



UNIVERSITY of MARYLAND
SCHOOL OF NURSING

Care Coordination Education-to-Practice Scale-Up Implementation

**NSP II Implementation Grant Project
(7/2020 – 06/2025)**

Partnership:

University of Maryland School of Nursing
University of Maryland Medical Center (UMMC)
UMMC Midtown Campus

(Supported by the Maryland Nurse Support Program II)



Content

- Team member introduction
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Vice President of Nursing and PCS, Clinical Practice, Professional Development, Neuroscience, and Behavioral Health



Project Team

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University of Maryland Medical System

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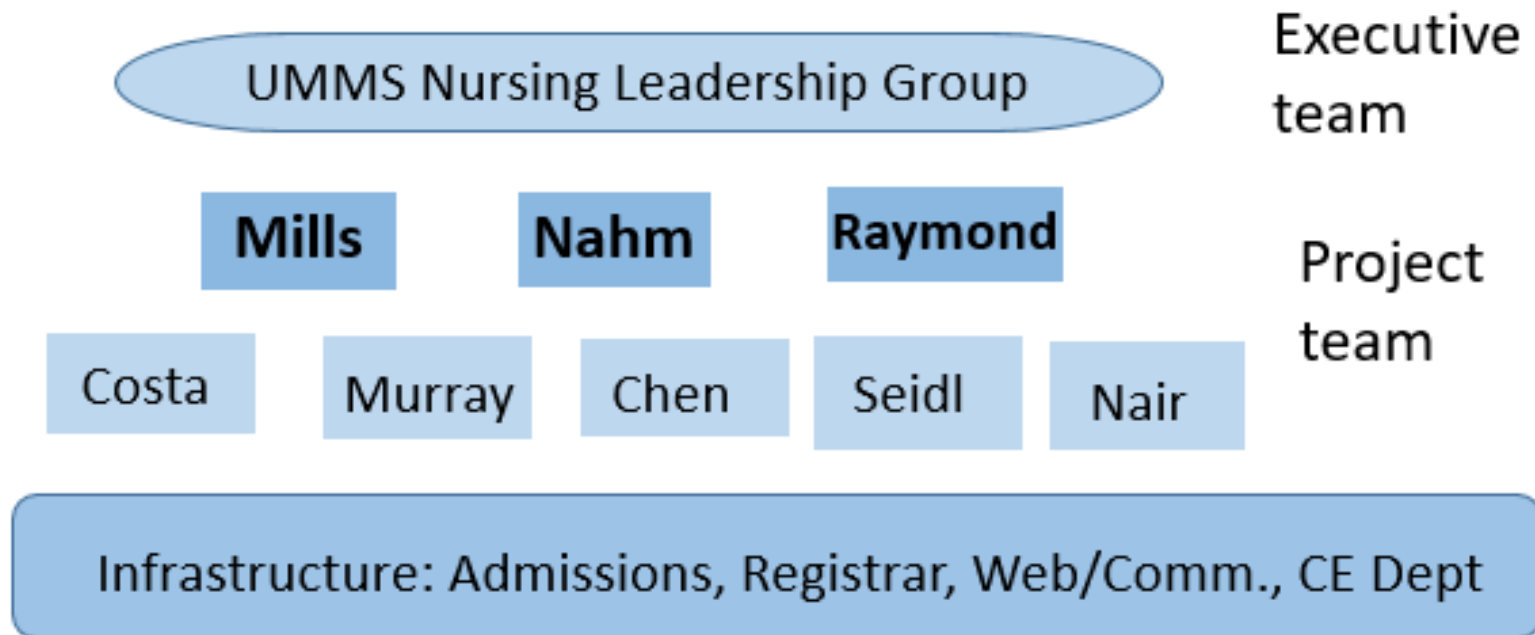
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Director of Nursing – ED, ICU/IMC, M/S,
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UMNursing CCIC Project Team



*(*CCIC: Care Coordination Implementation Collaborative)*



Overview of the Project



UMNursing CCIC Project: Background

- This project was built upon our prior NSP II planning grant (07/2016-06/2019)
- This implementation project focused on the **NSP II Initiative 4**, *“Build Collaborations between Education and Practice (that develop new models that promote a patient-centered continuum of care).”*
- The project will implement an innovative collaboration model, **UMNursing Care Coordination Implementation Collaborative (UMNursing CCIC)**, a joint effort between the UMMS hospitals and the UMSO.



