



Quality Centered Care

Be Present, be centric, be
intentional

A Movement: A Philosophy of Care

Create health care systems that ensure every older adult receives the best evidence-based care possible, without harm, ultimately satisfied with the care received.

**Have the conversation to
understand your
resident's history**

Emotional Intelligence can impact your Quality Performance

“Caring enough to understand the individual and customizing our approach to recognize the person’s gifts, their needs, their preferences, and their goals.”

(Kimbrell, M. & Palacios B. (2016)

EQ Assessment

EQ can improve or possibly decline over time.

Characteristics of Emotional Intelligence

- Self-Aware
- Self-Motivate
- Self-Regulate
- Socially Regulate
- Socially Aware

Empathy
&
Curiosity

Emotional Intelligence

Making a Quality Difference

Measure Description	CMS ID	Data	Num	Denom	Facility Observed Percent	Facility Adjusted Percent	Comparison Group State Average	Comparison Group National Average	Comparison Group National Percentile
Hi-risk/Unstageable Pres Ulcer (L)	N015.03	C	2	20	10.0%	10.0%	10.0%	9.1%	62
Phys restraints (L)	N027.02	C	0	45	0.0%	0.0%	0.3%	0.2%	0
Falls (L)	N032.02	C	26	45	57.8%	57.8%	52.1%	48.3%	78 *
Falls w/Maj Injury (L)	N013.02	C	1	45	2.2%	2.2%	4.8%	3.6%	37
Antipsych Med (S)	N011.02	C	2	8	25.0%	25.0%	2.8%	2.2%	99 *
Antipsych Med (L)	N031.03	C	1	37	2.7%	2.7%	15.0%	14.4%	7
Antianxiety/Hypnotic Prev (L)	N033.02	C	1	18	5.6%	5.6%	8.4%	6.3%	57
Antianxiety/Hypnotic % (L)	N036.02	C	11	34	32.4%	32.4%	24.3%	19.7%	88 *
Behav Sx affect Others (L)	N034.02	C	8	41	19.5%	19.5%	17.2%	20.6%	56
Depress Sx (L)	N030.02	C	2	41	4.9%	4.9%	4.8%	7.5%	65
UTI (L)	N024.02	C	0	27	0.0%	0.0%	3.7%	2.8%	0
Cath Insert/Left Bladder (L)	N026.03	C	1	27	3.7%	2.9%	2.6%	2.1%	74
Lo-Risk Lose B/B Con (L)	N025.02	C	4	8	50.0%	50.0%	38.1%	47.3%	58
Excess Wt Loss (L)	N029.02	C	4	17	23.5%	23.5%	6.0%	8.5%	97 *
Incr ADL Help (L)	N028.02	C	9	31	29.0%	29.0%	16.2%	17.2%	89 *
Move Indep Worsens (L)	N035.03	C	1	5	20.0%	26.5%	21.0%	27.2%	52
Improvement in Function (S)	N037.03	C	1	4	25.0%	29.6%	69.4%	70.8%	4 *

Measure Description	CMS ID	Numerator	Denominator	Facility Observed Percent	Facility Adjusted Percent	National Average
Pressure Ulcer/Injury ¹	S038.02	4	46	8.7%	10.3%	2.9%

¹ The Changes in Skin Integrity Post-Acute Care: Pressure Ulcer/Injury (S038.02) measure is calculated using the SNF QRP measure specifications v3.0 addendum and is based on 12 months of data (01/01/2020 - 12/31/2020).

Emotional Engagement, involvement and [connection](#) with others are key, as is meaningfulness.

PIP- Life Enrichment Interventions

PIP Team Members:

Staff Name	Title		
	ADM		
	Activities Coordinator		
	DON		

PIP Team Project:

Quality Measure of Focus	Baseline Rate of QM	Improvement Goal for QM	Goal Rate	Date to reach the goal rate
Life Enrichment		State Rate		02/28/2025

Goal Monitoring:

Current Date	Current Rate	Current Date	Current Rate	Current Date	Current Rate
11/01/2024	30%	11/01/2024	30%		
12/15/2024	50%				
01/31/2024	75%				

Interventions: The following are the interventions Implemented:

Start Date	Intervention Description	Intervention Notes	Outcome/Results
11/01/2024	Survey Residents for Activities of Interest Rate their top 5	Multidisciplinary Team (include Activity Coordinator)	
12/15/2024	Identify activities, identify involvement goals	Run CASPER Quality Measures Report – Monitor Improvement Talk with team about what they have learned from surveying residents about activities	
01/18/2025	Individual Care Plans		
01/18/2025	Identify What Matters Most to each Resident		

Outcomes: Use the table below to document what has worked, what has not worked, or lessons learned.

Intervention Successes	Intervention Barriers	Lessons learned



10 Activities to Increase your Emotional Intelligence

- Journal every day
- Identify Triggers
- Exercise Regularly
- Practice Mindfulness
- Document Specific Goals
- Visualize Your Aspirations
- Predict the Response
- Careful Observation
- Find Common Ground
- Maintain Eye Contact

**You have the ability to improve
your emotional intelligence
and accomplish great things.**

A Case to Consider- Moments of Momentum

- Ask What Matters Most to your staff and interview and ask ALL of your Residents.
- What interventions would you suggest?
 - Ask Staff
 - Ask Residents
 - Engage your Community



References

- Magnet Culture - magnetculture.com
- TTI SUCCESS INSIGHTS www.ttisi.com

Continuity of Care



Connect to the state Health Information Exchange (HIE)

Funding available now through Oklahoma legislation.

\$30 million appropriated for connection costs.

These funds are limited- when they are gone... their gone.

Connection fee from Point Click Care and other LTC EHRs is covered.

— Based on average daily census



Join us at Tellers on December 3rd 3-6
to address Continuity of Care - Quality Improvement



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