



Engaging in Person-Centered Care – The Path to Regulatory Compliance: *Introduction to Critical Element Pathways (CEP): Using the Physical Restraint CEP to Support Reduction of Alarms*

Facilitator Guide

Overall Goal of Webinar Toolkits:

1. To support the ability of communities to share Pioneer Network training materials with team members in a way that is efficient, meaningful and cost effective.

Session Description:

Join our guides as they share insights into the Critical Element Pathways (CEPs), tools used by CMS to guide observation and investigation during the survey process – tools that you can use in your quality improvement program as you monitor and improve practices in your nursing home.

Using the Physical Restraint CEP, webinar guides will share examples of person-centered practices that have proven to be successful for communities across the country as they have worked to reduce and even eliminate alarm usage, supporting the quality of life that you seek for your residents and the outcomes that CMS is looking for when they survey your home.

Notes to the Facilitator

This learning experience uses as the core content the Pioneer Network Hot Topics webinar, ***Introduction to Critical Element Pathways (CEP): Using the Physical Restraint CEP to Support Reduction of Alarms***, which was a part of the 2018 webinar series.

The guides for this webinar are Kim Roche, Nurse Consultant with the CMS Division of Nursing Homes in the Survey and Certification area of the Center for Clinical Standards and Quality, Cheryl Kruschke, Associate Professor at Regis University, and Joan Devine, Director of Education, Pioneer Network

The webinar can be shown in its entirety, or the Facilitator's Guide offers suggestions for targeting the training on either the Critical Element Pathways, on Alarm Reduction or a short program discussing the change theory covered during the webinar.

Each section of the Facilitator's Guide contains the slides that are covered as well as the timeframe on the webinar recording that contains the audio/visual portion of each section. Please note that the number of minutes may vary slightly.

Recommended Logistics:

1. Room set up in tables of 6-8 individuals to support group exercises
2. Computer and projector
3. Speakers
4. Copies of handouts



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5. Optional: Flip charts for recording group responses

Materials Needed:

- Webinar Recording
- Available Handouts, based on the content being covered:
 - o The slides in handout format
 - o CMS Critical Element Pathway for Physical Restraints
 - o Kurt Lewin's Change Theory Document
 - o Facts about Alarms
 - o Tools from Empira: Brochure for Family and Fall Management Tools
 - o Resources on Purposeful Rounding

Options for how to use this webinar in training:

1. Show the **entire webinar** with selected discussion questions based on the needs of your team.
 - a. All Slides and study questions as defined by the Facilitator based on time allowed for the training
 - i. Time required would be about 2 hours. Facilitator will have to set limits on the time allowed for discussion, with a suggested maximum of no more than 10 minutes/question, or skip some questions.
2. Show the portions of the webinar specifically addressing **Alarm Reduction**
 - a. Slides 4 – 27 with options for discussion question #3 – 6, 8
 - i. Time required approximately 60 minutes (this allows 20 minutes for discussion questions, which may be limited by the facilitator)
3. Show the portions of the webinar specifically addressing the **Critical Element Pathways**
 - a. Slides 3 plus CEP review and slides 28-36 with options for discussion questions #1 and 6.
 - i. Time required approximately 30 minutes.
4. Show the portion of the webinar on **Kurt Lewin's Change Theory**
 - a. Slides 37-38 and discussion question 7.
 - i. Time required approximately 15 minutes

Suggested places and topics for group engagement (you will need to pause the recording at the time specified)

Introduction to the Webinar: Slides 1-2 (0:00 – 2:45)

Slide #3 (2:45- 15:40): Presentation of what the critical element pathways (CEP) are and how to locate them on the CMS website

- Document Review: step by step on how to follow the CEP, specifically for restraint reduction



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- Discussion Question 1: What are some ways that we as an organization can use the CEPs to monitor our practices and determine regulatory compliance?
- Discussion Question 2: Why do we use alarms and what effect do they have – positive or negative?

Slide #4 – 9 (15.40 – 33.12): Why we use alarms and what is the effect of using them

Slides # 10 – 13 (33.12 – 35.42): What do the regulatory guidance REALLY say about positioning alarms?

Slides # 14-15 (35.42 – 38.07): What does the data say and why do we still use them?

- Discussion Question 3: How do you feel about the use of alarms and the idea of reducing and ultimately eliminating them? Does hearing the facts make a difference in what you believe?

Slides 16 – 22 (38.07 – 45.30): Exploring a Systematic Approach to Alarm Reduction

Slides 23 (45.30 – 48.26): Colorado's Alarm Reduction Story

Slide 24 – 25 (48.30 – 50.25): "How To's" of Eliminating Alarms and Keys to Remaining Alarm Free

- Discussion Question 4: Which of the "how-to's" are in place in our community, and how can they help us reduce the use of alarms?

Slide 26 – 27 (50.25 – 52.05): What about the Family?

- Discussion Question 5: Review the Brochure for Family and Fall Management Tools and discuss how you can educate families

Slides 28 – 36 (52.05 – 57.47): Using the CEP to monitor alarm reduction

- Discussion question 6: After slide 34, 35, 36, answer the questions posed.
 - o use one resident's situation as a case study (the facilitator might want to have defined this resident prior to the training)

Slides 37 – 38 (57.47 – 1.00.24): Overview of Lewin's Change Therapy

- Discussion Question 7: How does following a change theory help us as we try to make changes? Can you think of times when we as a team have had to "unfreeze" before we were ready to make a change? What about "Refreezing", how has that helped to sustain a change?

Final Discussion Question 8: What are the next steps for our community in reducing the use of alarms?