**Woodside Village residents benefit from care team collaboration and communication**

Quality care is the cornerstone of resident health and well-being at nursing facilities.

It’s this commitment to quality care that has the team at Woodside Village, a 138-bed nursing facility in Grand Forks, excited about a new program that is improving experiences and outcomes for North Dakotans living in nursing facilities.

The state’s Nursing Facility Incentive Program provides incentive payments for improved care in four federal quality measures.

“This is the first time there is some type of bonus payment, above and beyond, for the work that we do,” said Garth Rydland, president and chief executive officer for Valley Senior Living, parent company of Woodside Village. “This program also incentivizes top performing facilities to make improvements.”

One quality measure focuses on the appropriate use of antipsychotic medications to treat mental health diseases and ensures they are not being overused by nursing facility residents.

**A dose of collaboration yields results**

Rydland knew they could make an impact on residents’ quality of life with this measure, and they did.

Woodside Village reduced the use of antipsychotic medications among residents by about half over the past year.

Their roadmap to success involved change and collaboration.

Woodside Village revamped its required resident medication review process by implementing a monthly multidisciplinary team meeting.

Together the facility’s medical director, consulting pharmacist, registered nurse care coordinators, life enrichment and direct care staff; a dietitian and other professionals review and make recommendations about residents who are taking antipsychotic medications. The goal is to either taper or eliminate doses over time.

“Positive change happens when the care team collaborates. The goal to reduce the antipsychotic medications has resulted in improvements for residents that include a focus on individualized care and nonpharmacological interventions that address behavioral symptoms,” said Dr. Christopher Henderson, medical director at Valley Senior Living.

One noticeable improvement is residents are more involved in activities. They have also reintroduced aromatherapy and use music therapy and other interventions to support residents.

“We're very excited and proud, but also know that the work has to continue,” said Jenny Schultz, director of nursing. “When you care about someone, you want to do better for them.”

The Nursing Facility Incentive Program, developed in partnership with the Long-Term Care Association and nursing facilities, was approved by ND lawmakers during the 2023 legislative session. To learn more about the program, visit [hhs.nd.gov/nursing-facility-incentive-program](https://www.hhs.nd.gov/healthcare/medicaid/provider/long-term-care/nfip).

Written By: LuWanna Lawrence, Communication Manager – Medical Services Division

North Dakota Health andHuman Services