



Oregon

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**TO: Residential Care and Assisted
Living Facilities**

FROM: Safety, Oversight and Quality

RE: LiveWell Quality Assurance Training



What is LiveWell?

LiveWell is a Quality Assurance and Performance Improvement (QAPI) methodology focused on empowerment of staff. The program consists of four main topics:

1. Teamwork and communication including shift huddles, visual management boards, and idea cards.
2. Measurement and tracking of quality indicators such as falls, med errors, antibiotic use and anti-psychotic medication usage.
3. Safe and well residents – particularly noticing and documenting change of condition as well as using the SBAR tool (Situation, Background, Assessment, Recommendation) to communicate quickly and effectively to clinicians.
4. Well organized home to ensure a neat and efficient workplace where key items can reliably be found.

LiveWell is supported by OHCA, Leading Age, and the State of Oregon and is funded through a grant from the Quality Care Fund. There is no cost to communities. The program started in 2016.

Why do it?

- Improve quality of care
- Reduce cost
- Improve staff retention
- Improve regulatory compliance
- Improve resident well-being

Program includes:

- 12-week session, meets online one hour per week
- Coaching support to implement LiveWell
- Peer to peer networking

75+ communities around the state have already used the LiveWell program. We are looking for more facilities. The next cohort begins February 2022.

Information and application at:

<http://www.livewell-oregon.com/>