

CMS Region IV LTC Quality Improvement Initiative

2015-2020

Six State Final Grant Report

Alabama 2015- 04-AL-UOL-0303

Georgia 2015- 04- GA-UOL-0303

Kentucky 2015- 04- KY-UOL-0303

South Carolina 2015- 04- SC- UOL-0303

Florida 2015-04-FL-UOL-0303

Mississippi 2015- 04-MS-UOL-0303

www.cpgltc.org

Final Grant Summary

Florida (FL) was the last of the six states that funded the CMS Region IV LTC Quality Improvement Initiative. The Florida contract ended on December 31, 2020. The five additional contracts (AL, GA, KY, MS, SC) ended in 2018. The overall grant objectives for all the states included:

1. Develop a password-protected website exclusively for CNH professional and direct care staff in the six states to deliver the AMDA clinical practice guidelines materials among other resources in user-friendly formats including pdf format, video and webinar presentations for use in certified nursing homes;
2. Develop Continuing Education examinations for up to six Clinical Practice Guidelines (CPGs) a year covering practices for four professional disciplines working in certified nursing homes, including Medicine, Nursing, Social Work and Nutritionists/Dietitians;
3. Provide CMEs and CEs to health care professional staff from four disciplines at no-charge for those completing the CPGs;
4. Collaborate with AMDA to revise the *Know-it-All*TM materials to tailor website video content for use by health care professional staff and separate content for direct care staff;
5. Produce webinars to be archived on the website from the AMDA Implementation Series for CNH in-service training to medical, nursing and CNA staff at the rate of 1-2 topics per year based on the availability from AMDA;
6. Evaluate change in health care practices by health care professionals following their

University of Louisville CMS Region IV LTC Quality Improvement Initiative

completion of the CPGs and CME/CE certification;

7. Evaluate changes in state CNH performance in frequency of deficiency citations correlated to CPG topics.

Grant Deliverables

The grant was completed as of December 31, 2020 and included all Clinical Practice Guideline resources that were included in the licensing agreement with the Society for Post-Acute and Long-Term Care Medicine (AMDA). These included twenty (20) of twenty-one (21) Clinical Practice Guidelines (CPGs), three (3) AMDA CPG Implementation Series, six (6) Implementation Series Narrated PowerPoints for nursing and CNA staff, three (3) *Know-It-All*TM Disease Awareness videos, thirty-seven (37) Continuing Education examinations for Nursing, Social Work and Nutritionist/Dietitians. The difference between the original licensing agreement for AMDA to provide a twenty-first CPG and the twenty on the website was caused by AMDA pulling the out-of-date content out of circulation and not replacing it.

Originally, Continuing Medical Education (CMEs) were to be offered in the Continuing Education program. This changed when the credentialing body for Continuing Medical Education required AMDA to provide signed Conflicts of Interest (COI) statements for all the curricula developers. AMDA was unable to provide them. We made a good faith effort to contact the authors' themselves but some had already passed away and others could not be found. Credentialing standards required that all authors COI be collected in order to receive certification. This was not possible.

Website Offerings

Clinical Practice Guidelines:

1. Acute Change of Condition in the Long-Term Care Setting
2. Altered Nutritional Status in the Long-Term Care Setting
3. Anemia in the Long-Term Care Setting
4. COPD Management in the Post-Acute and Long-Term Care Setting
5. Dehydration and Fluid Maintenance in the Long-Term Care Setting
6. Dementia in the Long-Term Care Setting

7. Depression in the Long-Term Care Setting
8. Diabetes Management in the Post-Acute and Long-Term Care Setting
9. Falls and Fall Risk
10. Gastrointestinal Disorders in the Long-Term Care Setting
11. Health Maintenance in the Long-Term Care Setting
12. Heart Failure in the Post-Acute and Long-Term Care Setting
13. Osteoporosis and Fracture Prevention in the Long-Term Caring Setting
14. Pain Management in the Long-Term Care Setting
15. Parkinson's Disease
16. Pressure Ulcers and Other Wounds in the Post-Acute and Long-Term Care Setting
17. Sleep Disorders
18. Stroke Management in the Long-Term Care Setting
19. Transitions of Care in the Long-Term Care Continuum
20. Urinary Incontinence in the Long-Term Care Setting

Clinical Practice Guidelines Implementation Series:

1. Heart Failure
2. Pain Management
3. Urinary Incontinence

Clinical Practice Guidelines Implementation Series Narrated PowerPoints

Each Implementation Guide narrated PowerPoint includes separate content for a) nursing and b) CNAs for a total of six (6) PowerPoint presentations:

1. Urinary Incontinence
2. Pain Management
3. Heart Failure

AMDA's *Know-It-All*™ Disease Awareness video series:

1. Pain Awareness
2. COPD Awareness
3. Diabetes
4. Recognizing Moderate Alzheimer's Disease

The Continuing Education Program available on the Website

The full list of CE exams and offerings are listed on the following page including the maximum number of CE hours made available. Exams were available for Nutritionists/Dietitians, Nursing and Social Workers.

University of Louisville CMS Region IV LTC Quality Improvement Initiative

Continuing Education Exams Developed and Credit Hours

Offered through December 31, 2020

| Clinical Practice Guidelines (CPGs) | <u>CPG CE Exams Loaded on Website</u> | <u>Nursing CE Hours</u> | <u>Social Work Credits</u> | <u>LPN/Nurse Aides Certificates of Completion</u> | <u>Dietician/ Nutritionist Credits</u> |
|--|--|------------------------------------|---------------------------------------|--|---|
| Acute Change of Condition in the LTC Setting (2003) | X | 2 | 2 | X | n/a |
| Altered Nutritional Status in the LTC Setting (2010) | X | 2 | n/a | X | n/a |
| Anemia in the LTC Setting (2007) | X | 1 | n/a | X | 1 |
| COPD Management in the Post-Acute Care and LTC Setting (2016) | X | 2 | 2 | X | 2 |
| Dehydration and Fluid Maintenance in the LTC Setting (2009) | X | 2 | 2 | X | 1 |
| Dementia in the LTC Setting (2012) | X | 2 | 2 | X | 2 |
| Depression in the LTC Setting (2011) | X | 2 | 2 | X | |
| Diabetes Management in the Post-Acute and LTC Setting (2015) | X | 3 | 3 | X | 2 |
| Falls and Fall Risk (2011) | X | 2 | 2 | X | 1 |
| Gastrointestinal Disorders in the LTC Setting (2006) | X | 1 | n/a | X | 1 |
| Health Maintenance in the LTC Setting (2012) | X | 2 | n/a | X | |
| Heart Failure in the Post-Acute Care and LTC Setting (2015) | X | 3 | n/a | X | 2 |
| Osteoporosis and Fracture Prevention in the LTC Setting (2009) | X | 2 | n/a | X | 1 |
| Pain Management in the LTC Setting (R. 2012) | X | 3 | 3 | X | |
| Parkinson's Disease (R. 2010) | X | 2 | 2 | X | 1.5 |
| Pressure Ulcers and Other Wounds in the Post-Acute and LTC Setting | X | 2 | 2 | X | 2 |
| Sleep Disorders (2007) | X | 2 | 2 | X | |
| Stroke Management and Prevention in the LTC Setting (2011) | X | 2 | n/a | X | 2 |
| Transitions of Care in the LTC Continuum (2010) | X | 3 | 3 | X | 1 |
| Urinary Incontinence in the LTC Setting (2012) | <u>X</u> | <u>2</u> | <u>2</u> | <u>X</u> | <u>1</u> |
| Total CEU/CPE hours | 27 hours | 42 hours | 29 hours | n/a | 20.5 hours |

Final Grant Evaluation

Evaluation

Outcomes were measured at the levels of:

- (a) website content usage measured through utilization reporting;
- (b) Continuing Education examination and evaluation results measured through CE user data;
- (c) degree of application of knowledge gained and skills applied in the delivery of health care post CME/CE certification measured by post-examination survey 3 months post-exam;
- (d) evaluation of change in knowledge and skills of stakeholder groups accessing the Webinars measured by webinar participant feedback;
- e) change in frequency of deficiency citations and CMS Quality Measures correlated to the CPG topics measured by report of state averages pre/post.

Website Utilization

The final year of the grant ended December 31, 2020. This report incorporates all outcomes for Florida and the additional 5 states through 2020. A report of website and resource activity by all states is included. A total of 700 out of 1900 facilities (36.8%) logged in to use the website with a total of 4,245 discreet users. The number of facilities may be undercounted due to staff users working in one state and living in a bordering state, such as KY and Indiana or SC and NC.

Website user roles represented a wide range of staff within the facilities. The roles identified as users are listed below. The number of roles do not correlate to number of users as different roles sign in multiple times to access multiple resources. Rather, the list represents the broad use of the website. The most utilized website resources included CPGs, Continuing Education, and Know-it-All™ pages by a wide margin.

Following is the website utilization report since the inception of website usage. This represents usage from October 17, 2017 through December 31, 2020.

University of Louisville CMS Region IV LTC Quality Improvement Initiative

Website Utilization Volumes

| <u>State</u> | <u># Users</u> | <u>Website Visits</u> | <u>Page Views</u> |
|----------------|----------------|-----------------------|-------------------|
| Alabama | 742 | 1,060 | 5,797 |
| Florida | 870 | 1,171 | 4,998 |
| Georgia | 623 | 856 | 4,226 |
| Kentucky | 1,340 | 2,409 | 14,588 |
| Mississippi | 382 | 379 | 3,254 |
| South Carolina | <u>288</u> | <u>604</u> | <u>2,013</u> |
| | 4,245 | 6,479 | 34,876 |

| <u>Utilization by Product Categories</u> | <u># Users</u> | <u>Page Views</u> |
|--|----------------|-------------------|
| Clinical Practice Guidelines | 1,228 | 3,075 |
| Continuing Education Credits | 657 | 6,639 |
| Implementation Guides | 169 | 2,764 |
| Know-It-All™ Series | 371 | 237 |
| Topic Searches by CPG/Know-it-All™ | 240 | 622 |

| <u>Website Utilization by Role</u> | <u>#</u> |
|------------------------------------|----------|
| Activity Director | 10 |
| Admin./Asst. Admin. | 1,065 |
| Admissions Coordinator | 30 |
| Certified Nursing Assistant | 89 |
| CMS Region IV staff | 93 |
| Dietician/Nutritionist/Dietary | 170 |
| Director of Nursing | 198 |
| Director of Training | 76 |
| Facility Management | 16 |
| Licensed Practical Nurse | 172 |
| LTC Ombudsman Program | 14 |
| MDS Coordinator | 55 |
| Nurse Practitioner | 9 |
| PT/OT/Speech | 7 |
| QIN-QIO | 33 |
| Registered Nurse | 416 |
| Risk Management | 22 |
| Social Worker | 115 |
| Staffing | 21 |
| State Survey Agency | 499 |
| Other | 48 |

Marketing Efforts

Marketing efforts took many forms during the duration of the grant. These efforts included the development of two brochures mailed to all 1900 possible users, sample unique newsletter articles paired with postcards for partner organizational newsletters and direct e-mails to all CNH administrators using *Mailchimp* campaigns. There is no way to estimate how many potential users received marketing mailings as the reach of the partner organizations greatly exceeds 1900 administrators. *Mailchimp* mass mailing campaigns included: thirteen (13) *Mailchimp* campaigns sent to over 1900 CNH administrators and stakeholders (SSA, QIO/QIN, Long-term care ombudsman organizations, and CMS Region IV staff) through December, 2020.

Partner organizations were sent newsletter articles and postcards to include in their regular newsletters sent to members. Sample of marketing materials used during the grant can be found in **Appendix A**.

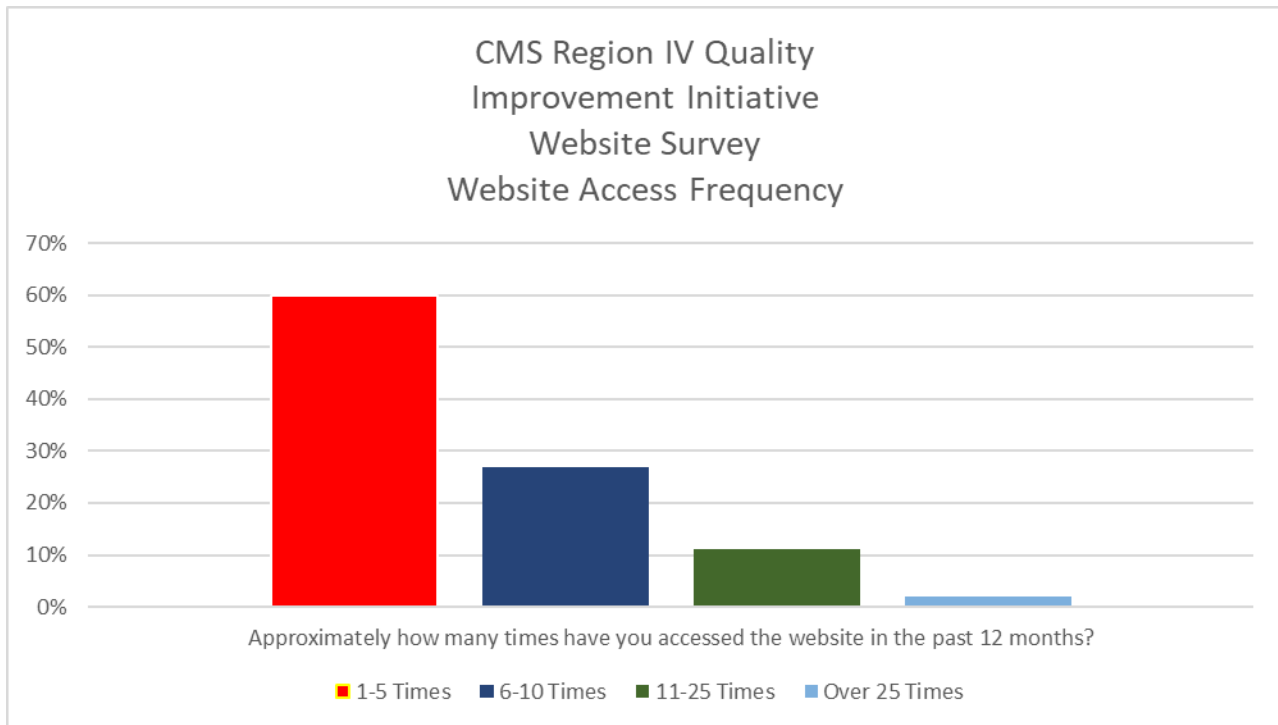
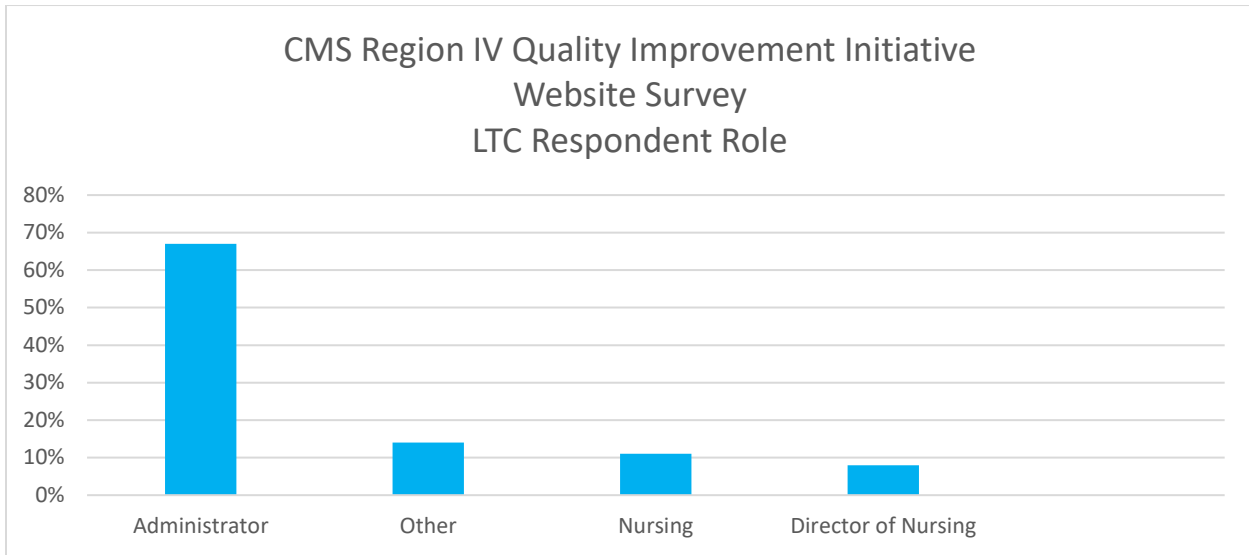
Website Annual Surveys

The annual surveys of website users were emailed to users one-year post rollout of the website. Notification was sent three times during the course of the grant. Responses were too few to measure in the first and second years. Responses for the 2020 survey are presented below. Over 1900 surveys were mailed with sixty-five (65) responses submitted from all six states despite requests to complete the surveys were mailed three times. Survey responses indicated that respondents were primarily administrators (68%) with all other categories accounting for 32% of responses. Nurses and Directors of Nursing represented just under 20% of respondents. The typical respondent accessed the website between 1-6 times in the prior year.

