



Civil Money Penalty  
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# Elevate Care

*LONG TERM CARE LEADERSHIP ACADEMY*

*LTCLA-4Ms*

 FRAN AND EARL ZIEGLER  
**COLLEGE OF NURSING**  
*The UNIVERSITY of OKLAHOMA HEALTH SCIENCES CENTER*

**OKLAHOMA**  
State Department of Health



# LTCLA-4Ms: The Facts

- **Oklahoma** is ranked 45<sup>th</sup> in the United States in Long-Term Care services and Supports in the Older Adults Scorecard
- **Oklahoma** was noted to be 51<sup>st</sup> – the lowest ranking for Quality of Life and Quality of Care
- **Oklahoma** nursing homes had a turnover rate of greater than 68% in the same study (Reinhard, 2014)
- **Turnover** was noted to be a barrier to adoption of the “It’s Not OK to Fall” Program
- **Turnover** is more important when explaining nursing home outcomes than staffing or skill mix



# BACKGROUND AND OVERVIEW

- Turnover in Oklahoma nursing homes above the national average
- 4 day Leadership Academy
  - Day 1—  
Administrators/DONs/ADONs
  - Day 2—RNs/LPNs
  - Day 3—CNAs/CMAs
  - Day 4—Team meeting



# PURPOSE AND GOALS

## Purpose:

To provide an environment to develop leadership skills through education and mentoring for three levels of co-workers

## Goal:

To reduce turnover and implement evidence-based, 4Ms Framework to improve quality using newly obtained skills





# OSDH & OTHER LEADERS IN IMPROVEMENT OF NH CARE

- **OU College of Nursing/OSDH Collaboration to develop program**
- **Incorporated Best practices in Long Term Care**
- **Based on successful Texas Department of Aging and Disability Services NH Leadership program**
- **Program development committee consisting of OU CON Faculty and staff, OSDH, nursing home representatives (DON and Administrator), an educator with expertise in CNA development, and a community representative**
- **Using the experts assembled, we developed a program that made sense for Oklahoma**



# Overview of the 4M's Program

- Leadership vs Management
- Team Building
- Role in Recruitment and Retention
- Effective Communication
- Conflict Resolution
- Delegation and Nurse Practice Act
- QAPI—PDSA—RCA
- Evidence-based Practice
- Adapting to Change



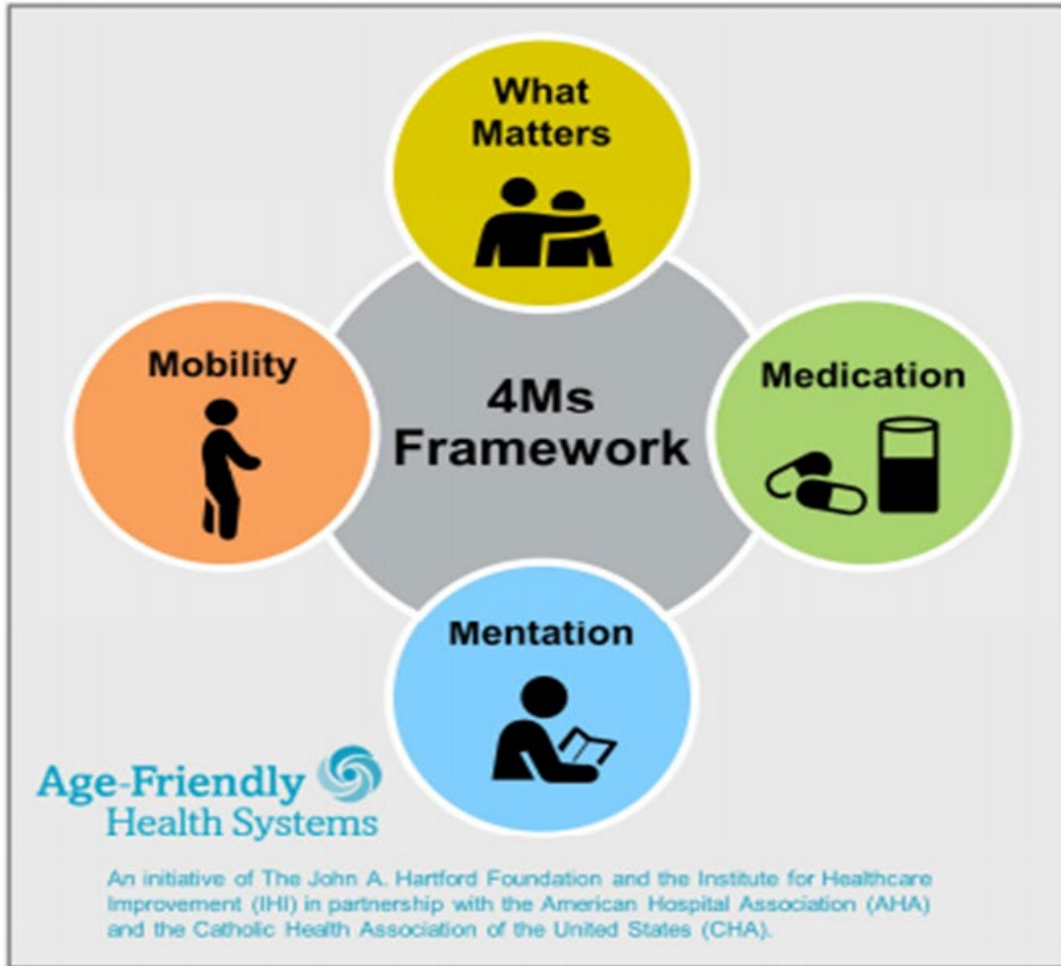
# Incorporation of the 4Ms

- ✓ **AGE FRIENDLY HEALTHCARE WILL BE INTRODUCED TO NURSING HOMES**
- ✓ **Age-Friendly healthcare provides a framework for every older adult's care which:**
- ✓ **Is guided by an essential set of Age-Friendly, evidence-based practices across the "4Ms" – What Matters, Medication, Mentation and Mobility.**
- ✓ **Causes no harm.**
- ✓ **Is consistent with what matters to older adults and their families.**
- ✓ **The model focuses on improved safety, improved outcomes, and increased resident and family engagement.**



# 4M's Framework

**Figure 1. 4Ms Framework of an Age-Friendly Health System**



## What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

## Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

## Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

## Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

For related work, this graphic may be used in its entirety without requesting permission.  
Graphic files and guidance at [ihi.org/AgeFriendly](http://ihi.org/AgeFriendly)





# ***4M's: A SHIFT IN CARE***

## **4Ms Framework: Not a Program, But a Shift in Care**

- The 4Ms Framework is not a program, but a shift in how we provide care to older adults.
- The 4Ms are implemented together (i.e., all 4Ms as a set of evidence-based elements of high-quality care for older adults).
- Your system probably practices at least a few of the 4Ms in some places, at some times. Engage existing champions for each of the 4Ms. Build on what you already do and spread it across your system.
- The 4Ms are practiced reliably (i.e., for all older adults, in all settings and across settings, in every interaction).



# Next Steps

- Develop 4Ms Team
- Process Walk-Through: Know the 4Ms in Your Facility
- Key Actions and Getting Started
- Implementation and Measuring Impact
- On-going support (LTCLA team, IHI Action Community)



# 4Ms and Quality Measures

- ✓ Evidence-based, best practice
- ✓ Aligns with CMS guidelines
- ✓ Improve systems & processes
- ✓ Positively impact resident outcomes



# Thank You For Your Time!



## What Are Your Questions/Needs?



## LTCLA TEAM CONTACT INFORMATION

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