



CLINICAL CONSULTATION | LEADERSHIP COACHING | ICAR ASSESSMENTS

QIPMO is a cooperative project between the **Missouri Department of Health and Senior Services** and the **MU Sinclair School of Nursing**. The MU MDS and Quality Research Team developed and tested QIPMO.

Quality improvement nurses and leadership coaches with QIPMO contact and offer **confidential** clinical and operational consultation to long-term care facilities.

In the 1990s, MU MDS and Quality Research Team developed and tested QIPMO to improve quality of care in Missouri nursing homes. With positive research results, QIPMO was adopted in 1999 as an on-going program in Missouri.^{1,2,3}

Foundation of QIPMO was a randomized clinical trial of feedback reports and on-site clinical consultation by nurses with graduate education in geriatric nursing.^{1,2} Key findings were that QIPMO improves quality of care outcomes of the residents and reduces cost. Later evaluations have similar results, including a care cost savings of more than \$4.7 million statewide.^{3,4,5}

QIPMO was recognized by the American Academy of Nursing as an Edge Runner program in 2012, in addition to being named as a Health Quality Innovators of the Year by HQIN in 2020. QIPMO quality improvement nurse clinical consultants/educators with gerontologic expertise assist nursing homes to refine their quality improvement programs. They provide information and support related to clinical issues of interest, getting best practice information to them for their use.

In 2013, Leadership Coaching was added to QIPMO to assist administrators and key management to meet leadership challenges. Our licensed nursing home administrator (LNHA) coaches offer assistance with complex problems in business and personnel operations. The service is tailored to meet individual needs within the context of each person's unique operational situation.⁶

In response to COVID-19, QIPMO formed the Infection Control Assessment and Response (ICAR) team at the end of 2020. The team's primary goal is to assist Missouri's Long-Term Care Facilities with navigating the challenges of the COVID-19 pandemic and other infectious diseases. Members of the ICAR Team are available for voluntary, no cost visits (virtual and/or in-person) to any residential care, assisted living, and skilled nursing facility in Missouri. These visits are intended to be consultative and collaborative in nature with a *non-regulatory focus* to evaluate infection control practices.

QIPMO CLINICAL ASSISTANCE

QIPMO CLINICAL EDUCATORS

- Wendy Boren, BS, RN, IP - Region 2
- Katy Nguyen, MSN, RN - Regions 3, 4
- Crystal Plank, BSN, RN, RAC-CTA, IP - Regions 5, 6
- Debbie Pool, BSN, RN, LNHA, IP - Region 7
- Melody Schrock, BSN, RN, RAC-CT, IP - Region 1
- Carol Siem, MSN, RN, GNP-BC (retired), RAC-CTA, IP - Part-time Educator

QIPMO CLINICAL SERVICES ARE FOR

- Skilled Nursing Facilities (SNF), Intermediate Nursing Facilities (ICF)
- All visits are **FREE** to facilities

QIPMO CLINICAL EDUCATORS HELP WITH

Technical assistance with Resident Assessment Instrument (RAI), Quality Measures (QMs), Certification and Survey Provider Enhanced Reports (CASPER); Quality Assessment and Performance Improvement (QAPI) processes; evidence-based gerontological nursing clinical practice information

QIPMO LEADERSHIP COACHING

LEADERSHIP COACHES

- Nicky Martin, MPA, BS, LNHA, CDP, IP - St. Louis/Southeast (QIPMO Team Leader)
- Mark Francis, MS, LNHA, IP - Kansas City/West/Southwest
- Libby Youse, BGS, LNHA, IP - Midwest/North

LEADERSHIP COACHING SERVICES ARE FOR

- Skilled Nursing Facilities (SNF), Intermediate Nursing Facilities (ICF)
- All visits are **FREE** to facilities

LEADERSHIP COACHES HELP WITH

Operational improvement; corporate compliance, budget analysis; regulations and process improvement; leadership skills, staff retention, staff training; culture change; survey readiness

QIPMO ICAR ADVISING

ICAR ADVISORS

- Janice Dixon-Hall, IP - Region 7
- Shari Kist, PhD, RN, CNE, IP - Regions 3, 4
- Nicky Martin, MPA, BS, LNHA, CDP, IP - Region 2
- Steve Miller, MA, IP - Region 1
- Sharon Thomas, BSN, RN, IP - Regions 5, 6