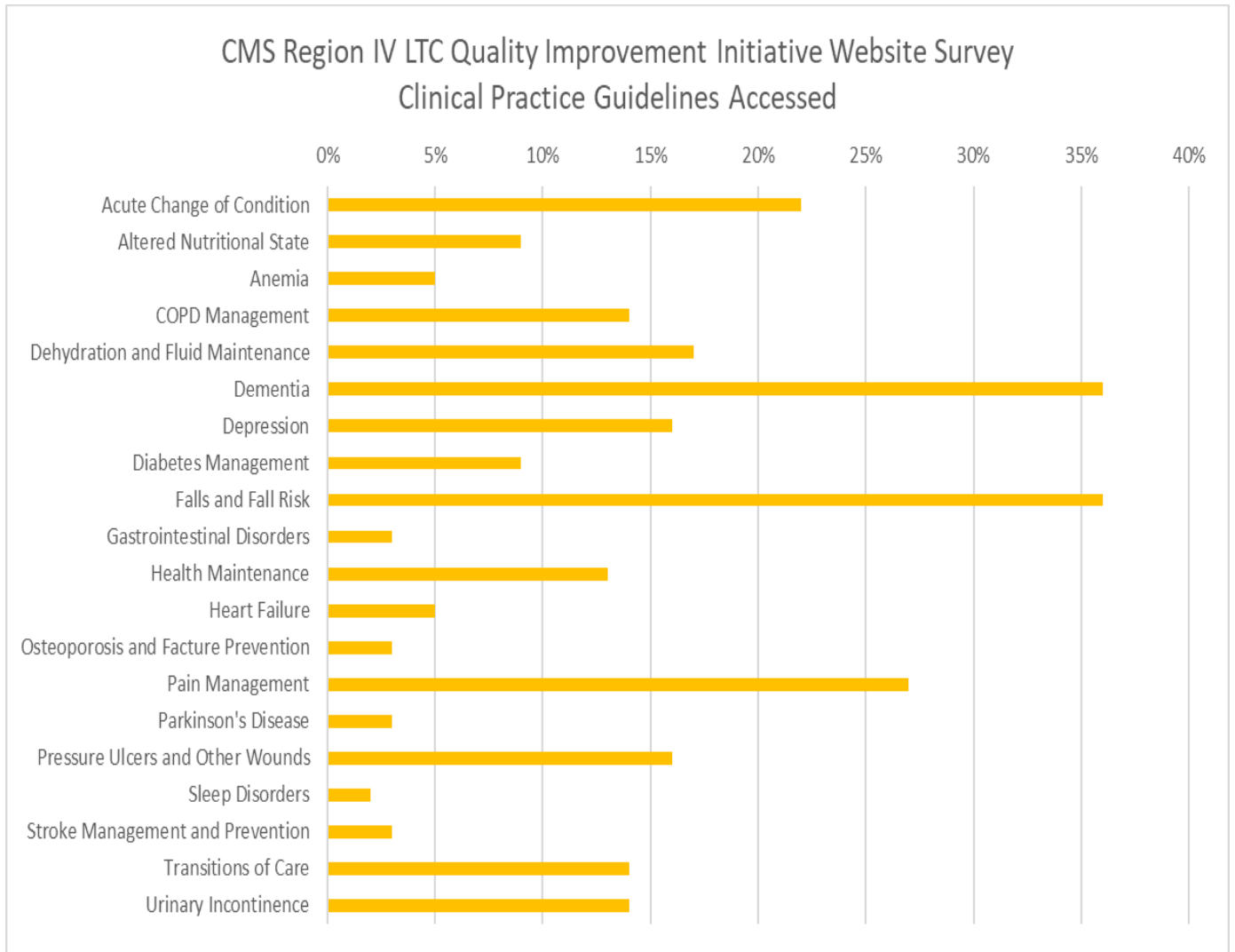
CPG content most frequently utilized included Dementia, Falls, Pain Management and Acute Change of Condition. Usefulness of the 20 CPG topics never scored below 65% of the sample and ranged from 65% - 90%. The most useful content reported by respondents included the top ten topics/CPGs: Dehydration and Fluid Maintenance, Osteoporosis and Fracture Prevention, Falls and Fall Risk, Depression, Pressure Ulcers and Other Wounds, COPD Management, Health Maintenance, Urinary Incontinence, Diabetes Management, and Dementia.

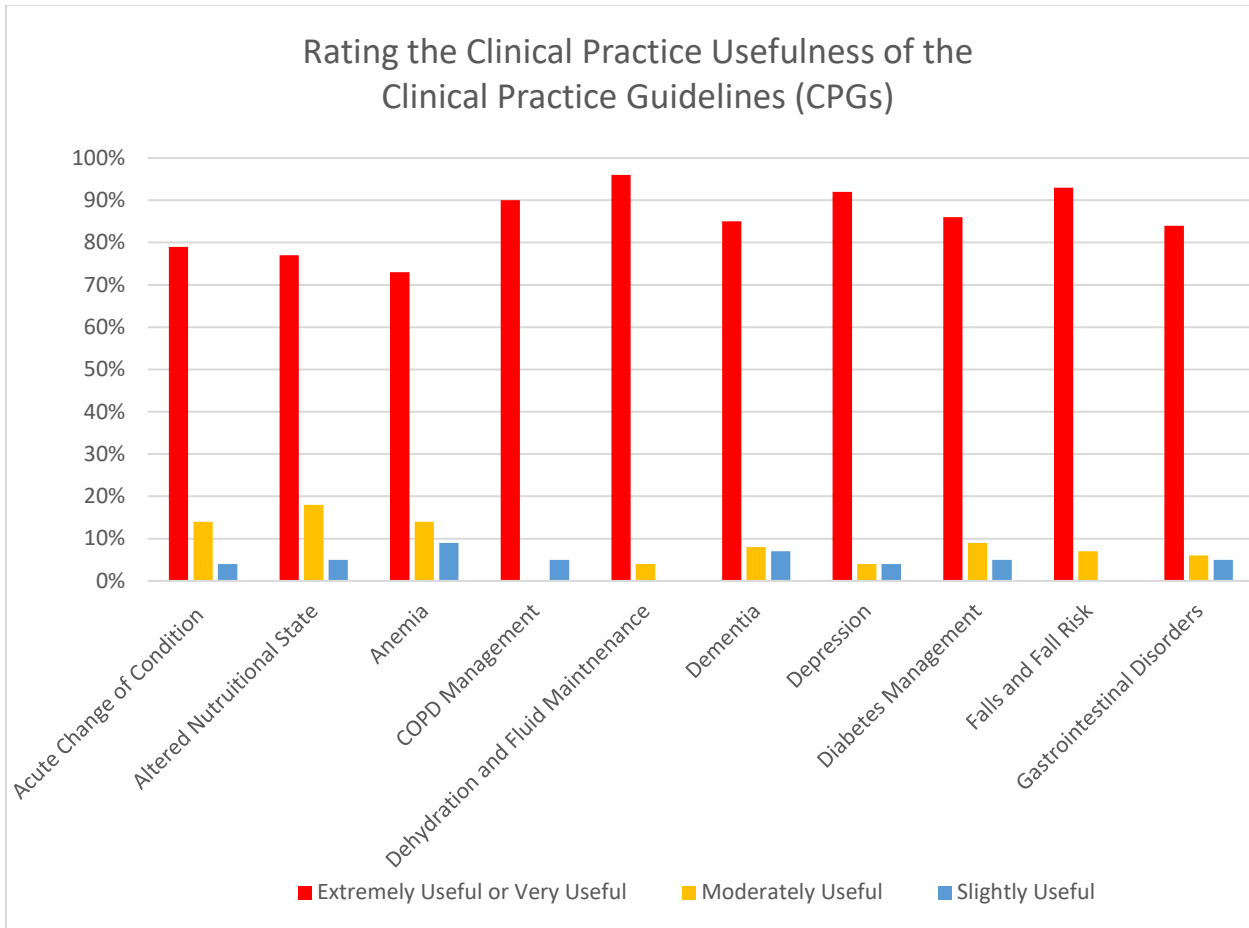
The website survey also asked respondents to rate the usefulness of the other products offered on the website as part of the initiative. Those ratings are included in the charts below:

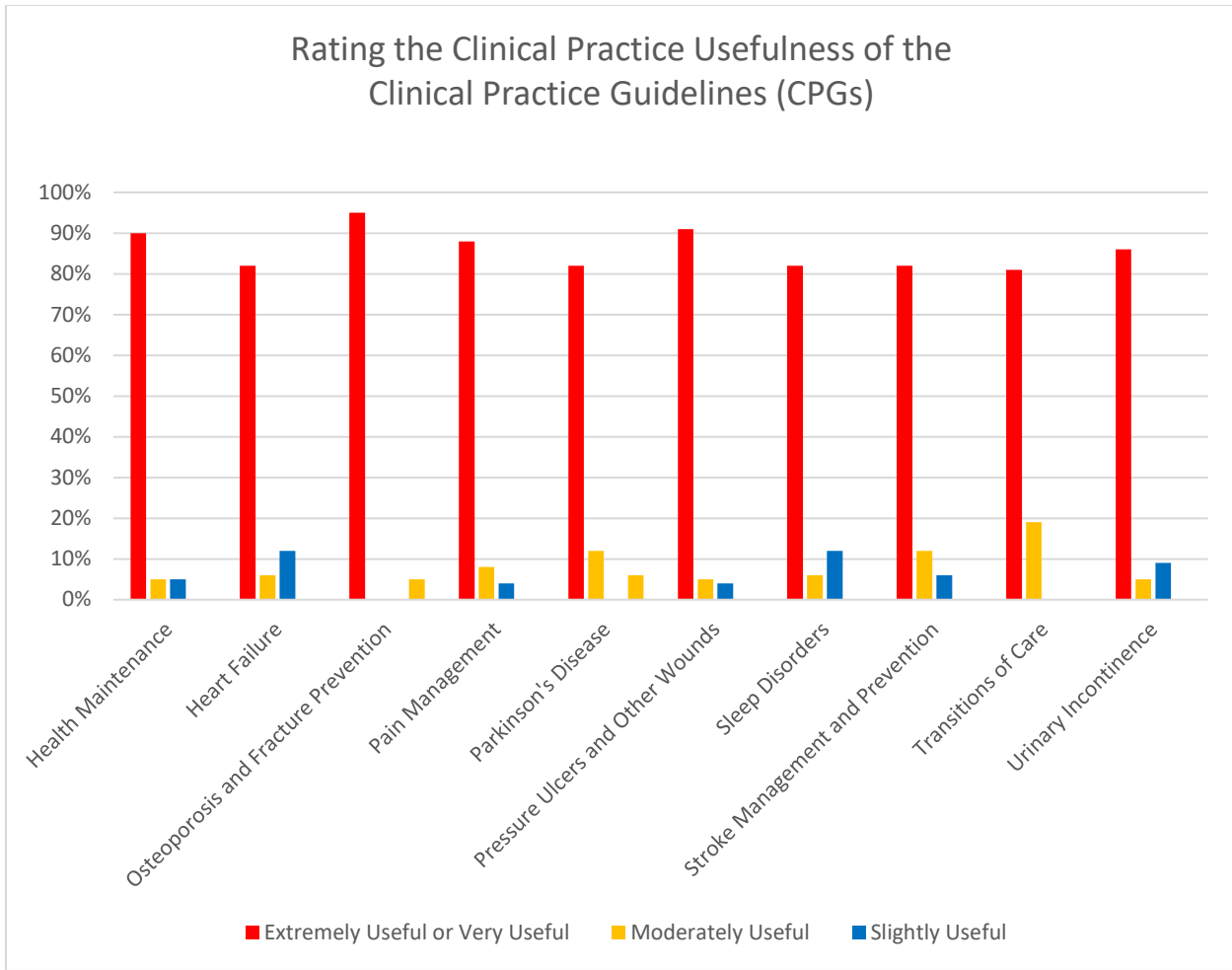
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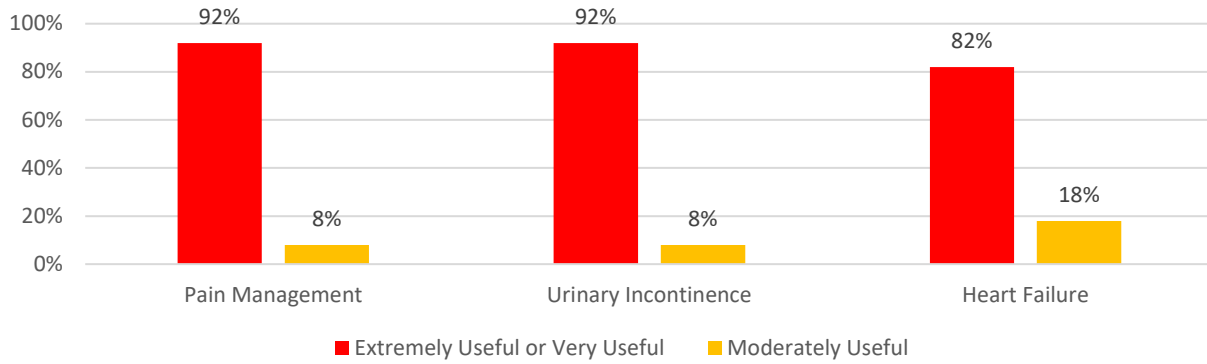
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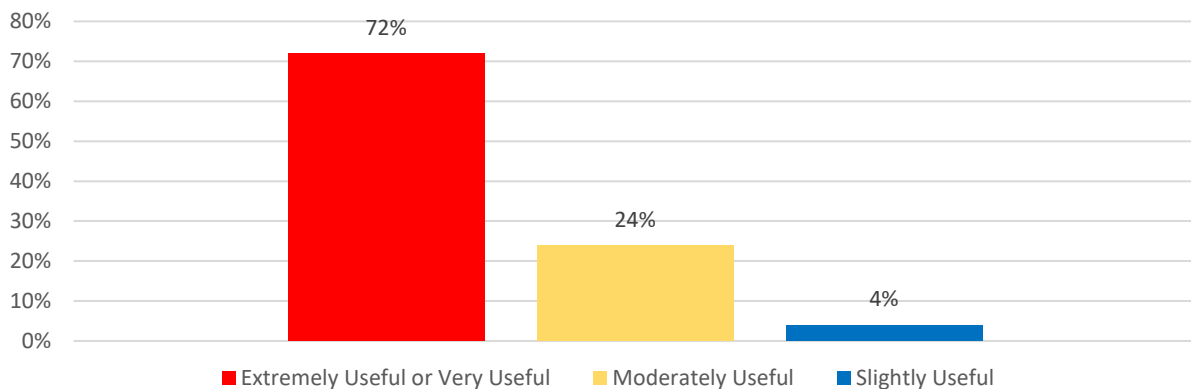