Project Goals and Objectives

Overreaching Project Goal

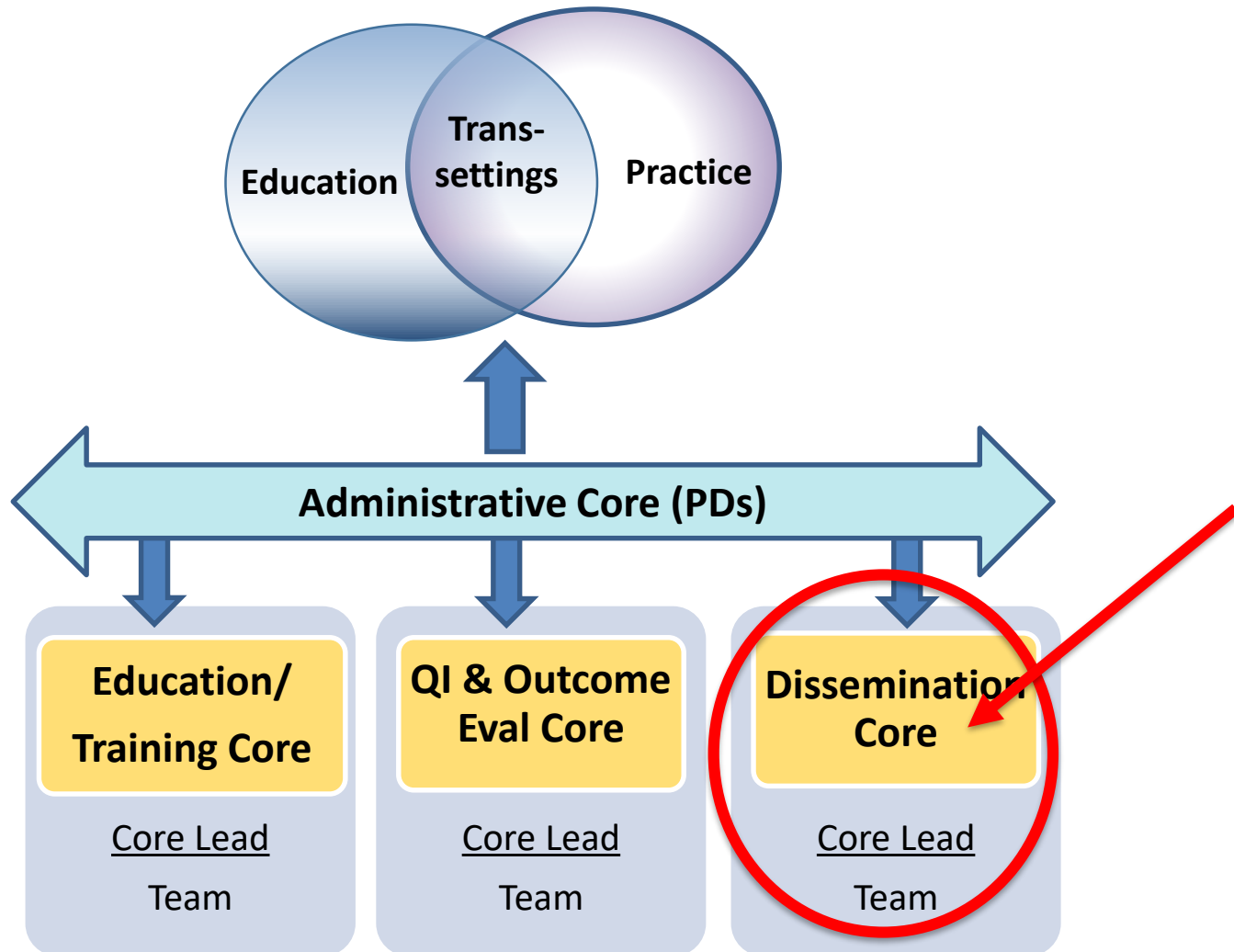
To promote care coordination and patient-centered care across Maryland hospitals while continuing to expand the CC focus area/courses in academia.

