

## Initiative to Reduce Avoidable Hospitalizations Among Nursing Facility Residents

### CLINICAL INTERVENTION OVERVIEW

#### • What is the RAVEN Initiative?

- > RAVEN is a program through the Aging Institute of UPMC Senior Services and the University of Pittsburgh that has been funded by CMS to implement evidence-based, innovative clinical supports and enhanced payment models for nursing facility residents throughout Pennsylvania over the next four years.
- > The intent of the program is to utilize Enhanced Care Staff, enhanced medication management, telemedicine, education and incentives to improve quality of care and reduce avoidable hospitalizations which can be costly to the resident and the healthcare system.

#### • What is the RAVEN Enhanced Care Staff?

- > RAVEN Enhanced Care Staff (NPs and RNs) function within a collaborative practice agreement with the facilities' Medical Directors to provide on-site clinical support (i.e. assessments and treatments) for RAVEN-eligible residents with acute changes in condition and/or palliative care needs. This model ensures that residents receive the best possible treatment in the right location consistent with their goals, while improving quality of care and reducing unnecessary hospitalizations. The Enhanced Care Staff is located at the facility and works collaboratively with the practitioners, the Director of Nursing, unit managers, and other members of the interdisciplinary team to manage residents' needs.



#### • What is the RAVEN Enhanced Care Staff responsible for?

- > Evaluating and managing acute problems and changes in condition of all participating residents
- > Communicating proactively with residents' practitioners regarding the clinical condition, changes in goals, and needs of their residents
- > Assessing, diagnosing, treating residents and providing appropriate referrals as indicated
- > Evaluating the effectiveness of the treatment plan and making recommendations for changes as indicated
- > Communicating with residents and families about goals of care and transition needs
- > Documenting findings in medical record
- > Provision and facilitation of telemedicine services to enable remote consults
- > Working with the RAVEN Clinical Pharmacist to enhance medication management

- **What is the RAVEN Enhanced Care Staff NOT responsible for?**
  - > Performing initial histories and physicals on residents
  - > Performing routine visits per regulatory standards on residents
  - > Writing the medical discharge plan for residents
- **How does the RAVEN Enhanced Care Staff communicate with facility practitioners?**
  - > RAVEN Enhanced Care Staff works with each facility to determine the preferred method of contact
- **Will the RAVEN Enhanced Care Staff bill for their services?**
  - > No
- **What is Enhanced Medication Management?**
  - > The RAVEN Clinical Pharmacy team is comprised of two Clinical Pharmacists whose focus is to address medication regime reviews, potential adverse drug events, medication monitoring, and antipsychotic medication utilization in support of the RAVEN initiative. The Pharmacy team works in close, direct contact with the RAVEN Enhanced Care Staff to help address these areas.
- **What is Telemedicine?**
  - > Telemedicine enables the RAVEN eligible resident to be seen by a “remote” NP right at their bedside during evenings and weekends.
- **What education is provided?**
  - > With the help of a bedside nurse, the NP uses the “Telly” cart that contains audio, video, and diagnostic devices to see, talk to, and examine the resident remotely.
- **What education is provided?**
  - > Educational opportunities are integrated into RAVEN to improve quality of care, reduce hospitalizations, and provide long-lasting knowledge transfer to nursing facility staff, residents, and caregivers.
  - > The three major educational elements include (1) process improvement and quality training for facility staff, (2) education to caregivers on palliative care and advance care planning, including facilitation of family conversations and expectations of care, and (3) staff education on geriatric syndromes and how to treat them.
- **Who supports and trains the RAVEN Enhanced Care Staff?**
  - > RAVEN Enhanced Care Staff is employed by UPMC, within Community Provider Services Division. UPMC is responsible for orienting, training, and evaluating the staff. Staff have collaborative agreements with facility physicians and/or medical directors to provide services to all participating residents.

For additional information, please contact the RAVEN office at **(412) 864-1953**.

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## AGING INSTITUTE

of UPMC Senior Services and the University of Pittsburgh