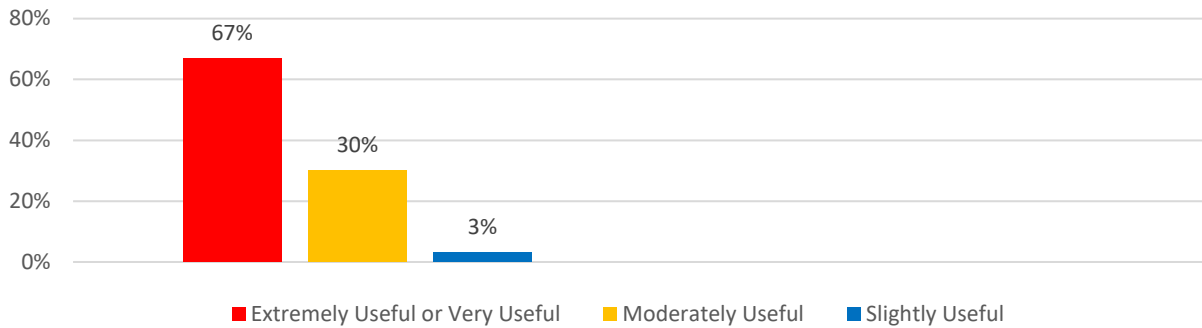
Rating the Clinical Practice Usefulness of the Clinical Practice Guidelines (CPGs) Implementation Series



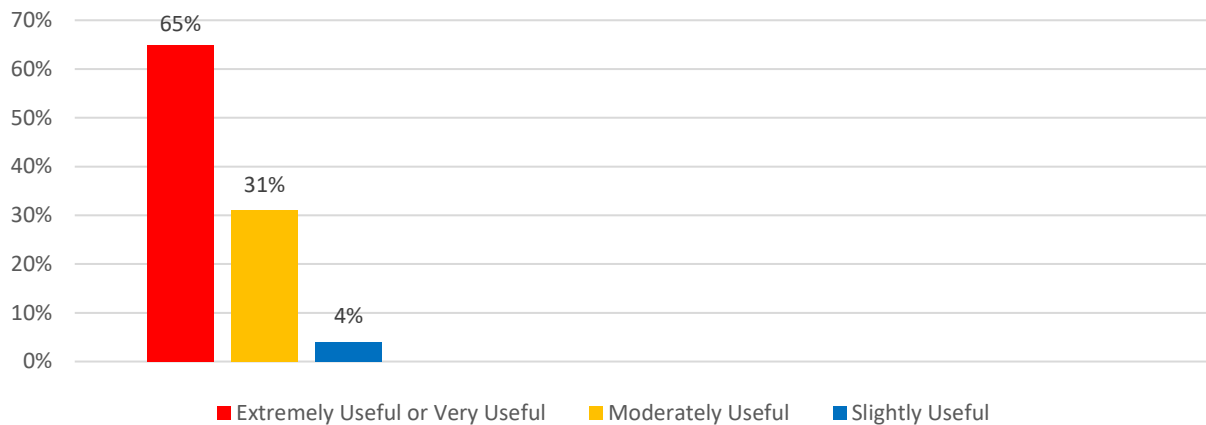
Caregiver's Communication Guide: Caring for the Older Adult in the Community: Observing and Communicating Changes in Condition



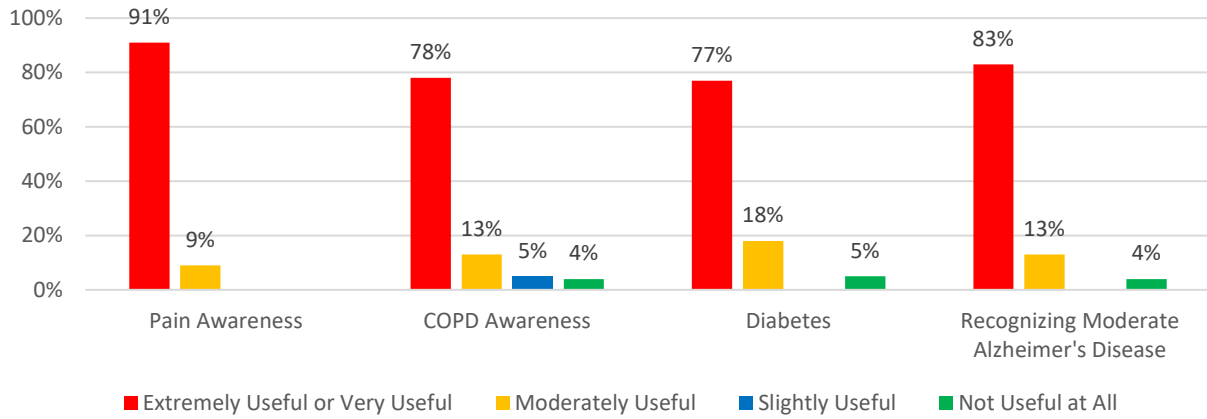
Tools to Reduce Unnecessary Transitions to Hospitals to Your Practice in Long Term Care – Know-It-All™ Before You Call:
A Guide for Nurses on Reporting Change in Condition
(Data Collection Pages)



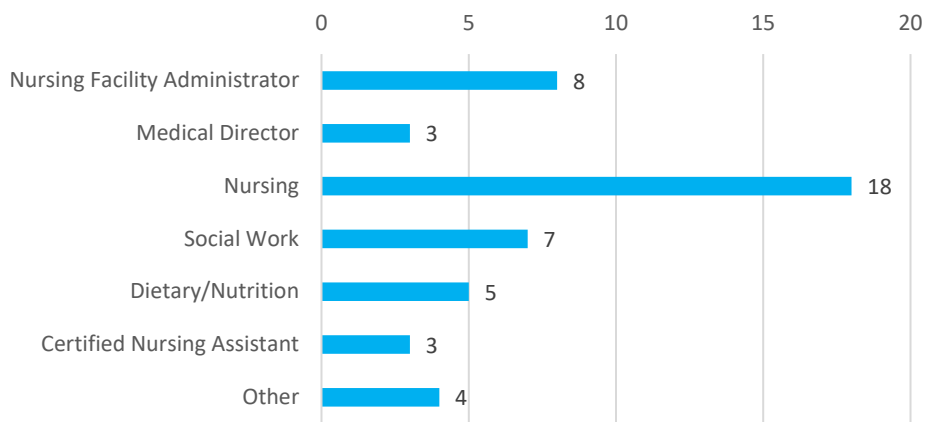
Tools to Reduce Unnecessary Transitions to Hospitals to Your Practice in Long Term Care – Know-It-All™ When You're Diagnosing System:
A Guide for Attending Practitioners on Reporting Change in Condition



Rating the Clinical Practice Usefulness of Know-It-All™ Awareness Videos



Roles of Number of Colleagues Referred to the Website by Role



Continuing Education Utilization

Utilization of CEs resulted in 810 exams completed across 6 states and 1268 credit hours awarded. The numbers reflecting usage by state staff is listed below. CPG topics were self-selected. Utilization by user role in their facilities was predominated by Nurses (RNs=423), Dietitian/Nutritionist (N=114) and Social Workers (N=95).

Cumulative Grant Summary

| | |
|------------------------------------|---------|
| Continuing Education Exams awarded | 810 |
| Continuing Education Hours awarded | 1,268.4 |

The following table lists all exams taken by state with accompanying exams by discipline:

CE Exams by State

| <u>States Represented</u> | <u>CE Exams Taken by State</u> | <u>SSA Staff</u> | <u>OIO/QIN</u> |
|----------------------------------|---------------------------------------|-------------------------|-----------------------|
| AL | 159 | 20 | 0 |
| FL | 47 | 0 | 0 |
| GA | 67 | 2 | 0 |
| KY | 399 | 19 | 0 |
| MS | 80 | 3 | 0 |
| SC | <u>58</u> | <u>7</u> | <u>1</u> |
| Total | 810 | 51 | 1 |

CE Exams by Role/Discipline

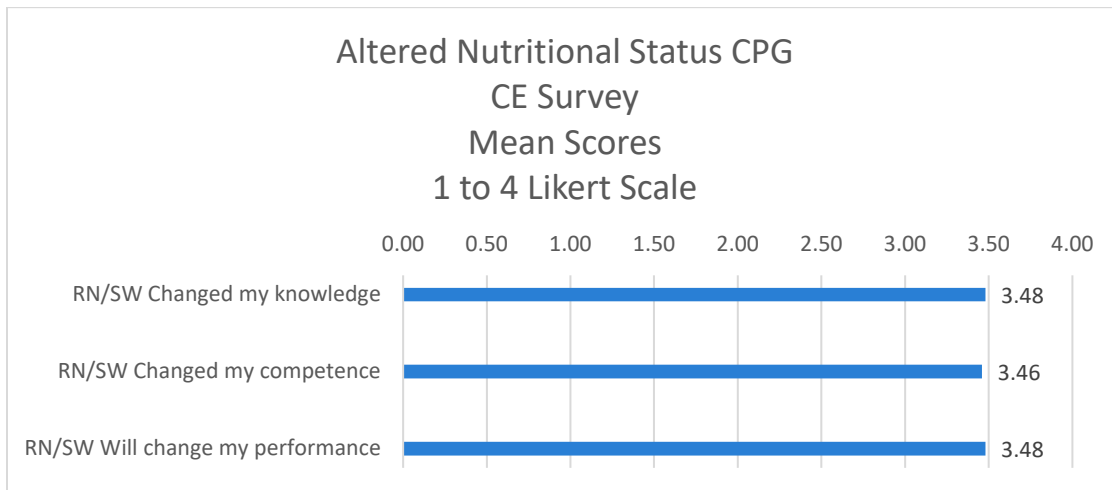
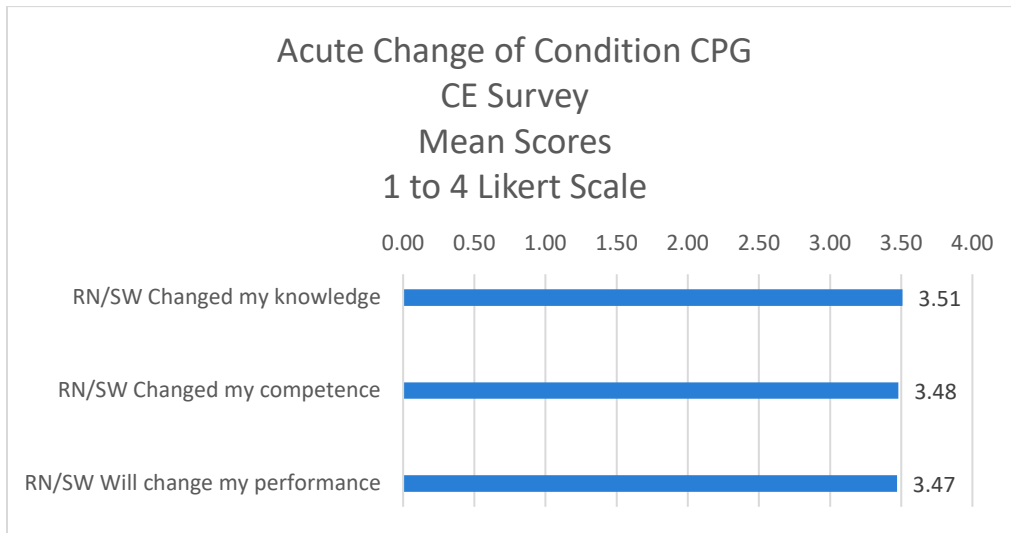
| | <u>#</u> |
|-----------------------------|-----------------|
| Nursing Related | 557 |
| Nursing Home Administrators | 26 |
| Social Worker | 95 |
| Dietitian/Nutritionist | 114 |
| Miscellaneous Roles | <u>18</u> |
| Total | 810 |