ICAR SERVICES ARE FOR

- Skilled Nursing Facilities (SNF), Intermediate Nursing Facilities (ICF), Residential Care Facilities (RCFs), Assisted Living Facilities (ALFs)
- All visits are **FREE** to facilities

ICAR ADVISORS HELP WITH

Infection control consultation and evaluation; preparation for pandemics; infectious disease management

QIPMO SUPPORT GROUPS

- MDS and Administrator Support Groups are lead on a regular basis by a QIPMO nurse or coach throughout all of the LTC regions in the state
- Group meetings provide support through networking
- Discussions include CMS updates and regulations, issues related to MDS and RAI processes, clinical and administrative topics of current issues
- Networking with other long-term care facilities in the region
- <https://nursinghomehelp.org/events-webinars/> for schedules

QIPMO MONTHLY EDUCATIONAL WEBINARS

- Topics such as falls, incontinence, infection control, MDS/RAI, Five star and QMs,
- Held every third Monday of each month
- CEUs offered
- <https://nursinghomehelp.org/events-webinars/> for schedules

QIPMO ADMINISTRATION

- Project Director: Marilyn Rantz, PhD, RN, FAAN
- Project Coordinator: Jessica Mueller, BA
- Project Support Specialist: Ronda Cramer

2020 STATISTICS OF SERVICES PROVIDED

- 696 different facilities/organizations/ people were contacted by **QIPMO Nurses**
- 561 site visits in 342 different facilities were conducted by **QIPMO Nurses**
 - Including 451 for-profit, 107 non-profit, 141 governmental/other
 - Including 19 ICF, 511 SNF, 15 hospital/hospital SNF/hospital swing bed, 16 governmental, 62 corporate, 77 ALF/RCF/association/other
 - Ranging in size from 3 to 430 beds
- 605 different facilities/organizations/ people were contacted by **Leadership Coaches**
- 258 site visits in 172 different facilities were conducted by **Leadership Coaches**
 - Including 405 for-profit, 96 non-profit, 104 governmental/other
 - Including 8 ICF, 487 SNF, 6 hospital/hospital SNF/hospital swing bed, 7 governmental, 55 corporate, 42 ALF/RCF/other
 - Ranging in size from 8 to 430 beds

QIPMO REFERENCES

- ¹ Popejoy, L.L., Rantz, M.J., Conn, V., Wipke-Tevis, D., Grando, V., & Porter, R. (2000). [Improving quality of care in nursing facilities: The gerontological clinical nurse specialist as research nurse consultant](#). *Journal of Gerontological Nursing*, 26(4), 6-13.
- ² Rantz, M.J., Popejoy, L., Petroski, G.F., Madsen, R.W., Mehr, D.R., Zwygart-Stauffacher, M., Hicks, L.L., Grando, V., Wipke-Tevis, D.D., Bostick, J., Porter, R., Conn, V.S., & Maas, M. (2001). [Randomized clinical trial of a quality improvement intervention in nursing homes](#). *The Gerontologist*, 41(4): 525-538.
- ³ Rantz, M.J., Vogelsmeier, A., Manion, P., Minner, D., Markway, B., Conn, V., Aud, M.A., & Mehr, D.R. (2003). [A statewide strategy to improve quality of care in nursing facilities](#). *The Gerontologist*, 43(2): 248-258.
- ⁴ Rantz, M.J., Cheshire, D., Flesner, M., Petroski, G.F., Hicks, L., Alexander, G., Aud, M.A., Siem, C., Nguyen, K., Boland, C., & Thomas, S. (2009). [Helping nursing homes "at risk" for quality problems: a statewide evaluation](#). *Geriatric Nursing*, 30(4), 238-249.
- ⁵ Rantz, M.J., Hicks, L., Petroski, G.F., Madsen, R.W., Alexander, G., Galambos, C., Conn, V., Scott-Cawiezell, J., Zwygart-Stauffacher, M., & Greenwald, L. (2010). [Cost, staffing, and quality impact of bedside electronic medical record \(EMR\) in nursing homes](#). *Journal of the American Medical Directors Association*, 11(7), 485-493.
- ⁶ Phillips, L.J., Oyewusi, C., Youse, E., & Rantz, M.J. (2018). [Impact of Survey Readiness Training on Nursing Home Quality of Care](#). The Gerontological Society of America's 70th Annual Scientific Meeting, Boston, Massachusetts, from November 14-18, 2018. *Innovation in Aging*, 2(Suppl 1), 723.

QIPMO WEBSITE: www.nursinghomehelp.org

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