

Quality Counts

Arizona Nursing Home Quality Initiative

In This Issue

Upcoming AHCA Events	2
New CMS Regulation Requires Sprinklers.	2
Ten Ways to Improve your High-Risk Pressure Ulcer QM Score	3
MDS Coding	3
New Pharmacy Section on MedQIC . . .	4
Helpful Web Sites	4
HSAG Nursing Home Team Contacts.	4

Resident and Employee Satisfaction

A quality improvement “getting started” list

Resident Satisfaction

1. Based on your most recent resident satisfaction survey, what goals did you add to your quality improvement plan? Take a moment and list these goals.
2. Have a social worker interview each new resident within two weeks of admission. Ask what you can do to make them comfortable, meet their needs, and make them feel at home. Incorporate their answers into their care plans.
3. Interview residents (short term, subacute) after discharge by phone. Ask if their needs were met and, if not, ask what needs weren't met. Ask if they were satisfied with the care at your facility. List what you learn from these calls.
4. Hold social gatherings for small groups of residents on a monthly basis. Ask them how things are going and what you can do to meet their needs. List what you learn from these gatherings.
5. At residents' interdisciplinary care planning meetings, contact their families. Ask if their needs are being met. Ask what else could be done to meet their needs. If they are a “long-distance” family, ask how you could communicate more effectively with them.

(Continued on page 2)

CMS Open Door Forum

The next CMS Skilled Nursing Facility/Long-Term Care Open Door Forum is Wednesday, November 29. Visit http://www.cms.hhs.gov/OpenDoorForums/25_ODF_SNFLTC.asp for more information.

Study Finds NHs Underestimate Bed Mobility

A study by the UCLA Borun Center for Gerontological Research suggests that nursing home staff assessments of residents' mobility in bed not only are frequently inaccurate, but also routinely underestimate residents' ability to move in bed, which could lead to functional decline among residents and unnecessary work for nurse aides. The study appears in the December 2005 issue of *The Gerontologist* (abstract available at <http://gerontologist.gerontologyjournals.org/cgi/content/abstract/45/6/731>).

Employee Satisfaction

1. Have staff members keep track of their time every day for one week. What do they spend most of their time doing? How much of their time is spent on activities to improve *quality*?
2. Make daily rounds. Continue to ask your staff members what would make their jobs easier and what would help them provide better care for the residents. List employee suggestions. Were any actions taken?
3. Using feedback from your staff, establish clear, measurable goals to improve quality in your facility. List the goals you have added to your quality improvement plan.
4. Have a session with your managers. Talk about the values that are most important in your facility's culture. Discuss concrete ways managers can better build those values into your culture.

Upcoming AHCA Events!

2006 MDS Training

November 16, 2006, at the Embassy Suites on 26th Street and Camelback. 9:00 a.m. to 3:00 p.m.

Lori Porter Training—Tucson

November 28, 2006, at the Viscount Suites at 4855 E. Broadway. 9:00 a.m. to noon.

Lori Porter Training—Phoenix

November 16, 2006, at the Embassy Suites on 26th Street and Camelback. 9:00 a.m. to noon.

Pharmacy Guidelines

December 7, 2006, at the Embassy Suites on I-17 and Greenway. 11:00 a.m. to 2:00 p.m.

Please contact John Linda, Director of Member Services, at 602.265.5331 or at johnlinda@azhca.org for more information.

5. Conduct an employee satisfaction survey. Keep it simple. Integrate findings into your quality improvement plan. List the findings and add to your plan.

For more information on how administering resident and employee satisfaction surveys may be of benefit to your nursing home's quality improvement efforts, please contact Joe Bestic, NHA, BA, HSAG Nursing Homes & Home Health Director, at 602.745.6205 or at jbestic@azqio.sdps.org.

New CMS Regulation Requires Sprinklers

What you need to know

Nursing homes across America will, for the first time, have to install sprinkler systems throughout their buildings if they wish to continue to serve Medicare and Medicaid beneficiaries, under a new regulation proposed by the Centers for Medicare & Medicaid Services (CMS).

"CMS is taking further action to protect the lives of our beneficiaries through a proven, effective approach to fire safety," said Leslie V. Norwalk, acting administrator of CMS. "Automatic sprinkler systems are integral to increasing safety in nursing homes, and we look forward to their installation in all of the nursing homes across the country."