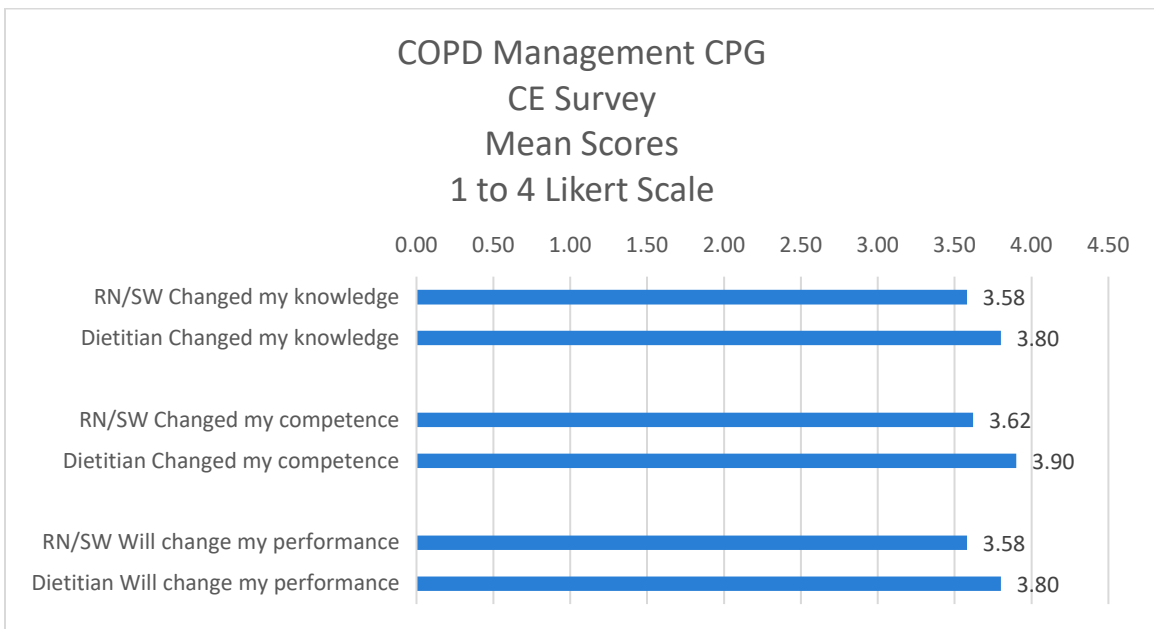
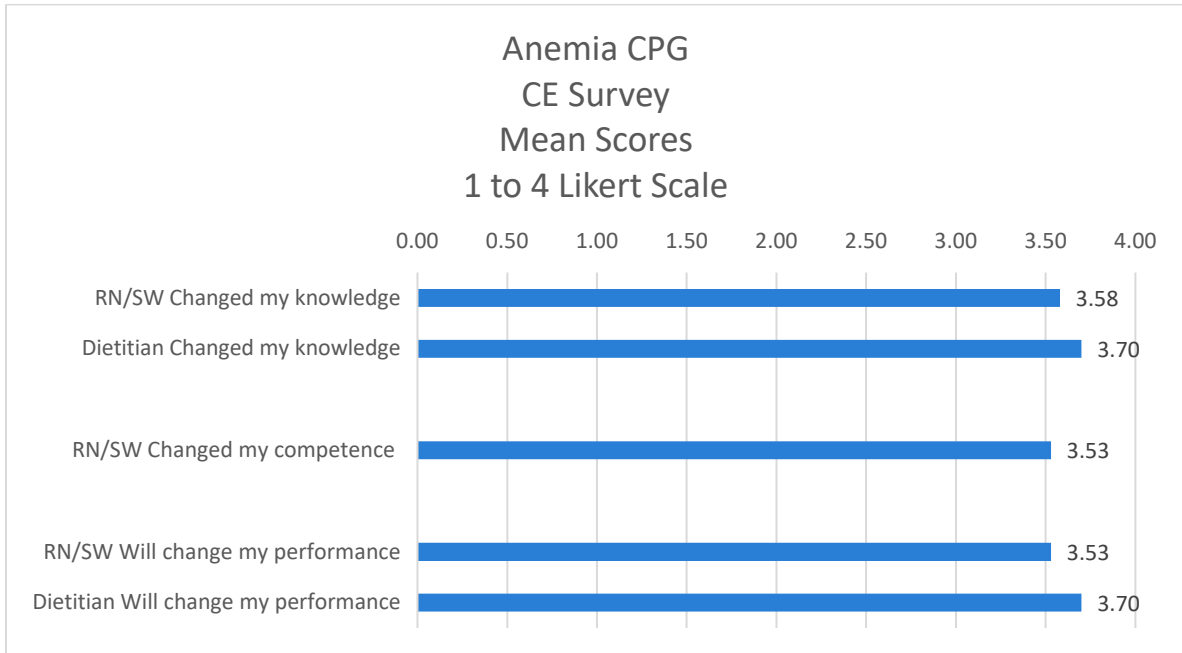
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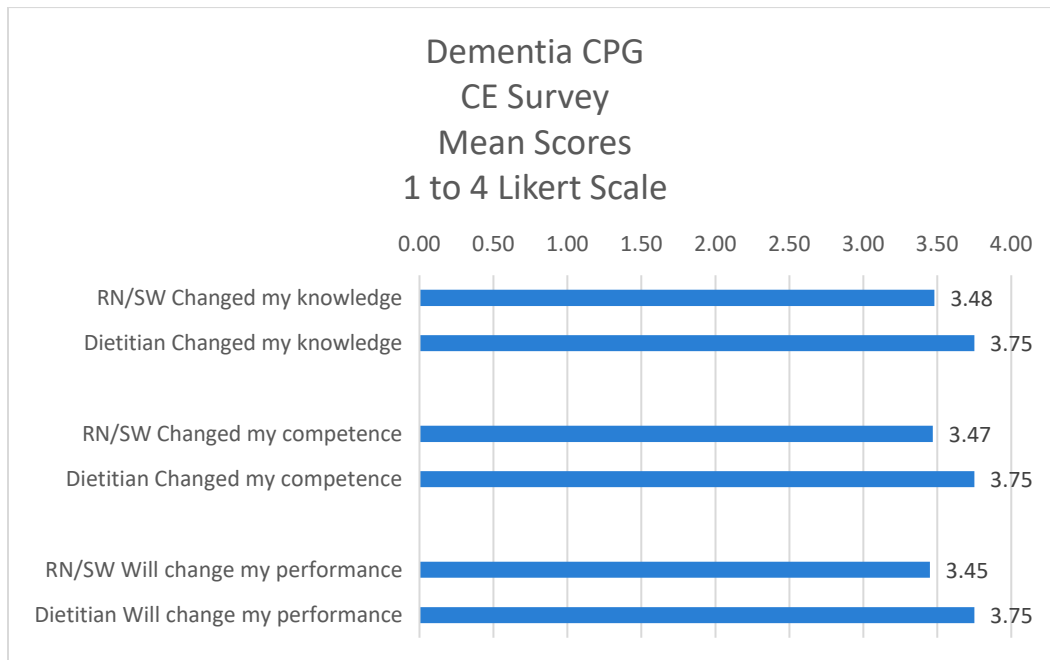
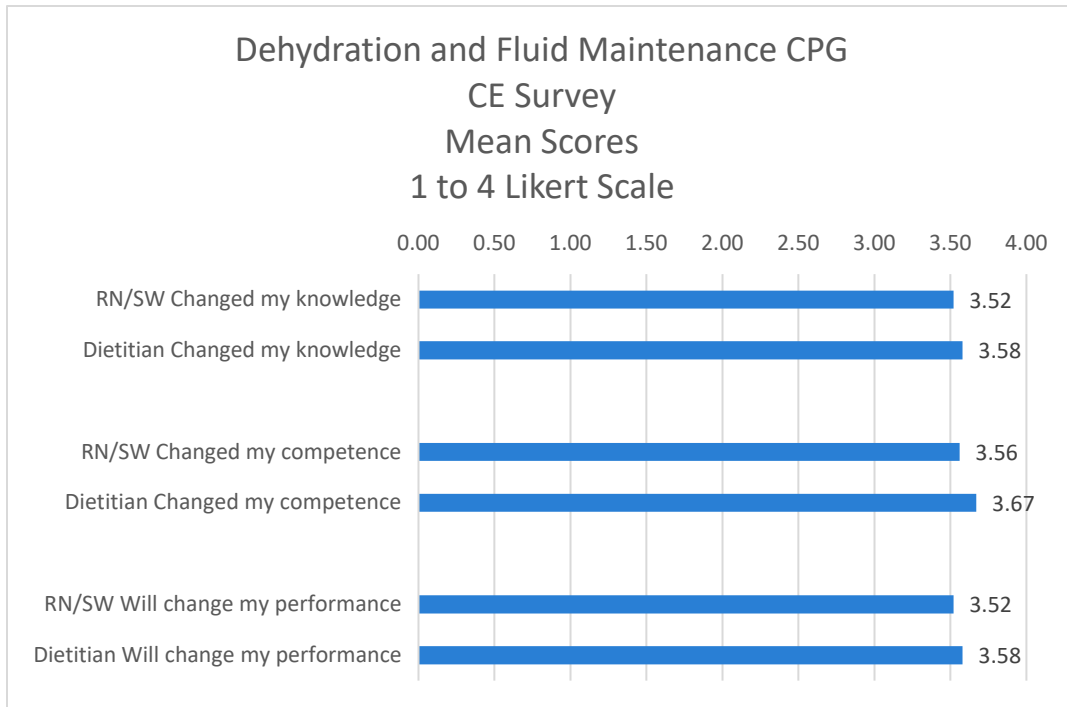
| <u>Cumulative CPG Exams</u> | <u>No. of Exams Completed</u> | <u>Completed for Credit</u> | <u>Certificate of Completion Received</u> |
|--------------------------------------|-------------------------------|-----------------------------|---|
| Acute Change of Condition | 79 | 59 | 20 |
| Altered Nutritional Status | 24 | 21 | 3 |
| Anemia | 31 | 28 | 3 |
| COPD Management | 57 | 42 | 15 |
| Dehydration and Fluid Maintenance | 51 | 40 | 11 |
| Dementia | 104 | 73 | 31 |
| Depression | 55 | 33 | 22 |
| Diabetes Management | 44 | 33 | 11 |
| Falls and Fall Risk | 78 | 61 | 17 |
| Gastrointestinal Disorders | 18 | 17 | 1 |
| Health Maintenance | 19 | 14 | 5 |
| Heart Failure | 18 | 17 | 1 |
| Osteoporosis and Fracture Prevention | 12 | 11 | 1 |
| Pain Management | 43 | 36 | 7 |
| Parkinson's Disease | 25 | 20 | 5 |
| Pressure Ulcers and Other Wounds | 60 | 50 | 10 |
| Sleep Disorders | 7 | 5 | 2 |
| Stroke Management | 16 | 14 | 2 |
| Transitions of Care | 21 | 15 | 6 |
| Urinary Incontinence | <u>48</u> | <u>37</u> | <u>11</u> |
| Grant Totals | 810 | 626 | 184 |

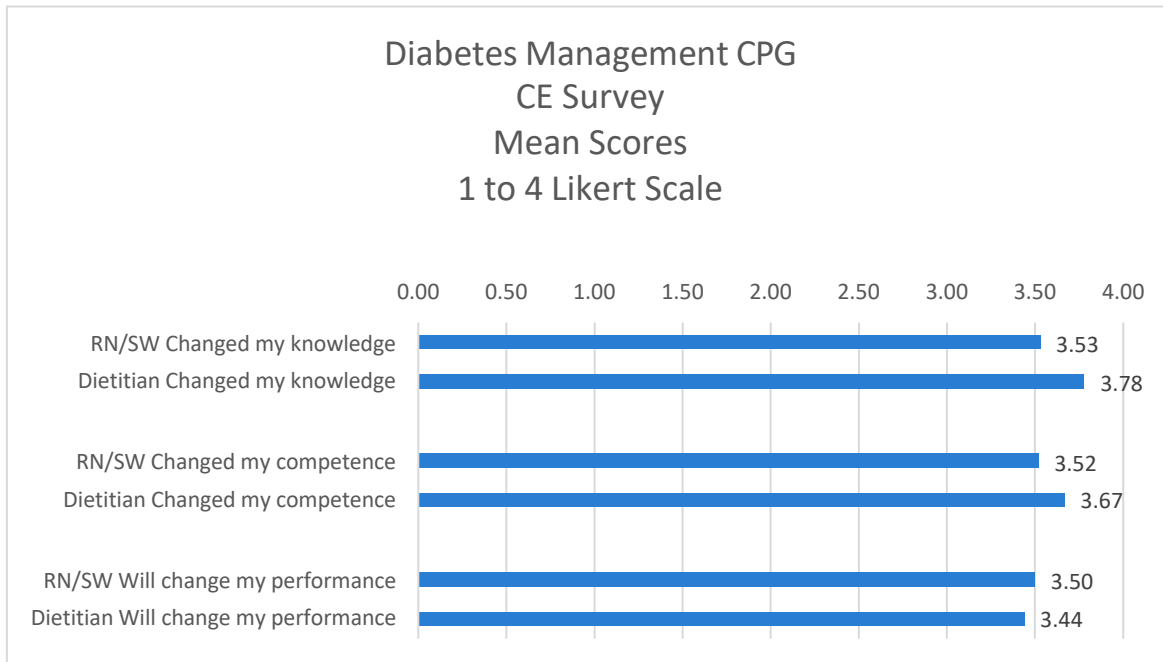
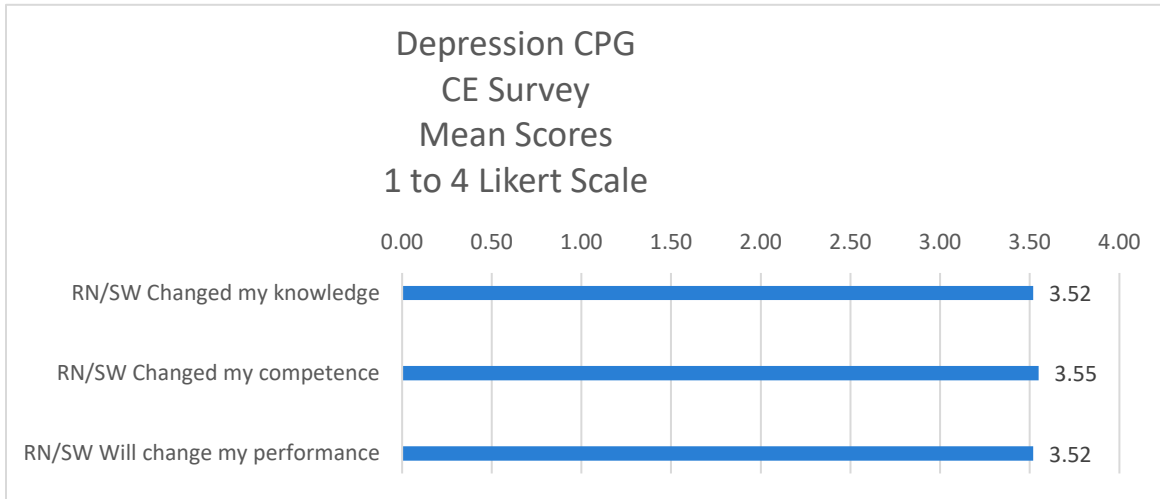
Continuing Education Evaluation

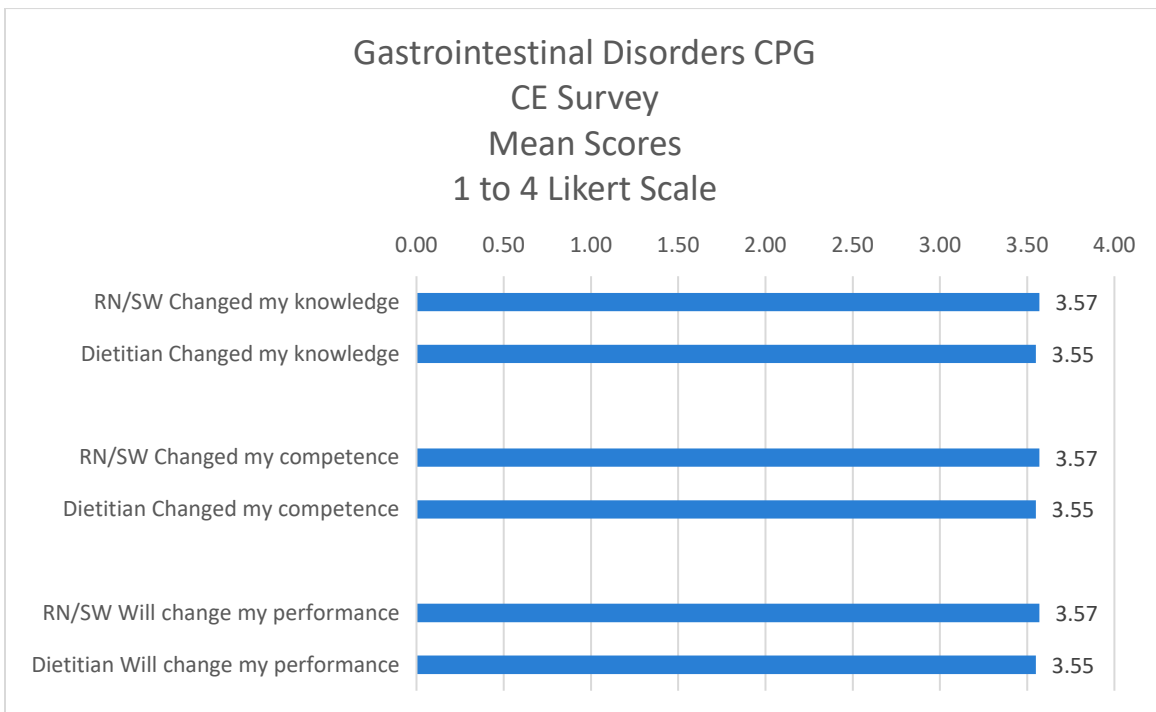
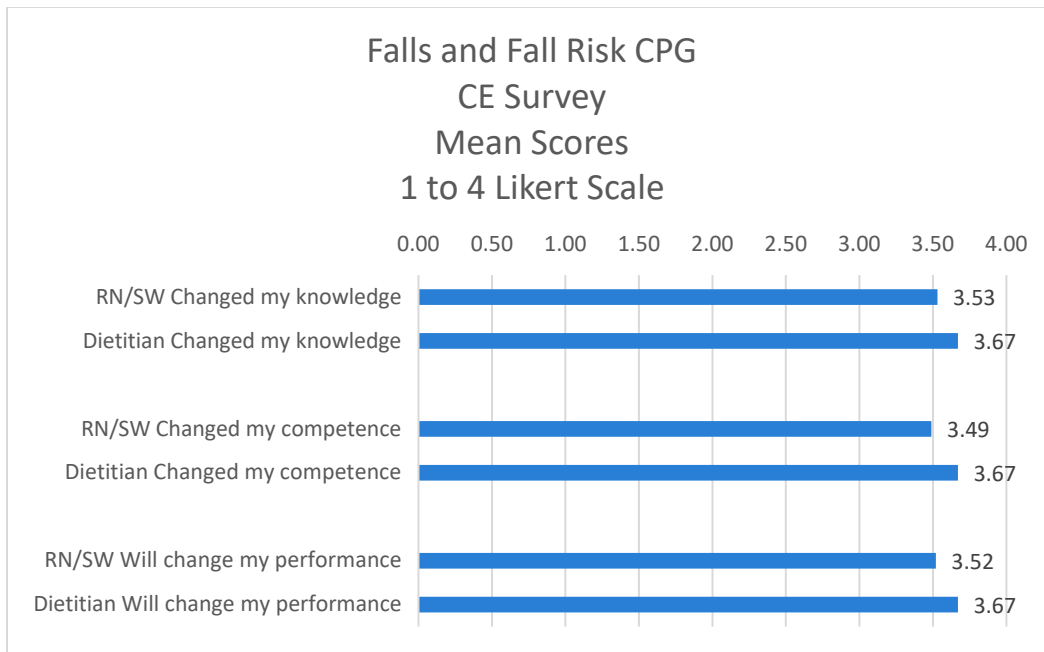
Review of the CE evaluations at three months post-exam indicated achievement of the goals of a) gain in knowledge; b) gain in skills, and; c) preparedness to apply new knowledge in the delivery of health care. Results of the post-exam evaluations are shown in the following charts. There were some reservations as to the effectiveness of the CPGs since some had not been rewritten in almost ten years. The professional nutritionist/dietitian group also expressed concerns about the age of the CPGs. However, feedback from the post-CE exams reflected high impact on user competence, change in knowledge and ability to specifically identify changes they would implement in their practice, including the nutritionist/dietitians.

