

Improve Outcomes with Exceptional Medical Director Partnership

Proven strategies to establish an effective partnership between nursing home staff and the medical director in implementation of QAPI interventions are shown below. Craft a contract between the nursing home and medical director that includes these elements.

Medical director responsibilities:

1. Designate a nurse champion from the medical director's office to
 - Be a liaison to the nursing home RCM to coordinate case management
 - Disseminate knowledge and information to office, nursing home, families
2. Conduct weekly or biweekly rounds.
3. Attend weekly risk management meeting. This is where cases will be reviewed for high risk, high acuity and discharge needs.
4. Attend quarterly QAPI meetings.
5. Commit to ongoing training for MD and nurse champion in team leadership, effective communication strategies (e.g., SBAR), geriatric assessment, palliative care, chronic disease management and QAPI principles.
6. Plan for on-call coverage, with clear communication with on-call provider to understand when it is appropriate to treat in place and only transfer to ED when care needs cannot be met in-house.

Nursing home responsibilities:

1. Designate nurse champion (preferably a resident care manager, not the DNS).
 - Conduct weekly or biweekly rounds
 - Be liaison to medical office with office RN
 - Disseminate new knowledge to nursing home staff
2. Conduct weekly risk management meeting. This is an interdisciplinary team meeting where cases will be reviewed with the MD for high risk, high acuity and discharge needs.
3. Conduct quarterly QAPI meetings.
 - Goal is to use data to identify opportunities for action.
4. Commit to ongoing training of nursing home team in team leadership, effective communication strategies (e.g., SBAR), geriatric assessment, chronic disease management and QAPI principles.
5. Contract with a pharmacist, who will review for:
 - Polypharmacy
 - Appropriate diagnosis
 - Antibiotic stewardship
 - Appropriateness for geriatric population
 - Pain management
 - Antipsychotics

Tip: It is important to nurture the personal relationship between the nursing home nurse champion, the medical director, and the nurse champion from the medical director's office. Don't undervalue this relationship!

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