

Quality Counts

Arizona Nursing Home Quality Initiative

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Nursing Home Work Group Materials Now Online

View valuable resources from HSAG's latest learning session

Health Services Advisory Group (HSAG) hosted an Arizona Nursing Home Work Group Learning Session on February 23 in Phoenix. About 50 participants representing over 20 nursing homes from around the state were in attendance.

The event provided an opportunity for participants to:

- Understand the latest information on pay-for-performance initiatives.
- Learn about the current status of the work group.
- Identify “human factors” to consider in process-improvement activities.
- Understand how depression screening can keep nursing homes in compliance with state and federal regulations.

To view the learning session materials, please visit http://nhqi.hsag.com/nhworkgroup_materials_ls5.asp.

Past learning session materials can also be viewed by visiting http://nhqi.hsag.com/nh_workgroup.asp.

CMS Open Door Forum

The next CMS Skilled Nursing Facility/ Long-Term Care Open Door Forum is Thursday, May 10.

To view forum schedule updates, listserv registration, and frequently asked questions, visit <http://www.cms.hhs.gov/opendoorforums>.

Medicare Appeals: Provider Information

To view HSAG's new Medicare provider Web page that contains information about fee-for-service and Medicare Advantage benefits, visit <http://www.hsag.com/providers>.

The page contains information on:

- The beneficiary notices initiative (BNI).
- Managed care appeals and grievances.
- Sample notice forms (downloadable).
- The *Federal Register* (BIPA) Regulation.

Join the *Advancing Excellence* Campaign

HSAG encourages all Arizona nursing homes to join the *Advancing Excellence in America's Nursing Homes* National Campaign by May 14 to receive special recognition and commit to improving the quality of life for residents and staff in nursing homes nationwide.

The campaign kicked off in the fall of 2006 at a national nursing home quality summit in Washington, D.C. Already, over 3,300 nursing homes nationwide have committed to work on at least three of the campaign's goals.

The voluntary campaign targets eight measurable clinical quality and organizational improvement goals on which nursing homes can work to improve their quality of care. Consumers are also joining the campaign.

Nursing homes that register for the campaign prior to May 14 will receive the "Advancing Excellence

Arizona Geriatrics Society Information

The Arizona Geriatrics Society (AGS) comprises various health care professionals who strive to mold public policy, advance elder care issues, and address the financial ramifications of an aging population. The goals of the AGS are to:

- Ensure that older adults receive high-quality, patient-centered health care.
- Expand the geriatrics knowledge base.
- Increase the number of health care professionals who employ the principles of geriatric medicine in caring for older persons.
- Recruit physicians and other health care professionals into careers in geriatric medicine.
- Unite professional and lay groups in the effort to influence public policy to continually improve the health and health care of seniors.

Visit <http://www.arizonageriatrics.org> to learn more.

Trailblazers" special recognition and publicity as early registrants. The added significance is that May 13–19 is National Nursing Home Week, and the month of May has traditionally been designated as Older Americans Month.

For more information about the campaign and to register, please visit

<http://www.nhqualitycampaign.org>.

Falls Management Program on MedQIC

An interdisciplinary falls management program is designed to assist nursing homes in improving their care processes and outcomes through the use of educational and quality improvement tools.

Establishing a falls management program in nursing homes is important because falls are common in this setting, often have serious consequences, and decrease the resident's quality of life and ability to function. While not all falls and injuries can be prevented, it is critical to have a systematic process of assessment, intervention, and monitoring in place that results in minimizing fall risk.

A recent study in the *Journal of the American Geriatrics Society* concluded that when nursing homes implemented a falls management program they experienced significantly improved care process documentation and a stable fall rate during a period of substantial reduction in the use of physical restraints.

Effective fall management programs are dependent upon having a multipronged approach in place that consists of organizational leadership support, an organized clinical approach, a designated falls coordinator and interdisciplinary team, staff education/training, and ongoing consultation with a fall expert.

To view the Falls Management Program developed by the Emory Center for Health in Aging, visit MedQIC or click on the following link: <http://medqic.org/dcs/ContentServer?cid=1136495771104&pagename=Medqic%2FMQTools%2FToolTemplate&c=MQTools>.

Source: "Falls Management Program (FMP) Effectiveness," *Journal of the American Geriatrics Society*, 55 (3), 342–349. MedQIC.