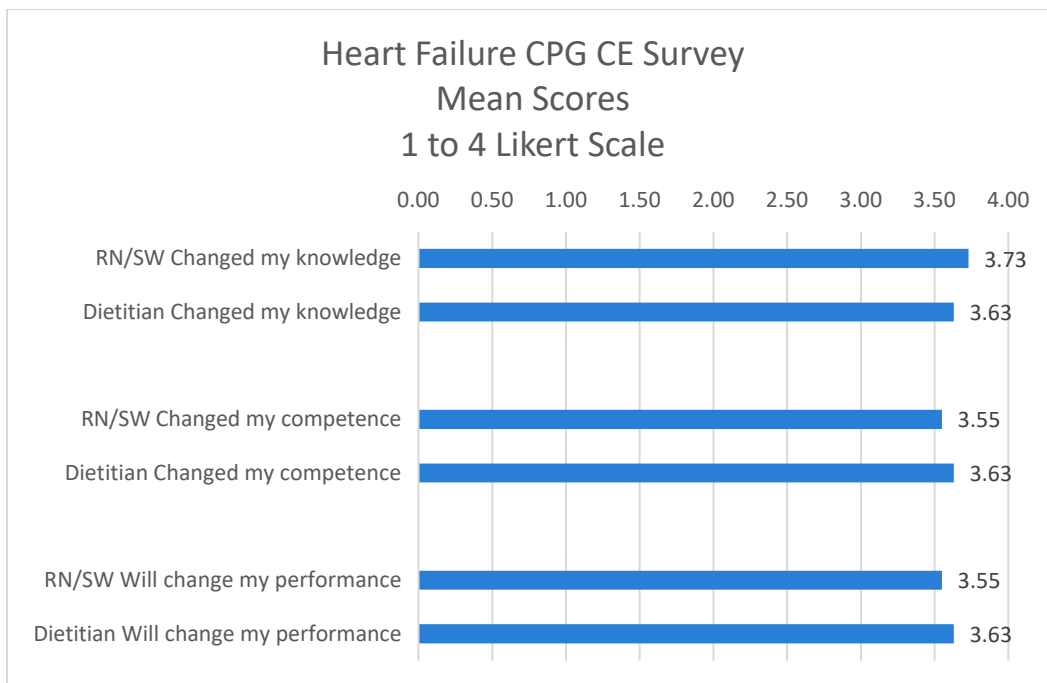
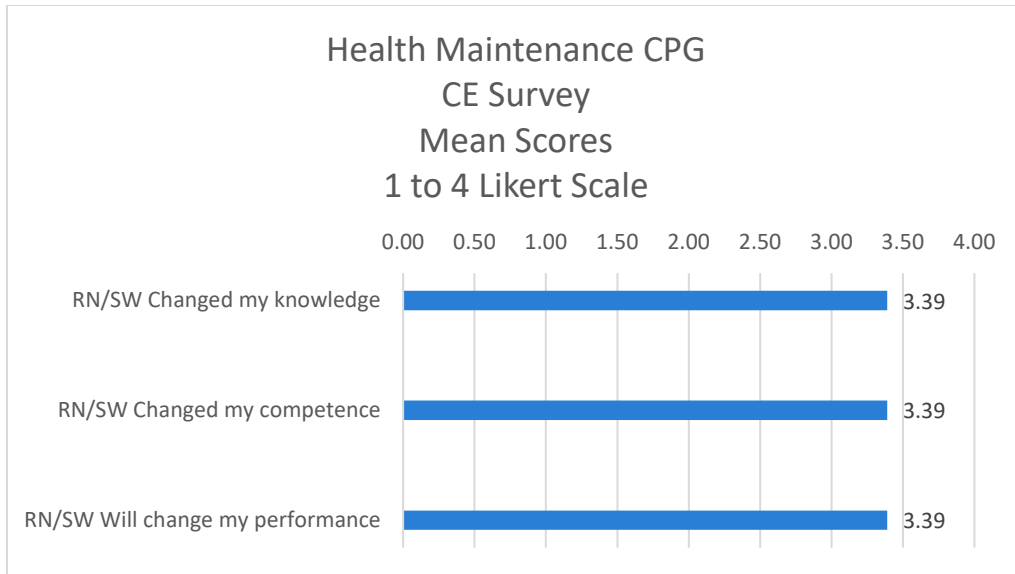


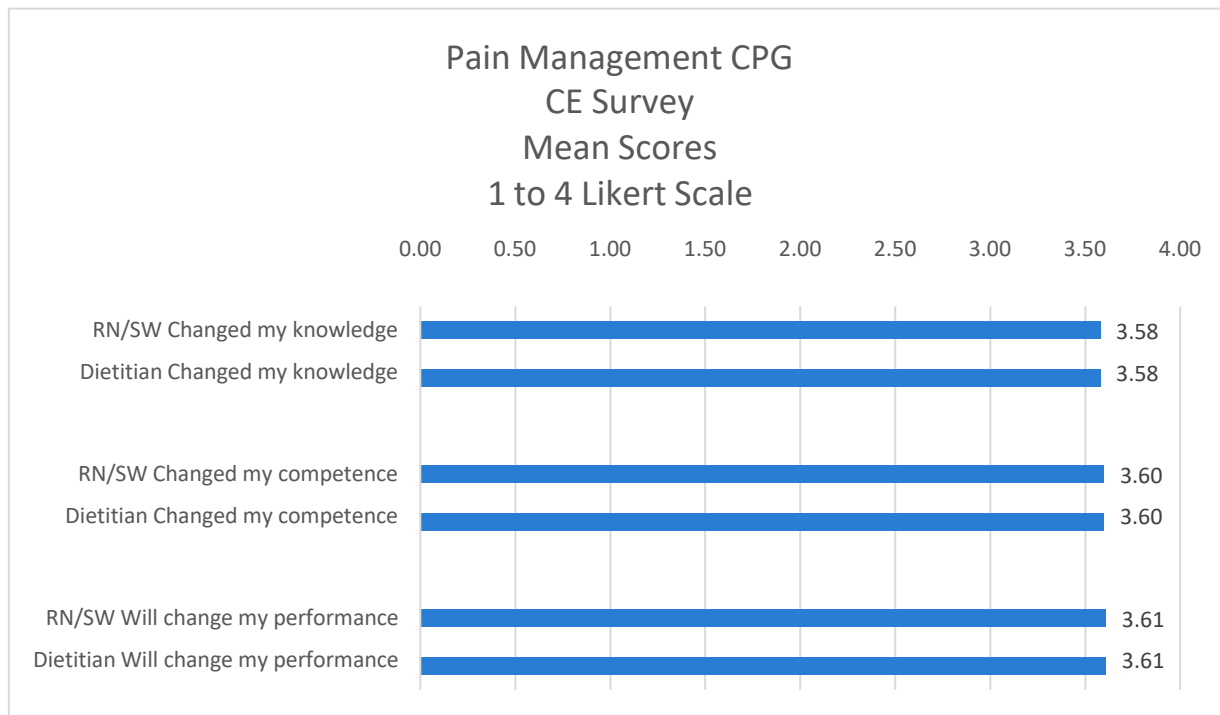
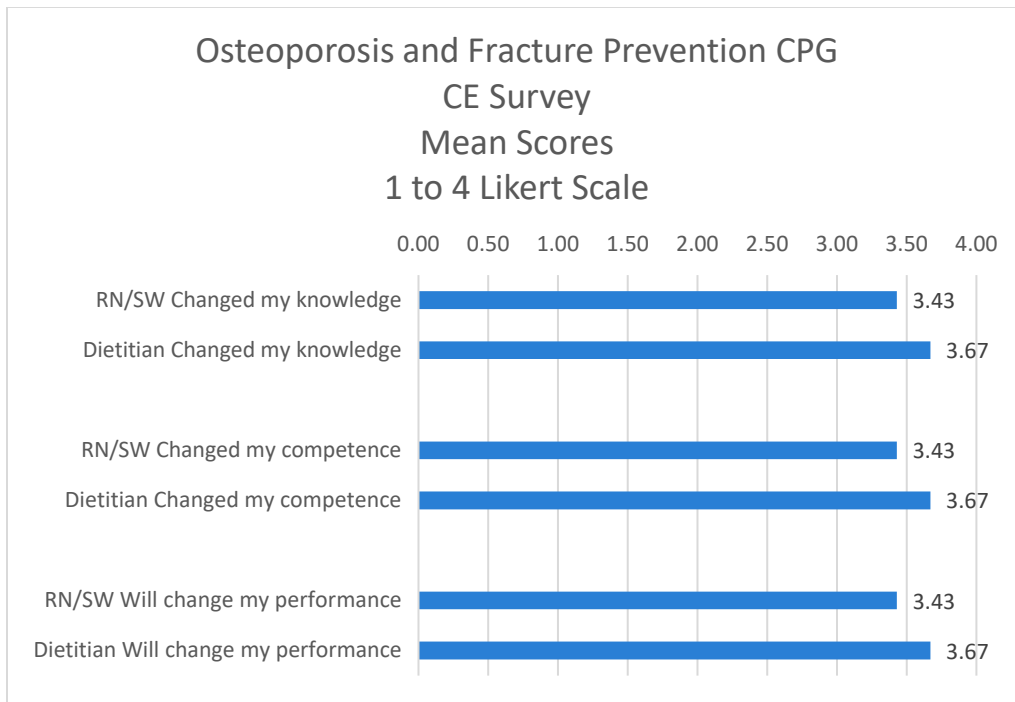


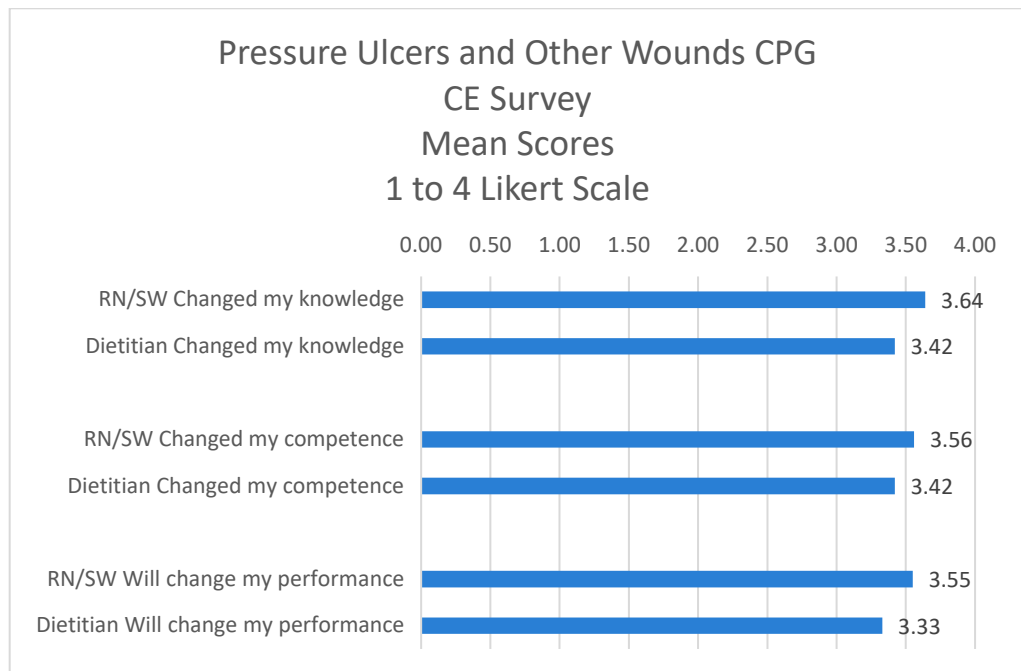
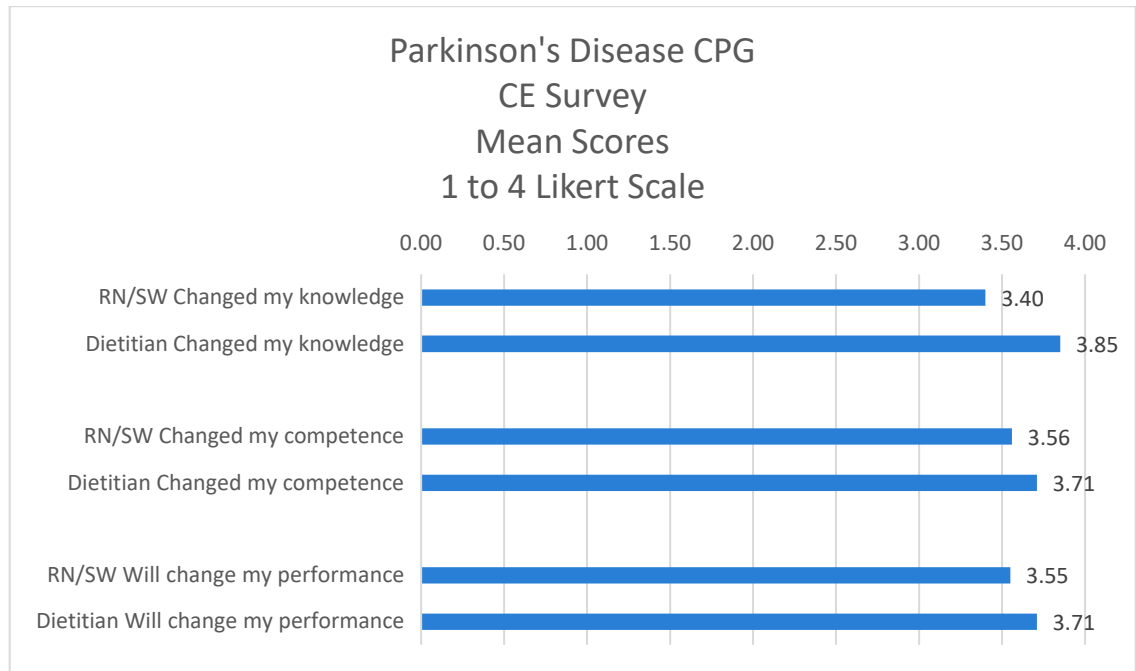


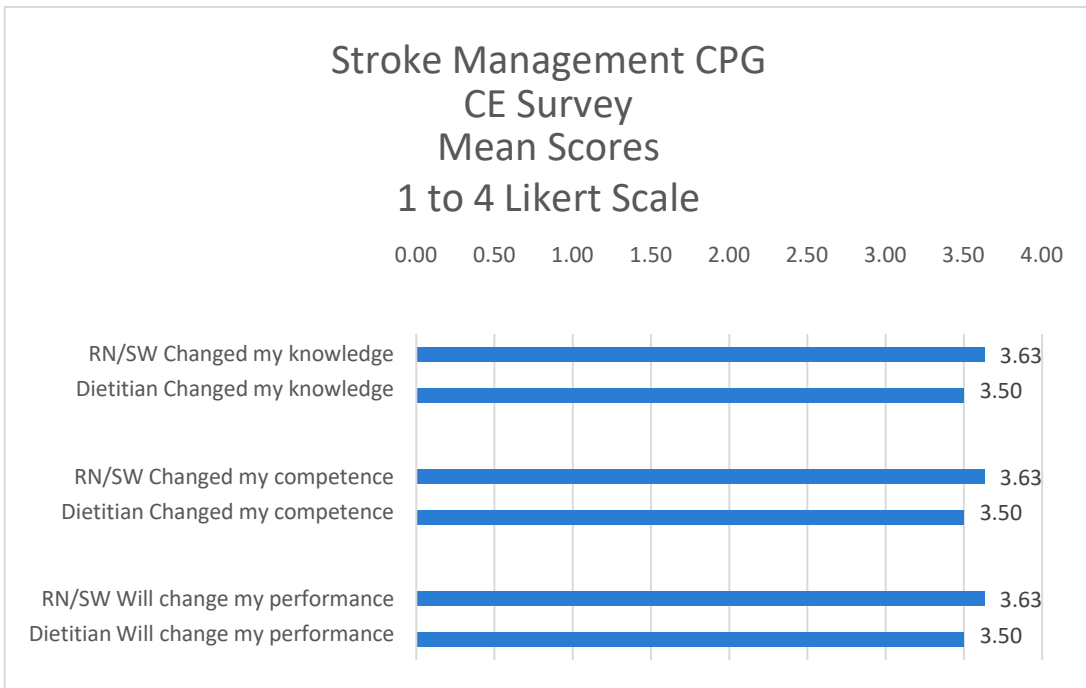
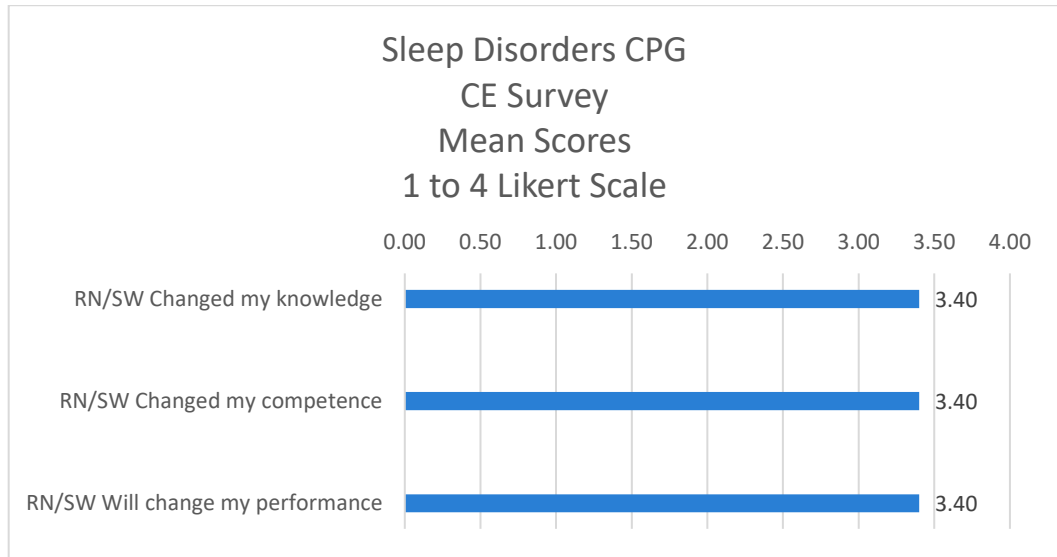