As an interim step toward this announcement, in March 2005, CMS began requiring all nursing homes that did not have sprinklers to install battery-operated smoke alarms in all patient rooms and public areas. Lack of smoke alarms in the facilities in Hartford and Nashville that had fatal nursing home fires in 2003 may have contributed to a delayed response time to the fires, according to a report by the Government Accountability Office issued in July 2004.

To view the entire press release, visit <http://www.cms.hhs.gov/apps/media/press/release.asp?Counter=2039>.

Ten Ways to Improve Your High-Risk Pressure Ulcer Quality Measure Score

1. *Understand the quality measure*

Long-term residents with pressure ulcers are divided into high risk and low risk. High-risk residents are those who have a diagnosis of malnutrition, are comatose, or have impaired bed or mobility transfer. Any pressure ulcer is counted in this calculation, even if it first developed while the resident was in the hospital.

2. *Take special care to assess all newly admitted residents for pressure ulcer risk*

Pressure ulcers tend to develop within the first couple of weeks after admission, so assessing a resident's risk status will help guide the care plan development. Risk assessments should include the resident's nutrition, continence, mobility/activity, sensory perception, and mental and physical functioning.

3. *Review the number of residents with pressure ulcers in your daily stand-up meetings*

Doing so reminds everyone that pressure ulcers are an important issue, and this will help stimulate the staff to be more involved in preventing them.

MDS Coding

Web-based training

The Centers for Medicare & Medicaid Services (CMS) recently launched a Web-based reference and training tool for the Minimum Data Set (MDS), Version 2.0. This training includes:

- Resident Assessment Instrument (RAI)
- RAI assessment schedule
- Guidance on completing the MDS
- Resident Assessment Protocols (RAPs)
- MDS submission and correction
- Medicare SNF Prospective Payment System (PPS)

To view this training program, visit <http://www.mdstraining.org/upfront/u1.asp>.

4. *Pay special attention to stage-one pressure ulcers*

Is the turning schedule being followed as care planned? If so, is that turning schedule sufficient to prevent breakdown? Perhaps a more frequent turn schedule is more appropriate for certain at-risk residents. Stage-one pressure ulcers are a red flag that the preventive interventions need to be revised.

5. *Remember that residents who spend a lot of time in wheelchairs require frequent position changes*

Sitting upright places a great deal of pressure on the lower half of the body, which requires pressure relief at least every hour—if not more frequently.

6. *Incorporate daily skin checks on your high-risk residents*

Since pressure ulcers can develop—and worsen—very quickly, it is important to examine the skin of high-risk residents at least on a daily basis. If a stage-one pressure ulcer does develop, it can be identified and treated before it worsens to a harder-to-treat stage.

7. *Use good skin care products—including peri-wash and barrier cream—on all incontinent residents*

Incontinence contributes to skin breakdown, as the pH of urine affects skin condition. Good peri-care includes the proper use of skin care products, which are designed to counteract the damaging effects of urine on the skin.

8. *Don't forget nutrition*

Nutrition is critically important in undernourished residents and can greatly influence wound healing. Recommendations for proteins, vitamins, and minerals vary and should be individualized to meet the specific needs of the resident. Be sure to involve your dietitian in your wound care meetings.

9. *Use a consistent product line for wound care treatments*

Many product suppliers have a protocol for treating various types of wounds, so there is little guesswork in deciding how to treat as changes in

condition occur. Suppliers also offer staff education in prevention and treatment of pressure ulcers.

10. Develop a protocol for appropriate use of pressure-relieving devices for wheelchairs and beds

Consider resident risk factors and any existing wounds when creating this process. The protocol should be implemented immediately upon admission and assessment.

Source: *Ohio Kepro, 2006.*

New Pharmacy Section on MedQIC

The Physician Practice Pharmacy Quality Improvement Organization Support Center (PPP QIOSC), in partnership with the MedQIC Content and Collaboration Team, is pleased to announce the addition of a Pharmacy section to the MedQIC Web site.

The new Pharmacy section provides information on improving patient safety through achieving improvement in prescription therapy. The Pharmacy section will feature tools, resources, links, and news for providers throughout the health care community including dispensing pharmacists, prescription drug plans, and Medicare Advantage prescription drug plans. Health Services Advisory Group will also be able to use aspects of the site to assist providers in improving patient safety.

For more information, visit <http://www.medqic.org/dcs/ContentServer?cid=1155837453268&pagename=Medqic/Content/ParentShellTemplate&parentName=Setting&c=MQParents>.

Helpful Web Sites

<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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