WORKING TOGETHER TO IMPROVE MALNUTRITION CARE: OPPORTUNITIES FOR SHARED DECISION-MAKING ACROSS CARE SETTINGS

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OPPORTUNITIES FOR SHARED DECISION MAKING: CLINICAL PERSPECTIVE

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• I have nothing to disclose
NUTRITION CARE PROCESS IN ACUTE CARE

- Nutrition Screening
- Nutrition Assessment
- Nutrition Diagnosis
- Nutrition Intervention
- Monitoring and Evaluation
NUTRITION SCREENING

A process to identify an individual who may be malnourished or at risk for malnutrition to determine if a detailed nutrition assessment is indicated.

- Part of the admission health assessment process.
- Includes questions involving weight loss and appetite.
- Positive results → Dietitian consult
NUTRITION ASSESSMENT

Clinical and Medical History

Food and Nutrition History

Weigh/Height Measurements

Biochemical and Medical Tests

Physical Assessment
NUTRITION DIAGNOSIS

• Based on evaluation of nutrition assessment data
• Normally nourished
• Malnourished
  • Moderate or severe
• Will be documented in the medical record
• Assessment results will be shared with the health care team

Why is malnutrition significant?

Why is it important to share the nutrition assessment results with the patient?
MALNUTRITION IMPACTS OUTCOMES

1. Malnutrition
   - Mortality
   - Length of Stay
   - Infections
   - Pressure Ulcers

• Intervention options will be based on clinical and nutrition status.
• Role of health care team educating the patient is critical.
  • Nutrition status
  • Most appropriate treatment options
MONITORING/EVALUATION REINFORCES INTERVENTION

• Monitoring of nutrition intervention includes:
  • Consumption of meal intake
  • Are oral supplements being consumed
  • Volume of enteral or parenteral intake

• Evaluation by health care team is shared with the patient
  • Reinforces importance of intervention
  • Allows patient to share concerns, challenges, and alternatives

• Adjustments in nutrition intervention can be made, if needed
SW (72 yrs) admitted with 4 month history of diarrhea/weight loss

Significant fatigue

Longstanding Crohn’s disease with 4 known bowel resections

Assessed with severe malnutrition related to her Crohn’s disease

Intervention options were shared with SW

Discussion between health care team, SW and her family

Benefits and burdens of each treatment option

Oral intake or enteral feedings of 2-3 times current nutrient intake

Parenteral nutrition (PN) with plan to offer over 12 hour cycle

SW decided to start PN and continue at home

“I’ve been out walking for first time in years…I am taking a day trip next month for a niece’s dance competition ”….”PN saved my life”.
STRATEGIES TO ENGAGE AND EMPOWER

• Education, education, education
• Explain the nutrition process and highlight why the information is important
  • Nutrition assessment by the RD
• Describe the nutrition intervention and it’s importance in improving patient outcome.
  • Essential for the entire health care team
• Address malnutrition care beyond the hospital setting
Many seniors not eating well enough

By Encarnacion Pyle, The Columbus Dispatch
Posted Jan 11, 2016 at 12:01 AM
Updated Jan 11, 2016 at 10:00 AM

The United States has done a good job of making the obesity epidemic a public-health priority. But it has largely ignored an equally important threat: senior malnutrition, according to many advocates.
SHARED DECISION MAKING IN NUTRITION CARE

• Understand the nutrition process
• Communicate key information to patients
• Educate impact of malnutrition on outcomes
• Reinforce importance of nutrition care and intervention
• Assist patient in decision making
Data Collection & Improving Malnutrition Care
Benefits of Data

- Identify needs, trends, and change over time
- Determine program barriers and opportunities
- Describe what kinds of participants benefit the most and least from program activities
- Provide evidence of programs’ impact and effectiveness in reaching goals
Types of Data – Scope & Need

• Number of Hungry Seniors
• Nutritional Risk Assessment
• Presenting Issues
• Economic Status
Types of Data – Operations

- Meals Served
- Clients Served
- Retention Rates
- Acquisition Numbers
- Efficiencies
Types of Data – Client Experience

• Menu
• Ambiance
• Activities
• Customer Service
Types of Data – Barriers/Unmet Needs

- Transportation
- Lack of Awareness
- Competition
- Experience
- Menu
The “What - Why - How” Effect

• If you know **WHAT** the data is
• Then you can identify **WHY** it is that way
• To ultimately determine **HOW** best to move forward
ACTION: Addressing the Data

• **Food Quality & Taste**
  • significant menu changes

• **Ambiance & Experience**
  • customer service training
  • changes in dinnerware & décor

• **Awareness**
  • enhanced Outreach/Marketing Efforts

• **Transportation**
  • identification of providers
  • exploration of funding for transportation

