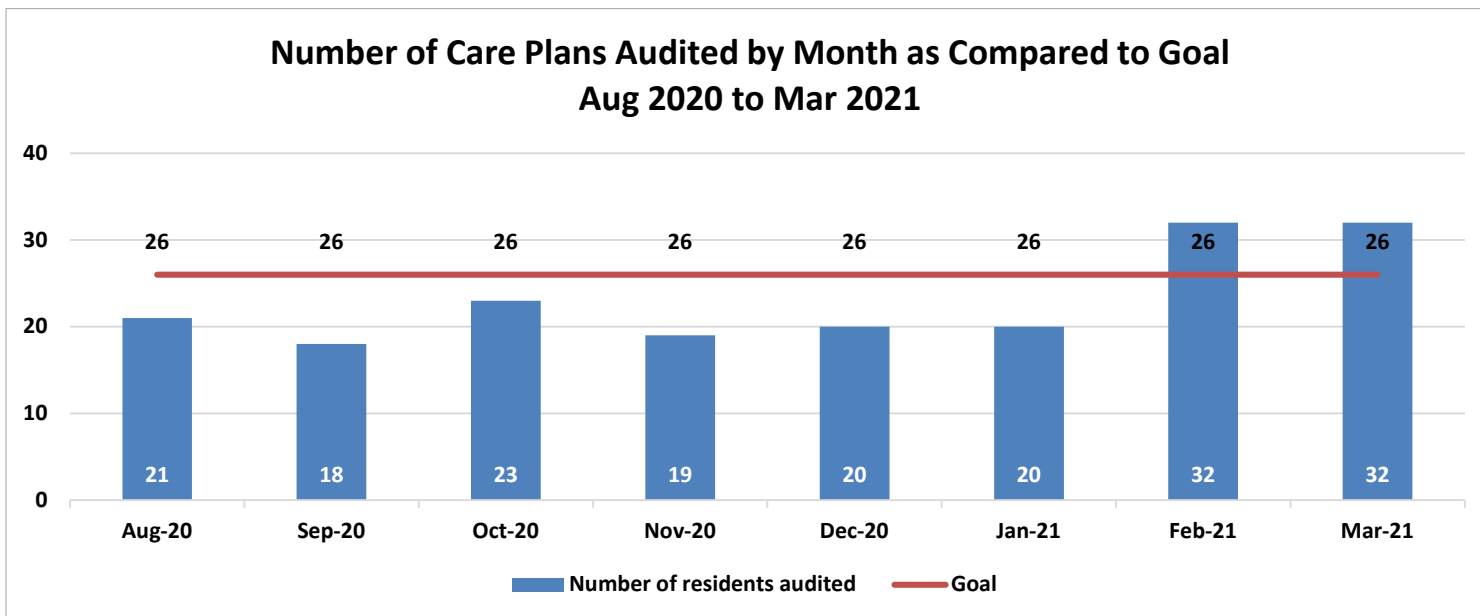 - Met goal

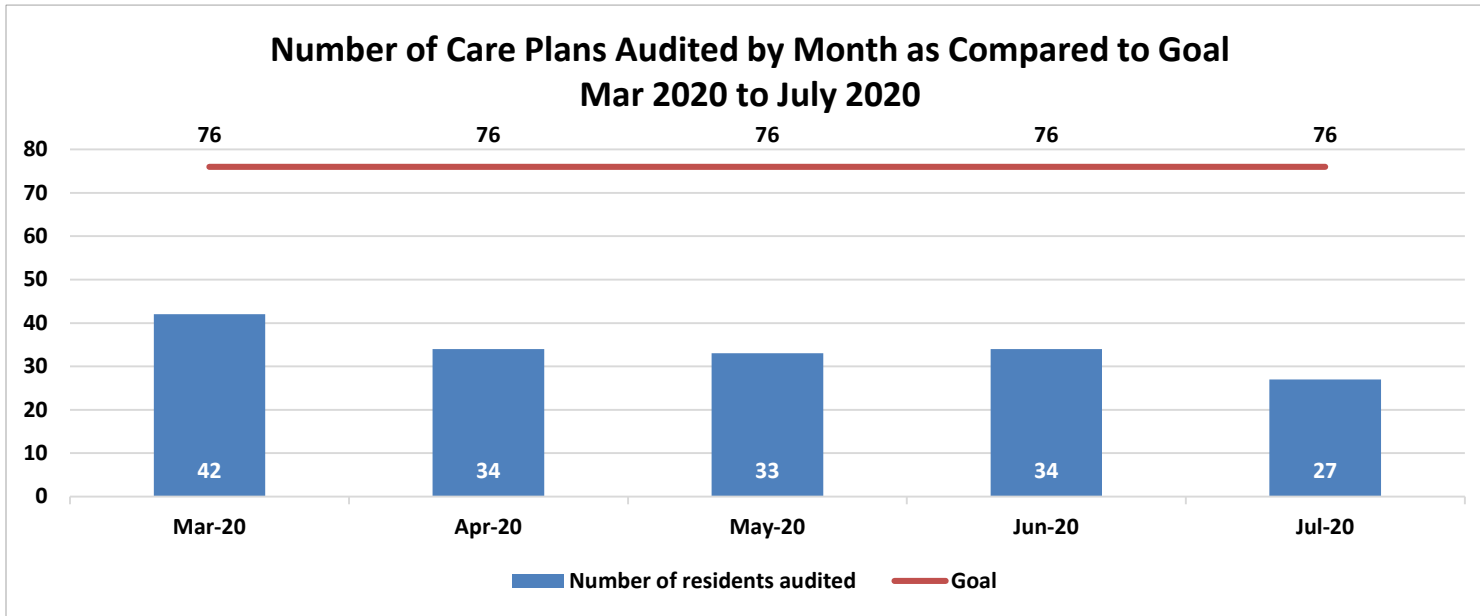# PDSA: People/Education Phase 2

- **PLAN**
  - Competency Measurement
- **DO**
  - RCP competency developed for: Licensed Nurses
  - CNS provided additional training for nursing leadership to serve as mentors to staff
  - Development and implementation of care plan huddles
- **STUDY**
  - Measured percentage of completion of competency (competency must be met at 100%)
- **ACT**
  - In process

PDSA: People/Education Phase 3

- **PLAN**
  - Expand to other departments for interdisciplinary care planning processes
- **DO**
  - Develop interdisciplinary/multidisciplinary care plan education
  - Integration in the Resident Care Team meetings
- **STUDY**
  - Measured percentage of completion with passing score (defined as 80% or greater)
  - Identify measure to capture whether what is being care planned is being delivered
- **ACT**
  - In planning stages

Current State: RCP Audit Data

Number of Care Plans Audited by Month as Compared to Goal
Mar 2020 to July 2020

Month	Number of residents audited	Goal
Mar-20	42	76
Apr-20	34	76
May-20	33	76
Jun-20	34	76
Jul-20	27	76

Legend: Number of residents audited — Goal

Number of Care Plans Audited by Month as Compared to Goal
Aug 2020 to Mar 2021

Month	Number of residents audited	Goal
Aug-20	21	26
Sep-20	18	26
Oct-20	23	26
Nov-20	19	26
Dec-20	20	26
Jan-21	20	26
Feb-21	32	26
Mar-21	32	26

Legend: Number of residents audited — Goal

Next Steps

- Continue with monthly RCP audits
- Complete RCP competency assessments for Licensed Nurses
- Continue to conduct RCP Huddles with front-line staff
- Explore opportunities to enhance multidisciplinary care planning efforts
  - Interdisciplinary care planning education
  - How to integrate different disciplines' care plans together
- Explore in how to involve the resident, their families, and/or surrogate decision maker/guardian in the RCP process
- Involvement in complementary projects that support the idea of "What Matters" to our residents
  - Age-Friendly Health Systems Project participation
  - Nurses Improving Care for Healthsystem Elders (NICHE) Program participation