Advancing Collaboration Across the Continuum of Care Update

2007 Reducing Pressure Ulcers Summit

Wednesday, May 23
Black Canyon Conference Center
9440 N. 25th Avenue, Phoenix, AZ 85021

2007 Reducing Restraints Summit

Wednesday, June 27
Desert Willow Conference Center
4340 E. Cotton Center Blvd., Phoenix, AZ 85021

“This is the second annual conference sponsored by an unprecedented collaboration of public and private entities on the reduction of pressure ulcers across the continuum of care. This year the collaboration of entities is also sponsoring a conference in the

reduction of restraints. Together our mission is to reduce these two problems in our health care facilities to the greatest extent possible.” —*Mary Wiley, Assistant Director, Licensing Division, ADHS.*

Online registration is available at <http://azhha.org/public/education>. Click on the program calendar tab at the top of the page. For other registration options, please call the Arizona Hospital and Healthcare Association’s Education Department at 602.445.4300.

NPI—Will You Be Ready?

Get it

The compliance date, May 23, 2007, is a little more than one month away. Covered health care providers have had 22 months to apply for their National Patient Identifier (NPI)—further procrastination could disrupt your cash flow. Act now if you do not have your NPI. It’s easy and it’s free.

Share it

Do you have your NPI, but don’t know what to do with it? Share it. Share it with health plans you bill and the colleagues who rely on having your NPI to submit their claims (i.e., those who bill for ordered or referred services). You should also share it with your business associates, such as your billing service, vendors, or clearinghouse. Pay attention to information from health plans with which you do business as to when they will begin accepting the NPI in claims and other standard transactions.

Use it

Once your health plans have informed you that they are ready to accept NPIs, begin the testing process. Consider sending only a few claims at first as you test the ability of the plans to accept the NPI. Fewer claims will make it easier to keep track of status and payment, as well as troubleshooting any potential problems that may arise during the testing process.

Further information is available by visiting <http://www.cms.hhs.gov/NationalProvIdentStand>.

Upcoming Events

Arizona Association of Homes and Housing for the Aging (AzAHA)—24th Annual Conference and Expo

May 15–16, 2007
Mesa Centennial Conference Center
263 N. Center Street, Mesa, AZ 85201

Registration materials can be found by visiting <http://www.azaha.org/content/PDFs/2007/AnnualConferenceExpo2007All.pdf>. For additional information, contact Edwina Camplin at 602.230.0026.

2007 Reducing Pressure Ulcers Summit

May 23, 2007
Black Canyon Conference Center
9440 N. 25th Avenue, Phoenix, AZ 85021

Visit <http://www.signup4.net/Public/ap.aspx?EID=THEN37E> for registration information.

2007 Reducing Restraints Summit

June 27, 2007
Desert Willow Conference Center
4040 E. Cotton Center Blvd., Phoenix, AZ 85040

Visit <http://www.signup4.net/Public/ap.aspx?EID=THEN38E> for registration information.

From Institutional to Individual Care—Part II

From Institutional to Individual Care—Part II: *Transforming Systems to Achieve Better Clinical Outcomes* will be broadcast via Webcast on May 4 at 1:00 p.m. EDT.

This Webcast will focus on promoting improvements in pressure ulcers, pain, restraints, and depression using a holistic approach to transformational change. The presentation will also show the alignment of health promotion strategies with good clinical care and uncover the harmful effects of many current risk-prevention strategies that, in the name of safety, inhibit mobility and put residents at greater risk.

Please visit <http://www.cms.internetstreaming.com> to register for this event.

From Institutional to Individual Care—Part III: *Clinical Case Studies in Culture Change* will air on May 18. Look for more information in HSAG's May issue of *Quality Counts* for nursing homes.

Upcoming Provider Satisfaction Survey

The Centers for Medicare & Medicaid Services (CMS) will conduct a satisfaction survey between May and August of 2007 to evaluate HSAG's work, as the Arizona Medicare Quality Improvement Organization (QIO), with your nursing home.

You will be mailed the survey by Westat, the third-party provider that is handling the survey for CMS. These confidential surveys will take approximately 20 minutes to complete. CMS will use them to assess the work of QIOs across the country.

HSAG has provided your nursing home with resources and assistance to support you in developing and reviewing your QI plans, and/or implementing your QI projects. With the assistance from our staff through site visits, telephone conversations, conference calls, e-mails, conferences, and materials such as manuals and newsletters, we have worked to ensure that you have the most up-to-date information and support for your QI efforts.

We know your time is valuable and greatly appreciate your willingness to participate in this very important survey. Your participation is voluntary. The information you provide Westat will remain confidential. Survey results will be reported to HSAG in aggregate only and will not be associated with your name or the name of your nursing home.

Thank you in advance for your participation.

HSAG Nursing Home Team Contact Information

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