Specific project goals include:

1. Establish a UMNursing CCIC infrastructure
2. Provide students and practicing nurses with actionable knowledge/skillsets in CC
3. Facilitate QI projects in the areas of CC and patient-centered care
4. Assess the impact of the project on selected **patient outcomes** (e.g., patient experience with care, 30-day readmission, discharge planning), as well as **nursing practice and education outcomes.**



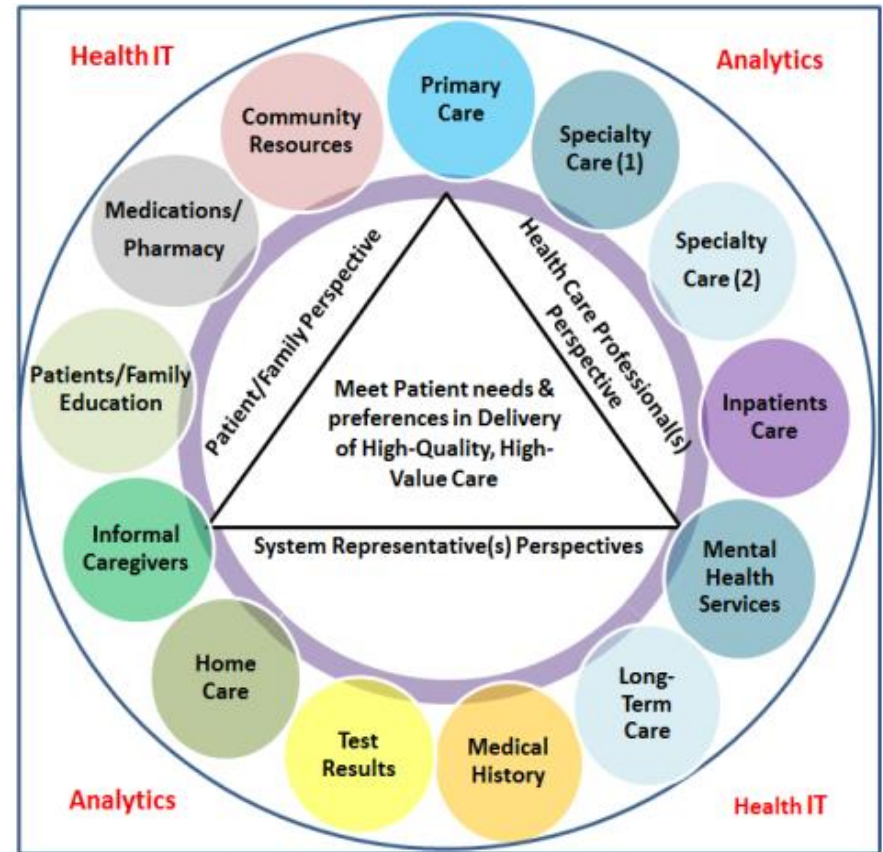
UMNursing CCIC Model





Care Coordination: Operational Definition

CC is the deliberate organization of patient care activities between ≥ 2 participants (including the patient) involved in a patient's care to facilitate the appropriate delivery of healthcare services. Organizing care involves the marshalling of personnel and other resources needed to carry out all required patient care activities and is often managed by the exchange of information among participants responsible for different aspects of care. (AHRQ)



2018 Fall NURS 418 WB3 SPEC/CARE COORDINATION I

Start Here

Announcements

Faculty Information

Course Information

Course Schedule

Modules

Assignments

Groups

Collaborate Ultra

Discussion Board

My Grades

Communication Tools

Blackboard Tools

Help & Resources

Course Management

Control Panel

Files

Modules



Module information

Modules will become available on the date scheduled. To view the module content click on the title of the module.

During this web-based course, you will spend a **significant** part of your online experience involved with each of the modules listed below. The module components consist of an overview of learning content, objectives, Audio/Video movies, lecture notes/materials, and other miscellaneous elements, including a variety of hyperlinks to internet websites to enhance your learning.



Module 1: Course Overview and Background



Module 2: Care Coordination Supporting Concepts/Theories/Models



Module 3: Care Coordination Related Policies and Regulations



Care Coordination Interview with Ms. Melissa Huber

This Mediasite presentation features a video recording of an interview with Melissa Huber, who is the nurse manager of the Coordinated Care Center at UMMC. In the video, Ms. Huber discusses her role within the organization, key tasks completed by her department, other professionals involved in care coordination within her setting, barriers to successful care coordination, and the role of the RN in care coordination.



