

Based on the Request for Information from the Louisiana Department of Health and Hospitals seeking input on the coordination of long-term care services for Medicaid recipients, the Louisiana Health Care Quality Forum submits the following recommendations.

Overall, a coordinated deployment of nurse practitioner-driven care, integrated care plans and information technology would improve coordination, safety and efficiency across long-term care settings while accomplishing seven objectives.

- 1) Engage nurse practitioners (NPs) and care managers to develop integrated care plans, based on the Evercare model, in coordination with current facility staff, primary care and emergency department physicians, social support service providers and residents' families.
- 2) Base care plans for facility residents on the American Medical Director Association's clinical practice guidelines (CPGs), which have been shown to reduce costs, avoidable transfers and risk of survey penalty while improving patient outcomes and the safety of staff, facility and patients.
- 3) Supplement the facility care team with PharmD consultations that would coordinate and improve management and monitoring of prescription drugs to reduce risks of polypharmacy and adverse drug events for residents, including inappropriate prescribing of psychotropic drugs.
- 4) Leverage the Louisiana Health Information Exchange (LaHIE) and Regional Extension Center, administered by the Quality Forum, to deploy electronic health records (EHRs) and support sharing of care summaries across transitions in care and maintenance of accurate, up-to-date medication lists.
- 5) Place a telehealth monitoring system in each facility to ensure that residents at risk for readmission have access to around-the-clock monitoring.
- 6) Educate long-term care facility staff, patients, families and caregivers about the Louisiana Physician Orders for Scope of Treatment (LaPOST) document to ensure that patients' end-of-life goals of care are recorded and unwanted and unnecessary medical treatment is avoided.
- 7) Improve managed and long-term care by establishing certifications for geriatric nursing.