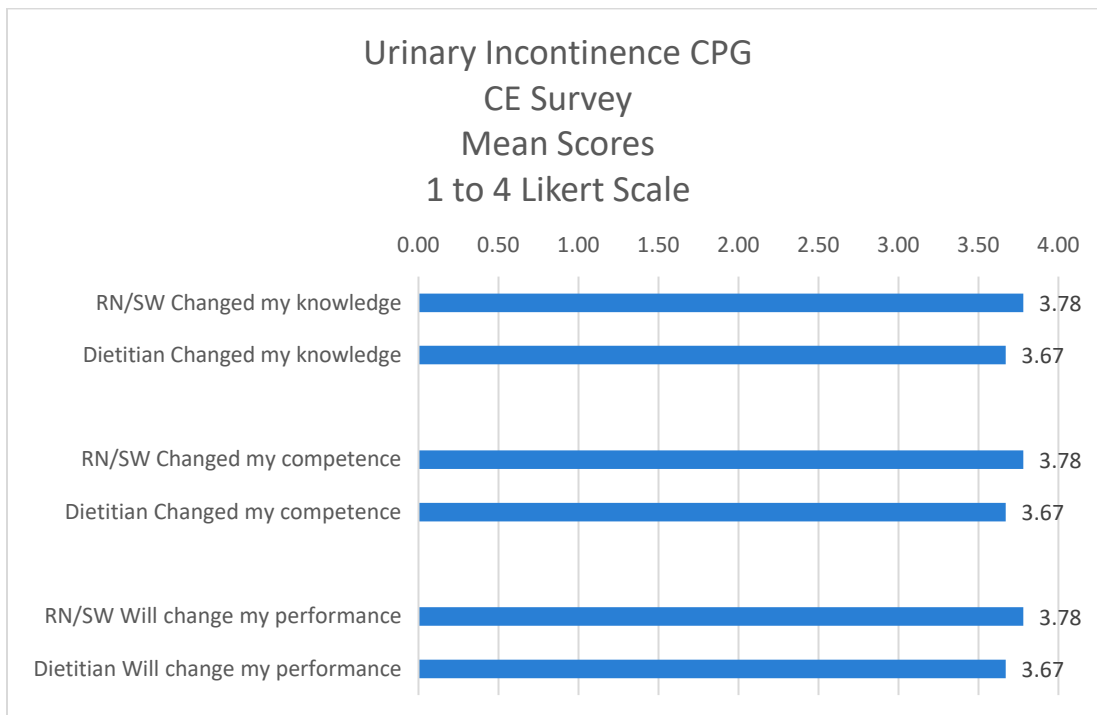
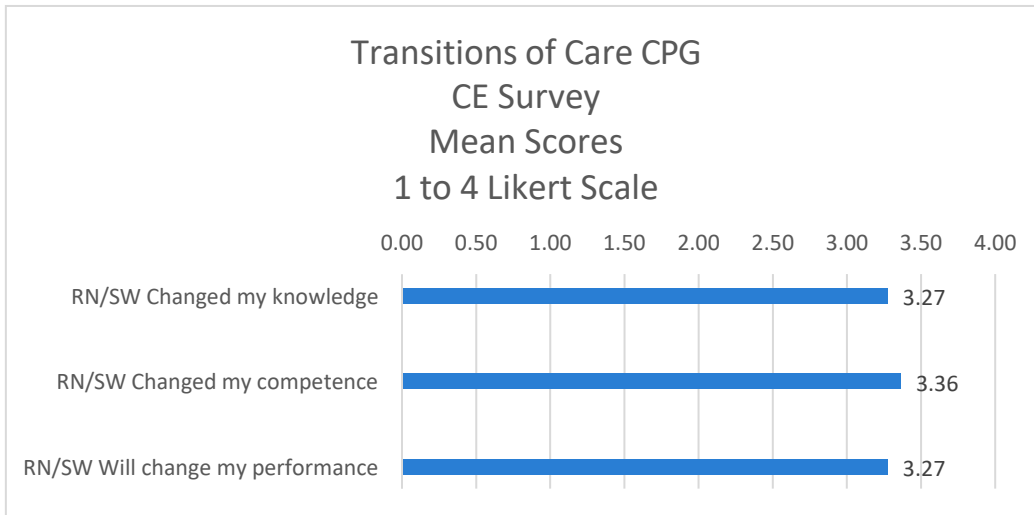






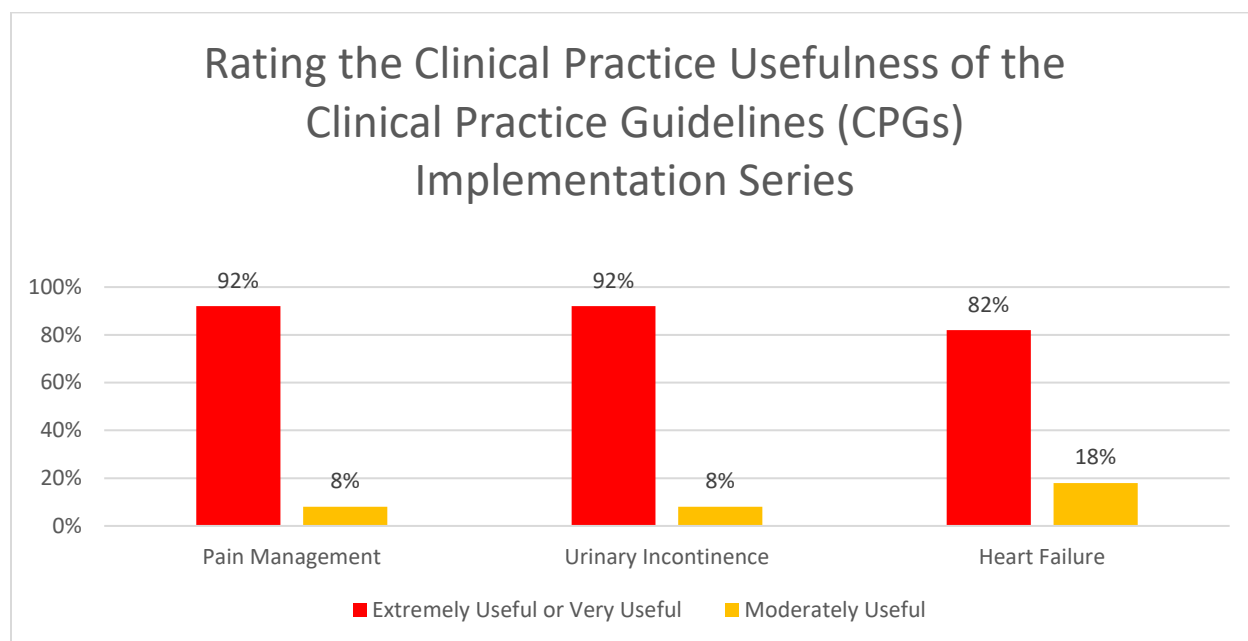






Evaluation of Change in Knowledge and Skills

Evaluation of stakeholder groups accessing the webinars was not possible as the webinars were changed to “narrated PowerPoint” presentations for in-service use. The content of the CPG Implementation Series was composed of checklists, tables, slide presentations, etc. Webinars could not effectively present the information in a meaningful way to capture the breadth of the information provided. The narrated PowerPoint presentations were the most effective format to use. Survey respondents reported the narrated PowerPoints to be highly useful across all three topic categories.



Quality Measures--Change in frequency of deficiency citations and CMS Quality Measures correlated to the CPG topics.

Deficiency citation baselines were never submitted to the project by the SSA units making comparisons difficult. Performance of changes in Quality Measures was measured from the initial baseline of 2014 Quality Measures through the latest update in January, 2021 the most recent data available. The changes in Quality Measures over the period appear

University of Louisville CMS Region IV LTC Quality Improvement Initiative

difficult to analyze in light of impact to residents that COVID-19 and long-term quarantine may have exacerbated, specifically ADLs, depressive symptoms, and falls.

| Change in Quality Measures as of 01/01/21 vs. 03/31/14 | United States | Alabama | Florida | Georgia | Kentucky | Mississippi | South Carolina |
|---|------------------|---------|---------|---------|----------|-------------|-------------------|
| ADLs | ↓ | ↑ | ↓ | ↓ | ↓ | ↑ | ↑ |
| Antipsychotic Medication | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ |
| Depressive Symptoms | ↑ | ↑ | ↓ | ↓ | ↓ | ↑ | ↓ |
| Falls with Injury | ↑ | ↑ | nc | ↓ | ↑ | ↑ | ↑ |
| Incontinence | ↑ | ↓ | ↑ | ↓ | ↓ | ↑ | ↑ |
| Indwelling Catheter | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ |
| Influenza Vaccination | na | na | na | na | na | na | na |
| Pain | na | na | na | na | na | na | na |
| Physical Restraint | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ |
| Pneumo. Vaccination | ↓ | ↓ | ↑ | ↓ | ↓ | ↓ | ↓ |
| High-Risk Pressure Ulcer | na | na | na | na | na | na | na |
| UTI | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ |
| Weight Loss | ↑ | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ |
| nc=No change na=Not applicable | | | | | | | |

Progress Reports

Quarterly and annual reports were sent to all state contacts and Region IV CMS managers within the required timeframes following the end of each quarter. The timing difference between the Florida grant award and contract completion delayed the initiation of resource access to Florida facilities; nevertheless, it allowed the initial five (5) states to fund and complete the infrastructure in the 2017 year. Florida, therefore, was able to provide immediate access to all of its users for the entire three years. The continued access for the other 5 states through 2020 provided the states equal length of access to all resources.

Lessons Learned

- Timing of when state contracts were signed did not correlate with CMS approval for the same project. Ending dates varied across two years. The project experienced a 2 ½ year gap between when the first state signed a contract and the last state. This delayed the

University of Louisville CMS Region IV LTC Quality Improvement Initiative

completion of deliverables leaving the first state to sign with the least amount of time to access resources. This has been ameliorated by continuing to offer all CNH users access to the website beyond the end of the grant.

- Reliance on the CNH Administrator to share the access information with staff was not an effective method of distribution of the resource or marketing efforts. In face-to-face presentations staff reported they had never heard of the resource from their Administrators. This also contributed to the large percentage of users identifying their role as Administrators. Nursing may have been underutilized as a result.
- The biggest impact on utilization was through SSA/CMS promotions including internet marketing and inclusion in state SSA unit and other organizations' newsletters. Face-to-face presentations to SSA unit training audiences at their training events and state conferences resulted in the biggest increases in new users.

Best Practices

- Licensing agreements are a low-cost, efficient way to provide content to long term care.
- Users responded very favorably to the access to free Continuing Education credits.
- The ability to work with an existing CE program with complete infrastructure in website linkage, examination delivery, processing of certification and providing follow-up offered the user a complete process with great ease. Feedback from CE users has been very positive.
- Existing relationships with the project team and CNH corporate ownership enhanced the diffusion of the resources across a corporation.
- SSAs incorporated CMP project leaders in SSA training events throughout the grant year/s to increase dissemination of the project. Face-to-face marketing generated the best results such as presentations to KY OIG training workshops and CNH association conferences.

Challenges Experienced

- Marketing efforts were increased with outreach beyond the listed stakeholders to include different partner organizations for sub-specialties such as ARPN, PA, state Nursing

associations, Academies of Nutrition and Dietetics, associations of Nurse Assistants, Activity Directors' associations, Nursing Home Administrators, among others.

- Updating passwords every 6 months was found to be confusing and cumbersome. It has served as an incentive for non-users to access the website, however, as they received an extra reminder about the website on a regular basis.
- Facility administrator turnover impaired the diffusion of the availability of the resource as administrators were the primary contact. Once they left the organization, the email address left with them. The frequency of password updates prompted an active list of kickbacks which enabled the Help Desk to identify the changes and correct new administrator contact information.
- We originally considered that since AMDA has not maintained a regular flow of updated resources, the age of resources over three years might be a disincentive to use the resources. This has not proven to be the case upon review of the exams accessed and user feedback through website and CE exam surveys.
- Mergers among CNH corporations resulted in continually changing email addresses,
 - Different ownership would have a facility email account versus a corporate email account for other corporations. Without access to the corporate contact, it was difficult to maintain current contact information. The Help Desk staff followed up daily with any email kickbacks from CNH; however, when names changed as a result of mergers oftentimes this resulted in a loss of contact with the facility.
- As COVID-19 worsened through the summer of 2020, there appeared to be an inverse relationship between positivity rates and utilization of CE exams.

Conclusion

The products were utilized in spite of the challenges mentioned above. Ongoing access was provided to all six (6) states through the end of the Florida contract in 2020, including the Continuing Education Program. The challenges of the changing landscape in the long-term care industry were overcome through daily Help Desk monitoring and follow-up. Expanded marketing efforts to industry organizations and sub-specialty groups proved successful. Website utilization proved useful to users as they tended to use multiple pages once they had accessed the site. The project was extremely comprehensive and was best funded through multiple state partners despite the challenges.

University of Louisville CMS Region IV LTC Quality Improvement Initiative

The value of the initiative was proven through feedback received from surveys. Extensive marketing efforts useful as the website was used by 36.8% of potential facilities. Usage may have been impacted by the account structure as the SSAs identified only Administrators as the target audience for marketing and accounts. This was done to protect website access only to the state CNHs because of high staff and administrator turnover. In the future, it may be worth considering opening up user marketing to the wider staff roles. Further, should individual states be interested in subscribing to the initiative, costs for new entrants can be reduced as the startup costs have already been absorbed lowering entry costs.

Examples of CMS Region IV LTC Quality Improvement Initiative
Sample Brochures (two)

Training Resources for In-Service Training

AMDA Know-It-All™ Before You Call Disease Awareness Series

- ◇ Recognizing Moderate Alzheimer's Disease
- ◇ Diabetes in the LTC Setting
- ◇ Pain Awareness
- ◇ COPD Awareness

CPG Implementation Series Narrated Training Videos Powerpoint Support Manuals

- ◇ Heart Failure
- ◇ Pain Management
- ◇ Urinary Incontinence



Appendix A-2

Contact us today!

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CMS Region IV Partner States: Alabama, Florida, Georgia, Kentucky, Mississippi, South Carolina

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Centers for Medicare and Medicaid Services CMS Region IV

Long Term Care
Quality Improvement Initiative

www.cpgltc.org

**FREE CEs
Contact Hours**

EARN CE CREDITS

Nurses: up to 42 CE credits

Social Workers: up to 29 CE credits

**Dietitians/Nutritionists: up to 20.5
CE credits**

**Certificates of Completion for all
LTC staff**

CMS Region IV LTC Quality Improvement Initiative

Includes FREE training resources to LTC direct care and professional staff to help:

- ◆ Improve quality of care to residents
- ◆ Identify changes in resident health conditions
- ◆ Communicate changes to physicians in an effective, concise manner to help expedite diagnosis and/or treatment recommendations
- ◆ Obtain FREE, cost-effective educational resources that can lead to improved health care delivery, including Powerpoint and video tools.

