

# Quality Counts

## Arizona Nursing Home Quality Initiative

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### 2007 State of the State Address

#### *Governor Napolitano addresses long-term care issues*

On January 8 Governor Napolitano delivered the annual State of the State Address. The speech outlined three components to the One Arizona Plan: Education, Foundation, and Innovation. The governor also shared her plan for the long-term care environment. Details of the speech are as follows.

“Next, we will continue to work to protect Arizona’s seniors. The number of Arizonans over the age of 85 is going to double in the next 15 years; already, thousands of Arizona’s citizens receive long-term care because of age or disability. Most of the facilities and caregivers in our state provide wonderful, attentive, and compassionate care; yet there are still too many incidents of abuse and neglect.”

“Today, I have issued an executive order to crack down on long-term care abuse and neglect, and reward facilities that provide the best care. We will focus on nursing homes in the first year, where the risk of the problem going unnoticed by a family member or a friend is greatest, followed by assisted living in the second year, and community care in the third. We will also make sure the public is informed. By July of this year (2007), we will post quality ratings on my Web site for every nursing home in the state.”

*(Continued on page 2)*

### CMS Open Door Forum

The next CMS Skilled Nursing Facility/ Long-Term Care Open Door Forum is February 15 at 12:00 p.m. (Arizona time).

Dial 1.800.837.1935 and enter Conference ID 9382153.

For more information, visit <http://www.cms.hhs.gov/opendoorforums>.

### Medicare Beneficiary Appeals Forms

Having trouble finding the proper Medicare beneficiary appeals rights forms for your nursing home? Look no further. Visit [http://www.cms.hhs.gov/bni/06\\_ffsednotices.asp](http://www.cms.hhs.gov/bni/06_ffsednotices.asp) to access and download the forms in PDF format.

If you have any questions regarding the Medicare Fee-For-Service or Medicare Advantage Fast Track Appeals Process, please call the Health Services Advisory Group (HSAG) Medicare Beneficiary Line at 1.800.359.9909.

To view Governor Napolitano's executive order in its entirety, please visit [http://azgovernor.gov/dms/upload/EO\\_2007\\_01\\_SDOC4871.pdf](http://azgovernor.gov/dms/upload/EO_2007_01_SDOC4871.pdf).

## Medicare Proposes Payment Changes for Long-Term Care Hospitals for Rate Year 2008

The Centers for Medicare & Medicaid Services (CMS) issued a proposed rule designed to assure appropriate payment for services provided by long-term acute care hospitals (LTACHs) to severely ill or medically complex patients, while providing incentives for more efficient care for Medicare beneficiaries. Under this proposed rule, Medicare total payments to LTACHs are expected to be \$4.4 billion for rate year 2008.

To view the entire press release, [click here](#).

### **NPI: Get it. Share it. Use it.**

Will you be ready to use your National Provider Identifier (NPI)? Time is running out! Failure to prepare could result in a disruption of cash flow.

To date, over 1.6 million providers have obtained an NPI. Now, only 98 days remain to implement the NPI into business practices prior to the compliance date. A recent survey of the health care industry conducted by the Workgroup for Electronic Data Interchange indicated that providers should have obtained an NPI and should now be focusing on implementation and testing with health plans and clearinghouses.

If you have not obtained your NPI, you should do so immediately so that you can begin the implementation and testing process.

To apply for an NPI, visit <https://nppes.cms.hhs.gov> or call the NPI enumerarator to request a paper application at 1.800.465.3203.

For more information and education, visit the CMS Web site at <http://www.cms.hhs.gov/NationalProvIdentStand>.

Getting an NPI is free—not having one can be costly.

Source: Centers for Medicare & Medicaid Services

## Preadmission Screening and Resident Review

### *Younger nursing facility residents with serious mental illness (OEI-05-05-00220)*

The Office of the Inspector General (OIG) recently completed a review of the Preadmission Screening and Resident Review (PASRR) for younger nursing facility residents with serious mental illness.

The report (OEI-05-05-00220) found that almost all sampled residents with a serious mental illness had a Level I screen and most screens met federal requirements. Two-thirds of sampled residents had evidence of Level II PASRR. However, only 5 percent of these met all federal requirements. For sampled residents who received a Level II PASRR, 85 percent received mental health service recommendations. Thirty-three percent had all the recommended services incorporated into their nursing facility care plans. Only two of five selected states consider community-based placements during the Level II PASRR, despite federal regulations requiring such consideration.

The OIG concluded that the Centers for Medicare & Medicaid Services (CMS) conducted limited oversight and that all five selected states monitor aspects of the PASRR process. The OIG also recommended that CMS:

- Hold state Medicaid agencies responsible for ensuring compliance with federal requirements.
- Hold state Medicaid agencies responsible for considering community placements during the Level II PASRR process.
- Revise survey and certification requirements to ensure systematic oversight of the PASRR.