Modules



Module information

Modules will become available on the date scheduled. To view the module content click on the title of the module.

During this web-based course, you will spend a **significant** part of your online experience involved with each of the modules listed below. The module components consist of an overview of learning content, objectives, Audio/Video movies, lecture notes/materials, and other miscellaneous elements, including a variety of hyperlinks to internet websites to enhance your learning.



Module 1: Introduction and Course Overview



Module 2: Data-driven Approach to Improvement of Care Quality



Module 3: Concepts of Analytics and its Use in Care Coordination

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edXedge

USMx: CareC101
Care Coordination

Help

enahm

View this course as:

Staff

View in Studio

View in Insight

Course

Discussion

Wiki

Progress

Instructor

Care Coordination

Search the course

Search

Resume Course

Course starts in 9 years on Dec 31, 2029.

Don't forget to add a calendar reminder!

Expand All

> Module 1: Course Overview and Background

> Module 2: Care Coordination: Supporting Concepts, Theories, and Models

> Module 3: Care Coordination Related Policies and Regulations

> Module 4: Patient Engagement and Self-Management

> Module 5: Care Coordination and Population Health

> Module 6: Assessment of Needs, Goal Setting, and Planning

> Module 7: Interprofessional Collaboration / Leadership

> Module 8: Care Coordination in Acute Care

> Module 9: Management of Care Transition

> Module 10: Access and Advocacy

Course Tools

Bookmarks

Upcoming Dates

Dec 31, 2029

Course Starts

View all course dates

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Significance of the Project



Significance of the Project

- Focuses on **CC capacity building** in both nursing education and practice settings with the ultimate goal of **improving patient outcomes**.
- Responds to the MHEC recommendations for NSP II future funding and fits well with the “Total Cost of Care Model.”
- CC is becoming an essential component for nursing education
 - Must build educational content and practicum opportunities in nursing colleges.



Significance of the Project

- UMNursing CCIC addresses MHEC's recommendations for NSP II future Funding.
 - Increase the number of BSN prepared nurses
 - Deliver continuing education in CC to practicing nursing
 - Develop faculty members expertise in CC/population health areas.
- MHEC urges nurse leaders at the hospitals and nursing programs to work together to increase clinical sites, especially by creating non-traditional practicum opportunities.



Project Goals, Objectives and Timeline

[illegible]

5-Year Implementation Timeline

Goal 1. Establish an infrastructure for the UMNursing Care Coordination Implementation Collaborative

#	Goals and Objectives	Start Date	Finish Date
1.1	Form UMNursing CCIC Core Teams (Reps from UMSO and UMMS hospitals).	7/2020	12/2020
1.2	Develop UMNursing CCIC policies/procedures, including standing meetings.	7/2020	12/2020
1.3	Develop detailed plans for course /module revision Establish a draft DB structure and data capture tools	8/2020	Continue
1.4	Announce and advertise UMNursing CCIC to UMB campus and UMMS hospitals.		12/2020

Goal 2: Provide students and practicing nurses with actionable knowledge and skillsets in CC

#	Goals and Objectives	Start	Finish
2.1	Academia (UMSON)		
	2.1.1. Review/update CC courses with hospital partners	1/2021	6/2021
	2.1.2. Expand the implementation of the CC/HIT focus area/courses to community college students who are in the dual admission track, as well as UMSON students	1/2021	6/2025
	2.1.3. Develop preceptors and practicum opportunities in CC/population health areas	7/2021	6/2025
	2.1.4. Develop preceptors and practicum opportunities in CC/population health areas.	1/2021	6/2025
2.2	UMMS Hospitals		
	2.2.1. Further refine edX CC/HIT modules with expert nurses and SON ILT staff	1/2021	6/2021
	2.2.2. Educate staff nurses on CC/population health through self-learning modules, workshops, etc. <ul style="list-style-type: none"> A focused education approach for nurses who care for 3 selected patient cohorts 	7/2021	6/2025
	2.2.3. Develop preceptors in CC/population health areas	7/2021	6/2025