• **Activities**
  • initial focus on one site with 17 presentations in Q1
  • continued programmatic expansion at other designated sites
What can be measured can be managed!
## By the Numbers

### Clients Served – YTY Comparison for Q1&Q2

<table>
<thead>
<tr>
<th>Site</th>
<th>FY17 Q1-Q2</th>
<th>FY18 Q1-Q2</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mira Mesa</td>
<td>76</td>
<td>85</td>
<td>11.84%</td>
</tr>
<tr>
<td>City Heights</td>
<td>255</td>
<td>270</td>
<td>5.88%</td>
</tr>
<tr>
<td>Potiker</td>
<td>428</td>
<td>350</td>
<td>-18.22%</td>
</tr>
<tr>
<td>GMWSWC</td>
<td>1903</td>
<td>2121</td>
<td>11.46%</td>
</tr>
<tr>
<td>All Central</td>
<td>2275</td>
<td>2526</td>
<td>11.03%</td>
</tr>
</tbody>
</table>
By the Impact

Nutritional Risk & Food Insecurity (Pre and Post Assessments)

<table>
<thead>
<tr>
<th>Nutritional Risk</th>
<th>Mean</th>
</tr>
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<tbody>
<tr>
<td>Intake</td>
<td>7.11</td>
</tr>
<tr>
<td>Follow-up</td>
<td>3.48</td>
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</table>

<table>
<thead>
<tr>
<th>Food Insecurity</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intake</td>
<td>69%</td>
</tr>
<tr>
<td>Follow-up</td>
<td>45%</td>
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</table>
By the Experience

Clients Satisfaction & Meal Quality

![Client Satisfaction - All Sites (Q1 & Q2)](image)

![Taste & Quality of Meal](image)
## Scorecard - All Data Points

<table>
<thead>
<tr>
<th>Category</th>
<th>Key Performance Indicator</th>
<th>Actual</th>
<th>Target</th>
<th>Performance</th>
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</thead>
<tbody>
<tr>
<td><strong>Growth</strong></td>
<td>Clients Served</td>
<td>2,526</td>
<td>2,503</td>
<td>Green</td>
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<tr>
<td></td>
<td>Meals Served</td>
<td>118,445</td>
<td>120,338</td>
<td>Orange</td>
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<tr>
<td><strong>Market Research</strong></td>
<td>Client Surveys</td>
<td>520</td>
<td>300</td>
<td>Yellow</td>
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<tr>
<td></td>
<td>Non-client Surveys</td>
<td>43</td>
<td>50</td>
<td>Brown</td>
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<tr>
<td><strong>Market Strategy &amp; Actions</strong></td>
<td>Action Plans</td>
<td>9</td>
<td>9</td>
<td>Green</td>
</tr>
<tr>
<td></td>
<td>Collateral Pieces</td>
<td>12</td>
<td>9</td>
<td>Green</td>
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<tr>
<td></td>
<td>Senior Team Leaders</td>
<td>14</td>
<td>18</td>
<td>Red</td>
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<tr>
<td></td>
<td>Outreach Efforts</td>
<td>125</td>
<td>108</td>
<td>Green</td>
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<tr>
<td><strong>Service Expansion</strong></td>
<td>Nutrition Education Presentations</td>
<td>36</td>
<td>30</td>
<td>Green</td>
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<tr>
<td></td>
<td>Seniors Attending Nutrition Education</td>
<td>610</td>
<td>500</td>
<td>Green</td>
</tr>
<tr>
<td></td>
<td>Classes/Activities</td>
<td>14</td>
<td>10</td>
<td>Green</td>
</tr>
<tr>
<td></td>
<td>Collaborative Partners</td>
<td>8</td>
<td>10</td>
<td>Green</td>
</tr>
<tr>
<td><strong>Customer Experience</strong></td>
<td>Satisfaction Scores</td>
<td>75%</td>
<td>85%</td>
<td>Orange</td>
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<tr>
<td></td>
<td>Welcome Packets by Site</td>
<td>7</td>
<td>9</td>
<td>Red</td>
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<tr>
<td></td>
<td>Customer Service Training by Team %</td>
<td>95%</td>
<td>90%</td>
<td>Green</td>
</tr>
<tr>
<td><strong>Business Process</strong></td>
<td>Site Visits</td>
<td>12</td>
<td>9</td>
<td>Green</td>
</tr>
<tr>
<td></td>
<td>Staff Roles Interviewed</td>
<td>95%</td>
<td>100%</td>
<td>Green</td>
</tr>
<tr>
<td></td>
<td>Operations Manual</td>
<td>Completed</td>
<td>Completed</td>
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<td></td>
<td># Best Practices Implementation</td>
<td>2</td>
<td>4</td>
<td>Red</td>
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</tbody>
</table>
Thank You

Questions?
PATIENT PERSPECTIVE:
VANCE SHARP