CMS concurred with all OIG recommendations. To view the full report, visit <http://oig.hhs.gov/oei/reports/oei-05-05-00220.pdf>.

Source: <http://www.oig.hhs.gov>

## Upcoming CMS Training for Nursing Homes

The Centers for Medicare & Medicaid Services (CMS) Survey and Certification Online Course Delivery system will be hosting the following Webcasts:

- *Enhancing the Quality of Dining Assistance in Nursing Homes*—March 16 at 11:00 a.m. (Arizona time). This course is designed to train state surveyors and long-term care providers on how to accurately assess the quality of feeding assistance care provision.
- *From institutional to Individual Care Part II: Transforming Systems to Achieve Better Clinical Outcomes*—New time and date to be determined. This course for federal and state surveyors is designed to promote improvements in pressure ulcers, pain, restraints, and depression using a holistic approach to transformational change.

Both Webcasts are free and in the public domain. To participate in these courses, please register at <http://www.cms.internetstreaming.com>.

## Upcoming AHCA Events

### **Conquer Stress: Don't Burn Out, Burn ON Lori Porter Training—two locations**

February 16, 2007, at the Embassy Suites at 2577 W. Greenway, Phoenix, AZ 85023  
9:00 a.m. to noon

### **Long Term Care Leadership Spring Training**

March 19–20, 2007, at the Tucson Marriott University Park 880 E. Second St., Tucson, AZ 85719

Please contact John Linda, Director of Member Services, at 602.265.5331 or at [johnlinda@azhca.org](mailto:johnlinda@azhca.org). Visit AHCA's Web site, <http://www.azhca.org/conferences/index.php>, for more information.

## Commonwealth Fund: Changing the Culture of Nursing Homes

The Commonwealth Fund recently published an article in its January/February 2007 newsletter, titled “Changing the Culture of Nursing Homes.” This article provides insight into the origins and reasoning behind the culture change movement in nursing homes throughout the country. To read the entire article, please visit [http://www.cmwf.org/publications/publications\\_show.htm?doc\\_id=441561](http://www.cmwf.org/publications/publications_show.htm?doc_id=441561).

## Tip of the Month

### **Psychosocial Outcome Severity Guide**

The purpose of the *Psychosocial Outcome Severity Guide* is to help surveyors determine the severity of psychosocial outcomes resulting from the identified noncompliance at a specific F Tag. The *Guide* is used to determine the severity of a deficiency in any regulatory grouping (i.e., quality of care, quality of life) that resulted in a negative psychosocial outcome.

Each resident's psychosocial response to the noncompliance is the basis for determining the psychosocial severity of a deficiency. Severity is determined by information gathered through the investigative process (Task 5). The resident's behavior (i.e., routine, activity, and responses to staff or to everyday situations) and mood is compared before and after the noncompliance.

If the survey team determines that a facility's noncompliance has resulted in a negative psychosocial outcome to one or more residents, the team will use the *Guide* to evaluate the severity of the outcome for each resident identified in the deficiency. The team should determine severity based on if:

- The resident can communicate a psychosocial reaction to the deficient practice, comparing the response to the *Guide*.
- The resident is unable to express him- or herself verbally, but shows a noticeable nonverbal

response that is related to the deficient practice, comparing the nonverbal response to the *Guide*.

In addition, the survey team should use the “reasonable person concept” (i.e., what degree of actual or potential harm would one expect a reasonable person in a similar situation to suffer as a result of the noncompliance) when the resident’s psychosocial outcome may not be readily determined through the investigative process.

The *Psychosocial Severity Outcome Severity Guide* can be found in the *State Operations Manual* appendix P—Survey Protocol for Long Term Care Facilities—Part I.

Source: *State Operations Manual—Appendix P*

## American College of Health Care Administrators (ACHCA) Arizona Chapter Preceptor Workshop

March 21, 2007  
Tucson Marriott University Park  
880 E. Second St.  
Tucson, AZ 85719

For registration information, contact Susan Bender at 602.740.7442 or at [bender9@cox.net](mailto:bender9@cox.net).

## Helpful Web Sites

<http://www.arizonageriatrics.org>

The Arizona Geriatrics Society Web site contains information on issues and public policy regarding elder care. Membership information is also available.

<http://www.nhqi-star.org>

Set quality measure targets for high-risk pressure ulcers, physical restraints, depression, and chronic-care pain.

<http://www.qualitynet.org>

Download the new Nursing Home Improvement and Feedback Tool (NHIFT) software *free of charge*.

<http://www.medqic.org>

The Medicare quality improvement community.

<http://nhqi.hsag.com>

The Arizona Nursing Home Quality Initiative, hosted by HSAG.

<http://www.nhqualitycampaign.org>

*Advancing Excellence in America’s Nursing Homes* Campaign Web site.

## HSAG Nursing Home Team Contact Information

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