Goal 3. Facilitate QI projects in areas of CC and patient-centered care

#	Goals and Objectives	Start	Finish
3.1	Working with nurse leaders, identify QI opportunities in CC & patient-centered care.	1/2022	6/2025
3.2	Engage nursing students in those QI projects through practicum opportunities.	1/2022	6/2025

Goal 4. Assess the impact of the project on patient outcomes as well as nursing practice and education

	Examine the impact of the project on <ul style="list-style-type: none"> Education (SON): Starting from 12/2020, per semester and/or yearly 	12/2020	06/2025
	<ul style="list-style-type: none"> Practice (UMMS): Patients and nursing practice outcomes <ul style="list-style-type: none"> Baseline: 06/2021 / Follow-up data: 07/2022; 07/2023; 07/2024; 06/2025 	01/2022	06/2025



Project Approach



Goal 1. Establish a CCIC Infrastructure

- Form UMNursing CCIC Core Teams
- Develop UMNursing CCIC policies and procedures, including standing meeting schedules.
- Develop detailed plans for course /module revision Establish a draft DB structure and data capture tools
- Announce and advertise UMNursing CCIC to UMB campus and UMMS hospitals.



UMNursing CCIC Cores and Selected Functions

Core / Leads	Major Functions
Administration (SON/UMMS) Nahm, Mills / Raymond	<ul style="list-style-type: none">• Develops and execute strategic planning• Serves as an authoritative body and makes higher-level decisions• Communicates with UMMC/UMSON nurse leaders• Reviews project progresses and adjust project plans as needed
Education/Training Nahm & Costa / Raymond	<ul style="list-style-type: none">• Lead efforts for course revision/updates• Coordinate all education-/training-related activities
QI & Outcome Evaluation: Nahm & Chen / Seidl	<ul style="list-style-type: none">• Develop/maintain RedCap databases, online surveys, and data tracking tools• Collect and analyze data /Assist in dissemination efforts
Dissemination Nahm & Mills / Cafeo	<ul style="list-style-type: none">• Lead and facilitate dissemination efforts, including presentations, manuscripts, and required reports.



Goal 2: Specific Approaches: **Academia**

1) **Review and update CC courses.**

- ✓ Education/Training Core will review and update the current CC courses while incorporating more case-based examples and expert videos.

2) **Expand implementation of the CC/HIT focus area & courses.**

- ✓ Working with the dual admission coordinators, actively advertise the CC/HIT focus area and courses to the community college students.

3) **Develop faculty members' expertise in CC and population health areas.**

- ✓ UMNursing CCIC will offer in-depth joint workshops on CC and population health to SON faculty members and selected UMMS nurses

4) **Develop preceptors and practicum opportunities in CC and population health areas.**



Goal 2: Specific Approaches: **UMMS Hospitals**

1) Further refine edX CC modules.

- ✓ An expert UMMS clinician team will review/update the current edX CC modules. ILT staff will deploy the modules to the production environment.

2) Educate staff nurses on CC/population health.

Nurse education will be carried out using a phased approach.

- ✓ 07/2021-12/2021: 1st half of the CHF and COPD units
- ✓ 01/2022-06/2022: 2nd half of the CHF and COPD units
- ✓ 07/2022-12/2022: Stroke units

3) Develop preceptors in CC and population health areas.

(further training, e.g., preceptor orientation sessions with CEUs)



Goal 2: Specific Approaches: UMMS Hospitals

(Tangible Benefits to Nurses)

- 1) Gain up-to-date knowledge and skillset needed to deliver high quality care
- 2) Earn CEUs that can be used toward their clinical ladder portfolio (Professional Advancement Model)
- 3) Acquire knowledge needed to take a CC (or case management) certification examination
- 4) Have more career opportunities in CC and population health areas



Goal 3. Facilitate QI Projects in CC and Patient-Centered Areas

- **Facilitate unit-based QI projects in the selected care areas.**
- **Engage nursing students in QI projects.**
 - ✓ QI projects are well-suited for DNP practicum and scholarly projects
 - ✓ Practicum opportunities for the QI projects will be communicated with SON practicum coordinators, faculty, and students.