FREE Access To:

- ◆ *AMDA Clinical Practice Guidelines* covering 20 clinical conditions through a password-protected website.

CMS Region IV LTC Quality Improvement Initiative is a collaboration between:

**CMS Region IV
State Survey Agencies
University of Louisville
Kent School of Social Work**

AMDA Clinical Practice Guidelines Available on the Website:

- ◆ Acute Change in Condition
- ◆ Altered Nutritional Status
- ◆ Anemia
- ◆ COPD Management
- ◆ Dehydration and Fluid Maintenance
- ◆ Dementia
- ◆ Depression
- ◆ Diabetes Management
- ◆ Falls and Fall Risk
- ◆ Gastrointestinal Disorders
- ◆ Health Maintenance
- ◆ Heart Failure
- ◆ Osteoporosis and Fracture Prevention
- ◆ Pain Management
- ◆ Parkinson's Disease
- ◆ Pressure Ulcers & Other Wounds
- ◆ Sleep Disorders
- ◆ Stroke Management & Prevention
- ◆ Transitions of Care
- ◆ Urinary Incontinence



www.cpgltc.org

AMDA Know-It-All™

The *Know-It-All™* series offers 70+ checklists to identify changes in resident health, to communicate concise, detailed reports to physicians and nurse practitioners.

These essential clinical data collection guides assist in reporting changes in condition of your residents.

- ◆ *Know-It-All™ Before You Call*
Diagnosing System for nurses
- ◆ *Know-It-All™ When You're Called*
Diagnosing System for physicians and nurse practitioners

How can I access the Resources?

Contact help@cpgltc.org to obtain your facility-specific username and password to the website.

After logging in to the website, users can access:

- CE Exams for contact hours and/or Certificates of Completion
- 20 Clinical Practice Guidelines
- *Know-It-All™* Series
- CPG Implementation Series, video support and manuals

Training Resources for In-Service Training

AMDA KNOW-IT-ALL™ BEFORE YOU CALL DISEASE AWARENESS SERIES

- Recognizing Moderate Alzheimer's Disease
- Diabetes in the LTC Setting
- Pain Awareness
- COPD Awareness



CPG IMPLEMENTATION SERIES

Narrated Training Videos
Powerpoint Support
Manuals

- Heart Failure
- Pain Management
- Urinary Incontinence

cpgltc.org/implementation-guides/

Contact us today!

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Long Term Care
Quality Improvement Initiative

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Dietitians/Nutritionists: up to 20.5 CPE credits
Certificates of Completion for all LTC staff



CMS Region IV LTC Quality Improvement Initiative

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AMDA **Clinical Practice Guidelines** covering 20 clinical conditions through a password -protected website.

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- Acute Change in Condition
- Altered Nutritional Status
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- Depression
- Diabetes Management
- Falls and Fall Risk
- Gastrointestinal Disorders
- Health Maintenance
- Heart Failure
- Osteoporosis and Fracture Prevention
- Pain Management
- Parkinson's Disease
- Pressure Ulcers & Other Wounds
- Sleep Disorders
- Stroke Management & Prevention
- Transitions of Care
- Urinary Incontinence

cpgltc.org/clinical-practice-guidelines/

AMDA **KNOW-IT-ALL™**

The **Know-It-All™** series offers 70+ check-lists to identify changes in resident health, to communicate concise, detailed reports to physicians and nurse practitioners. These essential clinical data collection guides assist in reporting changes in condition of your residents.

- **Know-It-All™ Before You Call**
Diagnosing System for nurses
 - **Know-It-All™ When You're Called**
Diagnosing System for physicians and nurse practitioners
- cpgltc.org/know-it-all-series/

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- CE Exams for contact hours and/or Certificates of Completion
- 20 Clinical Practice Guidelines
- **Know-It-All™** Series
- CPG Implementation Series, videosupport and manuals

CMS Region IV LTC Quality Improvement Initiative is a collaboration between:

CMS Region IV
State Survey Agencies
University of Louisville
Kent School of Social Work

Sample emails sent to stakeholder organizations

Sample of Newsletter Content

As leaders in the Florida Dietetics Association, your colleagues depend on your organization to inform them of opportunities to increase their knowledge and skills. As in-person conferences and educational activities have been cancelled due to the COVID-19 pandemic, on-line courses are the best opportunity for learning.

Placement of the information below in one of your upcoming member newsletters and/or other communication channels will be most appreciated. See attached newsletter article.

The CMP grant that has funded the CMS Region IV LTC Quality Improvement Initiative is ending. Starting January 1, 2021, the password-protected website will no longer be accessible. All Clinical Practical Guidelines (CPGs) and other resources will be taken down and the CE program will end. Take advantage of these resources, especially the FREE Continuing Education Credits through December 31, 2020.

Visit the CMS Region IV LTC Quality Improvement Initiative website, www.cpgltc.org in order to access Free CE/CPE!

- Nurses can earn up to 42 CE credits
- Social Workers can earn up to 29 CE credits
- Dietitians/Nutritionists can earn up to 4 CE credits

How to Access Resources

Explore the website at www.cpgltc.org

Member facilities have been provided with a facility-specific username and password. If your facility cannot locate your password, contact help@cpgltc.org to have one reissued.

The CMS Region IV LTC Quality Improvement Initiative is a collaboration between: CMS Region IV, State Survey Agencies, University of Louisville Kent School of Social Work. The CMS Region IV Partner States: Alabama, Florida, Georgia, Kentucky, Mississippi, South Carolina.

Materials were produced pursuant to the Long Term Care (LTC) Quality Improvement Initiative/ AMDA Clinical Practice Guidelines and CMS Region IV Website: Sponsored by University of Louisville Research Foundation, Inc., Alabama Medicaid Agency; State of Florida, Agency for Health Care Administration; Georgia Department of Community Health, Grant #16051G; Kentucky Cabinet for Health and Family Services, Office of the Inspector General, Grant # PO2 723 1600004042 1; Mississippi State Department of Health, Mississippi Division of Medicaid in the Office of the Governor; and South Carolina Department of Health and Human Services. CMS Project Numbers: 2015-04-AL-UOL-0303; 2015-04-FL-UOL-0303; 2015-04-GA-UOL-0303; 2015-04-KY-UOL-0303; 2015-04-MS-UOL-0303; 2015-04-SC-UOL-0303.

Centers for Medicare & Medicaid Services Region IV Long Term Care Quality Improvement Initiative



CMS Region IV LTC Quality Improvement Initiative ends December 31, 2020

Last Chance to Access Free Resources

Less than 60 Days Left to Obtain Free CE/CPEs

- Nurses: up to 42 CE credits
- Social Workers: up to 29 CE credits
- Dietitians/Nutritionists: up to 4 CE credits

The CMP grant that has funded this Quality Improvement Initiative is ending. *Starting January 1, 2021, the password-protected website will no longer be accessible.*

All Clinical Practical Guidelines (CPGs) and other resources will be taken down and the CE program will end. Take advantage of these resources, especially the FREE Continuing Education Credits through December 31, 2020.

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Examples of Postcards sent with newsletter articles



CMS Region IV Long-Term Care Quality Improvement Initiative

FREE
CE
Credits

Resource  Center

www.cpgltc.org

*Commitment to Improving
Resident Quality of Care*

CMS Region IV Long-Term Care Quality Improvement Initiative:

- Free access to AMDA Clinical Practice Guidelines (CPGs)
- Free CE credits for up to 20 topic areas for nurses, social workers and Registered Dietitian Nutritionists (RDN) and Nutrition and Dietetics Technicians, Registered (NDTR)
- AMDA's *Know-It-All Before You Call™* templates of 78 common conditions to help staff identify changes in resident health

Obtain your LTC Facility's password and username at www.cpgltc.org. Complete the "contact us" section on the front page. Or email the Help Desk at help@cpgltc.org

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CENTERS FOR MEDICARE & MEDICAID SERVICES

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**MSN
FREE CE
Credits**

CMS Region IV Long-Term Care Quality Improvement Initiative

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*Commitment to Improving
Resident Quality of Care*

Improve Quality Measures MSN Earn Free CEs

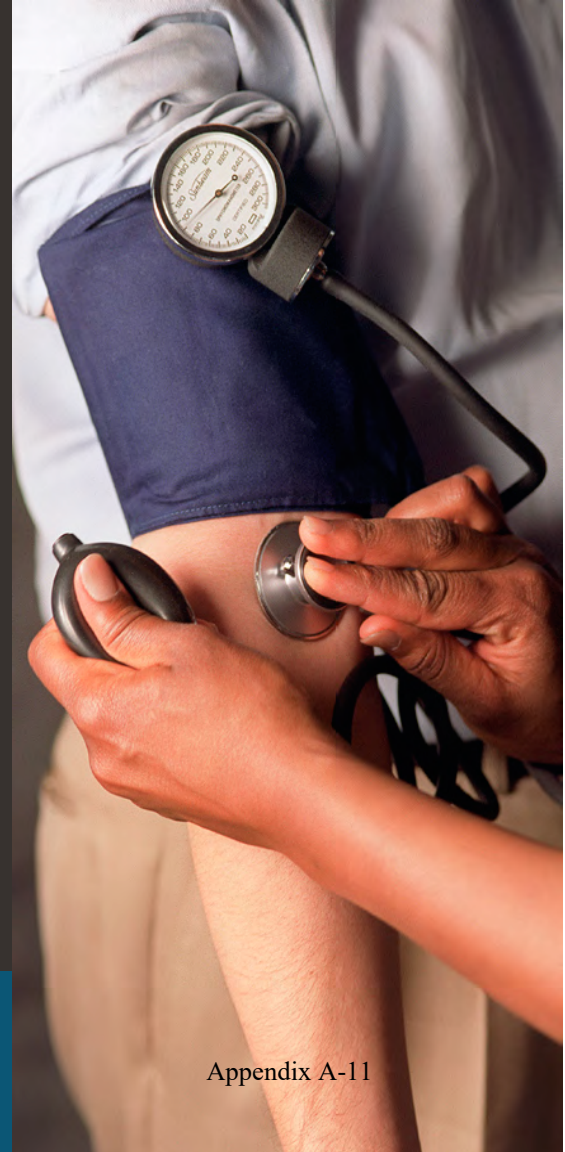
**MSN Practitioners - up to 42 CE
Credits covering : Acute Change,
COPD Management, Falls and Fall
Risk, Dementia, Diabetes,
Depression, Parkinson's Disease,
Depression and many more.**

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Appendix A-11

**Nurses
FREE CE
Credits**

CMS Region IV Long-Term Care Quality Improvement Initiative

Resource  Center

www.cpgltc.org

*Commitment to Improving
Resident Quality of Care*

Improve Quality Measures Nurses Earn Free CEs

**Nurses - up to 42 CE Credits
covering : Acute Change, COPD
Management, Falls and Fall Risk,
Dementia, Diabetes, Depression,
Parkinson's Disease and many more.
LPNs earn Certificates of Completion**

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Earn
FREE CE
Credits

CMS Region IV Long-Term Care Quality Improvement Initiative

Resource  Center

www.cpgltc.org

*Commitment to Improving
Resident Quality of Care*

Improve Quality Measures RDNs & NDTRs Earn Free CEs

RDNs and NDTRs in LTC can earn up to 11.5 credit hours completing 14 on-line exams covering: Anemia, COPD, Dehydration, Dementia, Diabetes, Gastrointestinal Disorders, Heart Failure, Osteoporosis, Urinary Incontinence and more.

Obtain the LTC Facility's password and username at www.cpgltc.org. Complete the "Contact Us" section on the front page. Or email the Help Desk - help@cpgltc.org

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FREE
CE
Credits

CMS Region IV Long-Term Care Quality Improvement Initiative

Resource  Center

www.cpgltc.org

*Commitment to Improving
Resident Quality of Care*

***Improve Quality Measures
and
LTC Staff Earn FREE CEs***

Nurses - up to 42 CEs
Social Workers - up to 29 CEs
**Registered Dietitians Nutritionists
(RDN) and Nutrition and Dietetics
Technicians, Registered (NDTR) -
up to 11.5 CPEs**
All Staff - Certificates of Completion

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Help Desk at
help@cpgltc.org

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FREE
CE
Credits

CMS Region IV Long-Term Care Quality Improvement Initiative

Resource  Center

www.cpgltc.org

*Commitment to Improving
Resident Quality of Care*

Improve Quality Measures and LTC Staff Earn FREE CEs

Social Workers - Earn up to 29 CE Credits covering these topics: Acute Change, COPD Management, Falls and Fall Risk, Dementia, Diabetes, Depression, Parkinson's Disease and many more.

Obtain your LTC Facility's password and username at www.cpgltc.org. Complete the "contact us" section on the front page. Or email the Help Desk at help@cpgltc.org

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FREE
CE
Credits

CMS Region IV Long-Term Care Quality Improvement Initiative

Resource  Center

www.cpgltc.org

*Commitment to Improving
Resident Quality of Care*

**Improve Quality Measures
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NEWSLETTER ARTICLES

State Survey Agencies Newsletter

Improve Quality Measures and Earn FREE CE Credits for LTC Nurses, Social Workers, Registered Dietitian Nutritionists (RDN) and Nutrition and Dietetics Technicians, Registered (NDTR)

LTC nurses, social workers Registered Dietitian Nutritionists (RDN) and Nutrition and Dietetics Technicians, Registered (NDTR) and can **earn up to 42 contact hours** at no cost with the CMS Region IV Quality Improvement Initiative, a 6-state CMS CMP program.

FREE training resources at the password-protected website www.cpqltc.org:

- 20 CE Exams with 1-3 contact hours – up to 42 total hours for LTC Nurses
- 15 CE Exams with 1-3 contact hours – up to 29 NASW approved hours for LTC Social Work
- 14 CE Exams with 1-3 contact hours – up to 20.5 hours for LTC Dietitians/Nutritionists from Becky Dorner Associates
- CPG Implementation Series (Heart Failure, Pain Management, Urinary Incontinence) with accompanying training resources including narrated Power Points for nurses and nurse aides
- 4-part *Disease Awareness* Video Series (COPD, Diabetes, Pain Management, Moderate Alzheimer's)
- Know-it-All™ *Before You Call* (for LTC staff) data collection tools for 70+ common health conditions
- Know-it-All™ *When You're Called* (for physicians and practitioners) data collection tools for 70+ common health conditions

LTC administrators receive facility-specific passwords and usernames. Please share with staff for access to FREE training materials at www.cpqltc.org. For facility username and password assistance, contact help@cpqltc.org.

Nurse Practitioners – Earn Free CE/Contact Hours and Improve Quality Measures

Nurse Practitioners can **earn up to FREE 42 CE/Contact hours** at www.cpqltc.org. The CMS Region IV Quality Improvement Initiative is offering FREE training materials through this 6-state CMS CMP Grant.

Free for NPs!

- 20 CE Exams with 1-3 contact hours each – 42 total contact hours!
- CPG Implementation Series (Heart Failure, Pain Management, Urinary Incontinence) with accompanying training resources including narrated PowerPoints for nurses and nurse aids
- 4-part *Disease Awareness* Video Series (COPD, Diabetes, Pain Management, Moderate Alzheimer's)
- Know-it-All™ *When You're Called* data collection tools for 70+ common health conditions

Training materials and CEs are FREE and available at www.cpqltc.org. For facility username and password assistance, contact help@cpqltc.org.

Nurses/Directors of Nursing – Earn Free CE/Contact Hours and Improve Quality Measures

Nurses working in LTC can **earn up to 42 FREE CE/Contact hours** at www.cpglhc.org. The CMS Region IV Quality Improvement Initiative is offering FREE training materials through this 56state CMS CMP Grant.

Free for nurses!

- 20 CE Exams with 1-3 contact hours– up to 42 total contact hours!
- CPG Implementation Series (Heart Failure, Pain Management, Urinary Incontinence) with accompanying training resources including narrated PowerPoints for nurses and nurse aids
- 4-part *Disease Awareness* Video Series (COPD, Diabetes, Pain Management, Moderate Alzheimer's)
- Know-it-All™ *Before You Call* (for LTC staff) data collection tools for 70+ common health conditions

As a key provider on the care team, you can receive enhanced knowledge about the 70+ health topics most common in LTC residents and enrich your role in the facility. Training and CEs are FREE and now available at www.cpglhc.org. For facility username and password assistance, contact help@cpglhc.org.

