Prevail® NGB™: A Story of Quality, Results & Satisfaction

When facilities move to First Quality® and the Prevail® Next Generation Brief™ (NGB™), they receive more than just the benefit of leading technology. They also get ongoing support, education, and training to make the transition as effective and stress-free as possible for residents and staff alike. Here is one organization’s story of success, satisfaction, cost-savings, and positive person-centered care.

Tag Management

Tag Management in Victoria, TX, has nine skilled nursing facilities. In October 2014, President Phillip Hopkins authorized a change from a well-recognized incontinence product—a product that they had been using effectively for some time—to the Prevail® Next Generation Brief™ (NGB™).

“We had good outcomes with our old product, and honestly, we were a little nervous about switching. But ultimately, we had excellent outcomes, and we’re saving money. The results have been wonderful,” Hopkins said.

Product Innovation + Staff Training & Support = Success

Hopkins was confident he had made the best product choice, but convincing staff was another issue. Hopkins was particularly concerned how staff, residents, and others would react to the change. That is where the First Quality® team came in. “I can’t say enough about them. They went to each shift and worked with staff,” Hopkins said. He stressed, “They made CNAs part of the solution, which was essential and they would come back and work with staff on specific issues they encountered.”

The impact of this support can’t be underestimated,” Hopkins pointed out. “Our industry is not known for embracing change, and staff reaction to change was a hurdle we had to overcome. But after a few weeks working with the First Quality® team, it was smooth sailing.” In fact, all of his initial worries were unfounded. This was the best conversion and support he has witnessed in the 23+ years he has worked with incontinence product manufacturers.

The First Quality® Promise

“I’ve worked on the provider side. I know the pressures they are under from regulatory agencies, payers, consumer groups, the public, etc. I never forget what they go through every day, and we try to lessen their burdens and ease their stress and challenges,” says Michele Mongillo, Senior Clinical Director, First Quality®. She adds, “That is how we work with all of our customers. We’re more than a vendor. We know we have a good product, but we also bring value-added services from a clinically experienced team.”

First Quality® customers like Hopkins get the full benefit of that team via a quality product and great support to maximize its effectiveness. They get peace of mind with TOTAL CARE® COMPLETE. This is First Quality’s all-inclusive continence management system with tools, guides, and resources that can be adopted entirely or adapted as needed to enhance existing programs.

TOTAL CARE® COMPLETE includes:

• Step-by-Step Continence Management & Best Practices for Prevail® Products
• Skin Health Management Guide
• Guide for Regulatory Compliance MDS 3.0 & Survey Readiness
• Complete Restorative Bowel & Bladder Nursing Program
• UTI Program to Address UTIs and Hospital Readmissions
• Video Instructions on DVD & Web
• In-Service Print Guide
• eLearning System

Results: Cost Savings, Quality Improvement & Resident Satisfaction

Hopkins hoped for cost-savings, but the result exceeded his expectations. Tag Management experienced over a 23% savings with Prevail® NGB™ and the TOTAL CARE® COMPLETE program. Hopkins noted that his buildings also enjoyed positive outcomes— including low levels of pressure ulcers and related skin issues.

While cost-savings and product performance are important, Hopkins emphasized that resident satisfaction is essential. “These briefs are comfortable and not big and bulky. You can’t see it through clothes, and it feels more like underwear. Our residents really like this.” He added, “Because residents are more comfortable and less self-conscious, they are more likely to be active, engaged, and happy.”

“Quality Improvement is an essential component of everything we do in today’s health care world. We can’t implement change until we understand what we want to accomplish and are confident that it will improve quality. By moving to the Prevail® NGB™, we improved quality, both in terms of outcomes and cost. And the support we received from First Quality® made this effort easier and gave us confidence that change would have a lasting impact.”—Phillip Hopkins

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