**Goal 4.1: Assess the impact of the
UMNursing CCIC Project
*Patient and Nursing Practice Outcomes***



Outcomes	Measures	BL / FU
Patient Outcomes		
<ul style="list-style-type: none">• Patient's experience with CC• 30-day unplanned hospital readmission• Discharge instructions	<p>3 CC items included in the HCHAPS survey</p> <p>30-day unplanned hospital readmission rates (per ICD-10) tracked for selected CHF, COPD and stroke patients</p> <p>3 items from the discharge phone call survey</p>	<p>BL: Prior to education</p> <p>FU: 12 months after training & yearly</p>
Nurse practice outcomes		
Review of modules and workshop attendance	# and % of nurses who reviewed modules # of nurses who attended workshops	7/2022 and yearly
Nurses' passing certification exams	A change in # and % of nurses with a certificate in case (or CC) management	BL: 06/2021 FU: 07/2022 & yearly
Nurses' CC competency	A modified 10-item Nurses' CC Competency Scale	BL: Prior to education
Nurses' job satisfaction	Revised 2-item job satisfaction subscale of the NDNQI RN survey.	FU: After training



Goal 4.2: Assess the impact of the UMNursing CCIC Project: *Education Outcomes*



Outcomes	Measures	BL / FU
<u>Student Outcomes</u>		
# of students who completed the CC/HIT focus area # of community college students registered for CC courses # of students who registered the CC courses	# of students	Per semester & yearly
Longitudinal follow-up: Graduates with CC/HIT focus - serving as care coordinators and/or preceptors (#) - enrolled in advanced degree programs (#)	# of graduates	Online survey after one year graduation (yearly)
<u>Faculty Outcomes</u> - Development of faculty expertise in CC/population health	Faculty members' module reviews and/or workshop attendance (#)	07/2022 & yearly
<u>Practicum/Preceptor Outcomes</u> - New practicum opportunities in CC/population health	# of new sites # of preceptors	07/2022 & yearly



Progress

(As of October 10th, 2020)



Goal 1. Establish UMNursing CCIC Infrastructure

- Project identity (logo) was developed.
- Four CCIC Core teams were formed and shared project folders created.
- Established the CCIC communication and meeting Structure
 - Administration Core Meeting: weekly
 - Core Working Group Meeting: weekly – biweekly
 - All-Team Member Meeting: Monthly*(Each team further developed its project plans)*
- Development of UMNursing CCIC policies and procedures: ongoing



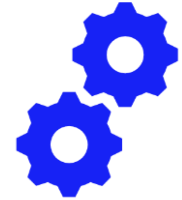
UNIVERSITY
of MARYLAND

UM Nursing

Care Coordination Implementation Collaborative



CCIC Administration Core



- Developed project identity (logo)
- Maintains ongoing communications with UMMC/UMSON nurse leaders and serves as a higher-level decision-making authority
- Established four Cores (leaders and members)
- Established the alignment between the project and the UMMC nurses' professional advancement model (PAM)
- Established the CCIC communication and meeting structure
- Monitors the progress of the Cores and provides necessary support



Education/Training Core



- Developed specific plans to disseminate the CC/HIT focus track to community colleges.
- Streamlined/updated the content for CC1 and CC2 courses
 - in consultation with UMMC nurse experts and consultants
 - in consideration of the changes in current healthcare landscape and the HSCRC care model (Total Cost Care Model).
- Course update process
 - multiple meetings with the UMMC nurse stakeholders (nurses in different areas)
 - review of the curriculum content for CCTM and CM certification
 - Identification of additional content to be added to the courses
 - Development of new modules



Outcome Evaluation Core



- The following items have been completed:
 - Conceptualization of the project DB structure
 - complex due to different types of data and phases
 - Determination of data collection tools and DB types (e.g., Qualtrics, RedCap)
 - Identification of source data for the secondary data (e.g., data from hospital administrative reports, SON registrar reports, etc.)
- The following items are in progress:
 - Staff training of RedCap DB and Qualtrics survey program
 - Development of RedCap DB and Qualtrics surveys
 - Testing data preparation using mockup files



Dissemination Core



- Developed a plan for manuscripts in different phases.
- Manuscript under development: “*Convergence of Education, Practice, and Research: Maryland Nursing Exemplar Model*”
- Abstract under development: Will be submitted to a conference targeting in 2021.



Next Step: Phase II