Newsletters for Administrators -- FREE CE/Contact Hours for LTC Staff and Improve Your Quality Measures

LTC staff can **earn up to 42 CE/Contact hours** at www.cpglhc.org. The CMS Region IV Quality Improvement Initiative is offering FREE training materials through this 6-state CMS CMP Grant.

Free for Nurses!

- 20 CE Exams with 1-3 contact hours each – 42 total contact hours!

Free for Social Workers!

- 15 CE Exams with 1-3 CE credits – up to 29 total contact hours!

Free for Registered Dietitian Nutritionists (RDN) and Nutrition and Dietetics Technicians, Registered (NDTR)

- 14 CE Exams with 1-3 CE credits – up to 20.5 total contact hours!

Free for ALL Staff

- CPG Implementation Series (Heart Failure, Pain Management, Urinary Incontinence) with accompanying training resources including narrated PowerPoints for nurses and nurse aides
- 4-part *Disease Awareness* Video Series (COPD, Diabetes, Pain Management, Moderate Alzheimer's)
- Know-it-All™ *Before You Call* (for LTC staff) data collection tools for 70+ common health conditions
- Know-it-All™ *When You're Called* (for physicians and practitioners) data collection tools for 70+ common health conditions

For facility username and password assistance, contact help@cpglhc.org.

Newsletters for Activity Directors – Improve Quality Measures and earn FREE Certificates of Completion

Activities Professionals can complete 20 exams, covering top health issues effecting LTC residents. The CMS Region IV Quality Improvement Initiative is offering FREE training materials through this 6-state CMS CMP Grant. Participants can receive a Certificate of Completion for each exam, and may be able to present the exam completion document to obtain CE credits from your accrediting body.

Training materials are free and available at www.cpqltc.org. For facility username and password assistance, contact help@cpqltc.org.

Newsletters for LTC Social Workers -- Free NASW approved CE/Contact hours

Social Workers in LTC can **earn up to 29 FREE CE/Contact hours** at www.cpqltc.org. The CMS Region IV Quality Improvement Initiative offers FREE training materials through this 6-state CMS CMP Grant.

FREE for Social Workers:

- 15 CE Exams with 1-3 CE credits – up to 29 contact hours approved by NASW.
- 4-part *Disease Awareness* Video Series (COPD, Diabetes, Pain Management, Moderate Alzheimer's)
- Know-it-All™ *Before You Call* (for LTC staff) data collection tools for 70+ common health conditions
- Know-it-All™ *When You're Called* (for physicians and practitioners) data collection tools for 70+ common health conditions

As a key provider on the care team, you can receive enhanced knowledge about the 70+ health topics most common in LTC residents and enrich your role in the facility. Training and CEs are FREE and now available at www.cpqltc.org. For facility username and password assistance, contact help@cpqltc.org.

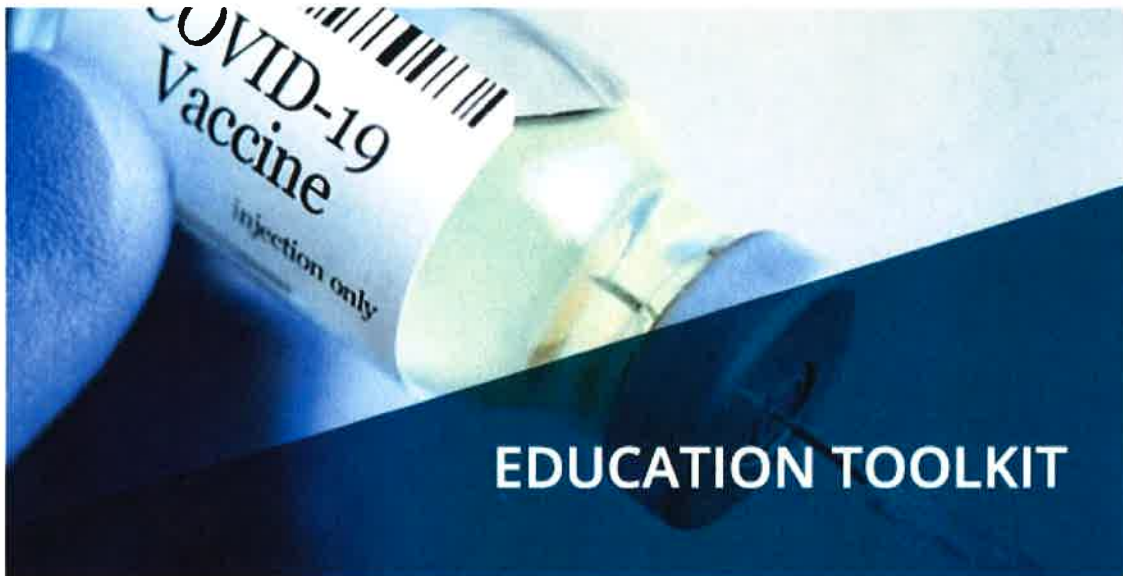
Mailchimp Campaigns

Centers for Medicare & Medicaid Services Region IV Long Term Care Quality Improvement Initiative

Resource  Center

*To use the resources mentioned below
see the "How to Access Resources" section at the end of this email.*

AMDA RELEASES FREE COVID-19 VACCINE EDUCATION TOOLKIT FOR LTC



The Society for Post-Acute and Long-Term Care (PALTC) Medicine released a COVID-19 Vaccine Education Toolkit. It is free for both members and non-members. Users must register for access.

Please email [Ellen Mullally](mailto:Ellen.Mullally@paltc.org) at PALTC if you have any questions.

COVID-19 Vaccine Education Toolkit >

Additional No-cost LTC Resources

Now, more than ever, it is critical for LTC personnel to be as up-to-date as possible on their healthcare knowledge and skills. The CMS Region IV LTC Quality Improvement Initiative includes **FREE** training resources to LTC direct care and professional staff to help:

- Identify changes in resident health conditions
- Communicate changes to physicians in an effective, concise manner to help expedite diagnosis and/or treatment recommendations
- Improve quality of care to residents
- Obtain NO-COST educational resources that can lead to improved health care delivery, including Powerpoint and video tools.



Disease Awareness Series

Recognizing Moderate Alzheimer's Disease
Diabetes in the LTC Setting
Pain Awareness
COPD Awareness



CPG Implementation Series

Narrated training videos with PowerPoint support.
Heart Failure
Pain Management
Urinary Incontinence



Earn CE Credits

Nurses: up to 42 CE credits

Social Workers: up to 29 CE credits

Dietitians/Nutritionists: up to 4 CE credits

Certificates of Completion for all LTC staff

How to Access Resources

Member facilities have been provided with a facility specific username and password. If you cannot locate your password contact help@cpgtlc.org to have one reissued. Upon login, website users can access:

- CE Exams for contact hours and/or Certificates of Completion
- 20 Clinical Practice Guidelines
- Know-It-All™ Series
- CPG Implementation Series, video support and manuals

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**Centers for Medicare & Medicaid Services Region IV
Long Term Care Quality Improvement Initiative**

Resource  Center

*To use the resources mentioned below
see the **"How to Access Resources"** section at the end of this email.*

**INCREASE YOUR KNOWLEDGE AND IMPROVE THE CARE
OF RESIDENTS WITH PARKINSON'S DISEASE**

Earn **FREE** CE/CPE hours through the
CMS Region IV LTC Quality Improvement Initiative



Parkinson's disease is the second most common neurodegenerative disease with an estimated annual incidence of 160 per 100,000 for those over 65 years of age and a lifetime risk of 2.0% and 1.3% for men and women respectively.

(Overall and Disease-Related Mortality in Parkinson's Disease – a Longitudinal Cohort Study. Hoogland, Jeroena; Post, Bartb; de Bie, Rob M.A.; Journal of Parkinson's Disease, vol 9, no. 4, pp. 767-774, 2019. DOI: 10.3233/JPD-191652)



Earn FREE CE/CPE hours by completing the Parkinson's Disease exam for nurses, social workers, and dietitians/nutritionists.

Nurses: 2.0 CE credits

Social Workers: 2.0 CE credits

Dietitians/Nutritionists: 1.5 CPE credits

Certificates of Completion for all LTC staff!

Additional FREE Training Resources for LTC Direct Care and Professional Staff to Help:

- Identify changes in resident health conditions
- Communicate changes to physicians in an effective, concise manner to help expedite diagnosis and/or treatment recommendations
- Improve quality of care to residents

Obtain NO-COST educational resources that can lead to improved health care delivery, including Power Point and video tools.

Clinical Practice Guidelines that focus on 20 common medical

CPG Implementation Series for Heart Failure Prevention, Pain Management and Urinary Tract

conditions and clinical concerns in today's long term care environment.

Infections. Resources include narrated presentations.

How to Access Resources

Member facilities have been provided with a facility specific username and password. If you cannot locate your password contact help@cpgtlc.org to have one reissued. Upon login, website users can access:

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- 20 Clinical Practice Guidelines
- Know-It-All™ Series
- CPG Implementation Series, video support and manuals

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From: Betty Shiels and the LTC Quality Improvement Initiative Team <betty.shiels@cpgltc.org>
Sent: Tuesday, March 31, 2020 4:21 PM
To: Jester, Diana S <diana.jester@louisville.edu>
Subject: [Test] COVID-19 Resources for LTC

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"Test for Betty" — Diana Jester

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Centers for Medicare & Medicaid Services Region IV Long Term Care Quality Improvement Initiative

Resource  Center

Critical COVID-19 Resources Available for LTC



AMDA Resource Website

These FREE resources include:

- Podcasts and Webinars on topics including Infection Control and Mitigating Emotional Impact
- AMDA Guidance & Resources and daily AMDA update emails
- CDC Updates
- CMS Updates
- Other Resources

- State Bills Related to COVID-19

[More about AMDA Resources >](#)

Additional No-cost LTC Resources

Now, more than ever, it is critical for LTC personnel to be as up-to-date as possible on their healthcare knowledge and skills. The CMS Region IV LTC Quality Improvement Initiative includes **FREE** training resources to LTC direct care and professional staff to help:

- Identify changes in resident health conditions
- Communicate changes to physicians in an effective, concise manner to help expedite diagnosis and/or treatment recommendations
- Improve quality of care to residents
- Obtain NO-COST educational resources that can lead to improved health care delivery, including Powerpoint and video tools.



Disease Awareness Series

Recognizing Moderate Alzheimer's Disease
Diabetes in the LTC Setting
Pain Awareness
COPD Awareness



CPG Implementation Series

Narrated training videos with PowerPoint support.

Heart Failure

Pain Management

Urinary Incontinence



Earn CE Credits

Nurses: up to 42 CE credits

Social Workers: up to 29 CE credits

Dietitians/Nutritionists: up to 20.5 CE credits

Certificates of Completion for all LTC staff

How to Access Resources

Member facilities have been provided with a facility specific username and password. If you cannot locate your password contact help@cpgtlc.org to have one reissued. Upon login, website users can access:

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- 20 Clinical Practice Guidelines
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Centers for Medicare & Medicaid Services Region IV Long Term Care Quality Improvement Initiative

Resource  Center

Keep Your Staff Skills up to Date



No-cost LTC Resources

The CMS Region IV LTC Quality Improvement Initiative includes FREE training resources to LTC direct care and professional staff to help:

- Improve quality of care to residents
- Identify changes in resident health conditions
- Communicate changes to physicians in an effective, concise manner to help expedite diagnosis and/or treatment recommendations
- Obtain NO-COST educational resources that can lead to improved health care delivery, including Powerpoint and video tools.

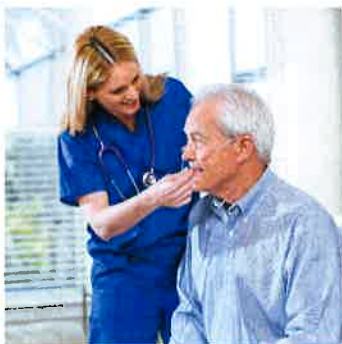
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Certificates of Completion for all LTC staff



Disease Awareness Series

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Diabetes in the LTC Setting
Pain Awareness
COPD Awareness

CPG Implementation Series

Narrated training videos with PowerPoint support.
Heart Failure
Pain Management
Urinary Incontinence

AMDA Clinical Practice Guidelines and Know-It-All™ Series

20 detailed clinical practice guides

Know-It-All™ Before You Call diagnosing system for nurses

Know-It-All™ When You're Called diagnosing system for physicians and nurse practitioners

How to Access Resources

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Last Chance to Access Free Resources

Less than 60 Days Left to Obtain Free CE/CPEs

- Nurses: up to 42 CE credits
- Social Workers: up to 29 CE credits
- Dietitians/Nutritionists: up to 4 CE credits



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FREE Continuing Education credits

For Nurses, Social Workers, and Dietitians/Nutritionists. Certificates of Completion for other staff.

The CMP grant that has funded this Quality Improvement Initiative is ending. Starting January 1, 2021, the password-protected website will no longer be accessible.

All Clinical Practical Guidelines (CPGs) and other resources will be taken down and the CE program will end. Thank you for participating in this initiative.

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- Dietitians/Nutritionists: up to 4 CE credits



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Jester, Diana S.

From: Betty Shiels and the CMS Quality Improvement Initiative Team
<betty.shiels@cpgltc.org>
Sent: Monday, December 7, 2020 7:59 AM
To: Jester, Diana S.
Subject: 24 Days Left to Receive Free CE/CPEs

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Last Chance to Access Free Resources

24 Days Left to Obtain Free CE/CPEs

- Nurses: up to 42 CE credits
- Social Workers: up to 29 CE credits
- Dietitians/Nutritionists: up to 4 CE credits



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The CMP grant that has funded this Quality Improvement Initiative is ending. Starting January 1, 2021, the password-protected website will no longer be accessible.

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Take advantage of these resources, especially the FREE Continuing Education Credits through December 31, 2020.

How to Access Resources

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Jester,Diana S.

From: Betty Shiels and the CMS Quality Improvement Initiative Team
<betty.shiels@cpgltc.org>
Sent: Monday, December 14, 2020 8:00 AM
To: Jester,Diana S.
Subject: 17 Days Left to Receive Free CE/CPEs

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Last Chance to Access Free Resources

17 Days Left to Obtain Free CE/CPEs

- Nurses: up to 42 CE credits
- Social Workers: up to 29 CE credits
- Dietitians/Nutritionists: up to 4 CE credits



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Take advantage of these resources, especially the FREE Continuing Education Credits through December 31, 2020.

How to Access Resources

Member facilities have been provided with a facility-specific username and password. If you, cannot locate your password, contact help@cpgltc.org to have one reissued.

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CMS Region IV LTC Quality Improvement Initiative is a collaboration between:

CMS Region IV
State Survey Agencies
University of Louisville
Kent School of Social Work

CMS Region IV Partner States: Alabama, Florida, Georgia, Kentucky, Mississippi, South Carolina

Materials were produced pursuant to the Long Term Care (LTC) Quality Improvement Initiative/ AMDA Clinical Practice Guidelines and CMS Region IV Website: Sponsored by University of Louisville Research Foundation, Inc., Alabama Medicaid Agency; State of Florida, Agency for Health Care Administration; Georgia Department of Community Health, Grant #16051G; Kentucky Cabinet for Health and Family Services, Office of the Inspector General, Grant # PO2 723 1600004042 1. Mississippi State Department of Health, Mississippi Division of Medicaid in the Office of the Governor; and South Carolina Department of Health and Human Services. CMS Project Numbers: 2015-04-AL-UOL-0303; 2015-04-FL-UOL-0303; 2015-04-GA-UOL-0303; 2015-04-KY-UOL-0303; 2015-04-MS-UOL-0303; 2015-04-SC-UOL-0303.

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Jester, Diana S.

From: Betty Shiels and the CMS Quality Improvement Initiative Team
<betty.shiels@cpqltc.org>
Sent: Monday, December 21, 2020 8:00 AM
To: Jester, Diana S.
Subject: 10 Days Left to Receive Free CE/CPEs

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Jester, Diana S.

From: Betty Shiels and the CMS Quality Improvement Initiative Team
<betty.shiels@cpqltc.org>
Sent: Monday, December 28, 2020 8:00 AM
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December 31, 2020

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