Equip Staff to Deliver High-Quality Care

Strong patient outcomes depend upon a foundation of high-quality care delivered within every individual post-acute care setting. The following section provides strategies for growing your staff’s clinical capabilities and engaging them in performance goals so that they can confidently manage all patients, whatever their acuity level.

Strengthen Frontline Staffs’ Core Post-Acute Competencies

- **Bolster RN Critical Thinking Skills Through Simulation Lab Training**
  Learn how Blue Skies of Texas, a continuing care retirement community, built a geriatric simulation lab to improve staff’s assessment and treatment capabilities for complex patient types.

- **Build a Clinical Knowledge-Based Career Ladder for Home Health Aides**
  Seeing rising acuity among their home care patients, one home health agency partnered with a community college to teach aides how to better support chronically ill patients; this program facilitates a clinical knowledge-based career ladder, promoting aide retention and skills.

- **Train Nurses to Manage Complex Patients**
  Explore LifeCare’s training course, developed to equip staff to accept increasingly large volumes of chronically critically ill patients while also improving staff retention.

Train Post-Acute Partners to Improve Clinical Quality

- **Dedicate a Nurse Navigator to Acute/Post-Acute Relations**
  Learn how Hospital Sisters Health System established a Nurse Navigator Role to identify knowledge gaps at partnering SNFs and connect them with hospital subject matter experts.

- **Cross-Train Nurses For Acute and Post-Acute Care**
  Explore how UPMC developed an RN shadowing and education program to address acute and SNF nurses’ lack of familiarity with cardiovascular care at one another’s settings.

- **Adapt Hospital Quality Improvement Methods for Post-Acute Settings**
  See how Sentara implemented select hospital practices, such as a nursing practice council and UTI and ventilator safety pathways, to drive standardized quality in its SNF settings.
Engage Staff in Organizational Quality Goals

► Build Frontline Investment in Value-Based, Post-Acute Care
Use this resource suite, complete with ready-to-use infographics and webconferences, to get your staff up to speed on industry changes, learn tactics to secure staff buy-in on broader performance goals, and promote peer-to-peer-accountability.

► Streamline Therapy Referral Process for Staff
Learn how Susquehanna Health created a simple process for nurses to connect patients who appear to be declining with the organization’s therapy program.

► Develop A Care Management Hotline to Connect Patients to Senior Services
Find out how LA Jewish Home created and promoted a care manager hotline that staff can use to easily connect patients to the organization’s full range of senior care services.

Maximize the Impact of Clinical Staff

► Use an Acuity-Based Staffing Model
Learn how an IRF CNO uses an acuity measurement tool every morning to determine appropriate staffing levels for the night shift and following day’s morning shift; View the seven key metrics a SNF uses to measure acuity and identify the ideal number of RN and LPN staff needed to effectively manage its patients.

► Promote Top-of-License Practice
Follow how Glover VNA shifted from an RN-dominated care model to a therapist and LPN driven model to enable RNs to perform more top-of-license work and reduce overall costs of care.

► Equip Non-Clinical Health Coaches with Technology to Provide Transitional Care
See how this organization deploys non-clinical health coaches equipped with a care coordination and analytics platform to provide transitional care; the platform notifies a supervisory nurse manager about risky patients, enabling the nurse to deploy needed interventions.

► Utilize an RN Manager to Support High-Need Patients in the Independent Living Setting
Check out how this senior living provider introduced an RN manager role to its independent living setting in order to manage patients who have growing support needs but are not yet ready to transition to assisted living.

Source: Post-Acute Care Collaborative interviews and analysis.