

2006 Interim Report: STAR, CNA Turnover, and Satisfaction Survey Aggregate Findings

Arizona Nursing Home Work Group
Learning Session 5
February 23, 2007

Presented By:
Joe Bestic, NHA, BA
Director, Nursing Homes & Home Health
Health Services Advisory Group (HSAG)

Information for Health Care Improvement



Setting Targets-Achieving Results (STAR) Goal Setting

Information for Health Care Improvement



STAR Goal Setting

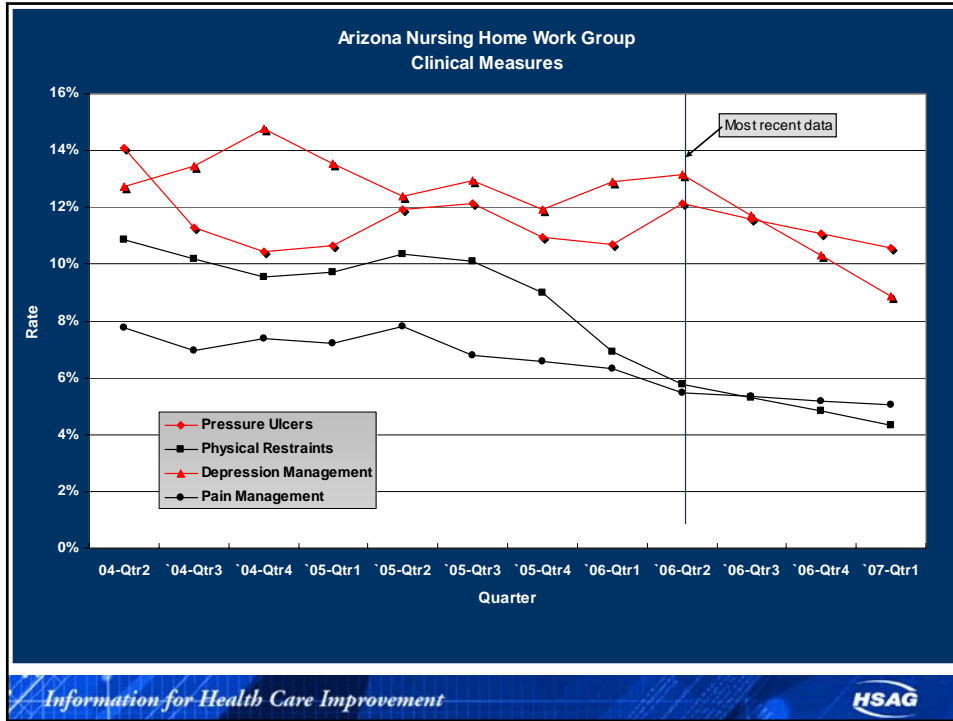
All Arizona Nursing Home Work Group facilities set interim STAR goals!

<u>Quality Measure</u>	<u>AZ Work Group 2006 Goals</u>	<u>CMS Goals by Q2 2007</u>
Restraints	3.9	4.3
Pressure Ulcers	8.4	10.6
Depression	9.6	8.9
CC Pain	6.0	5.0

STAR Goal Setting (continued)

<u>Quality Measure</u>	<u>CMS Goals by Q2 2007</u>	<u>AZ Work Group Q2 2006</u>
Restraints	4.3	5.8
Pressure Ulcers	10.6	12.1
Depression	8.9	13.2
CC Pain	5.0	5.5

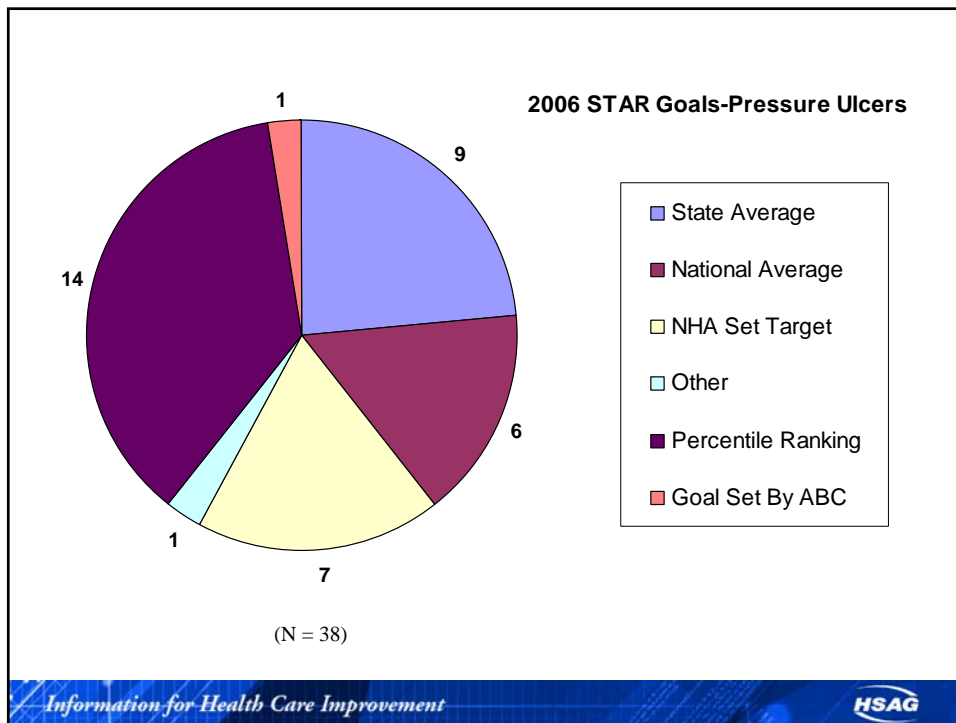
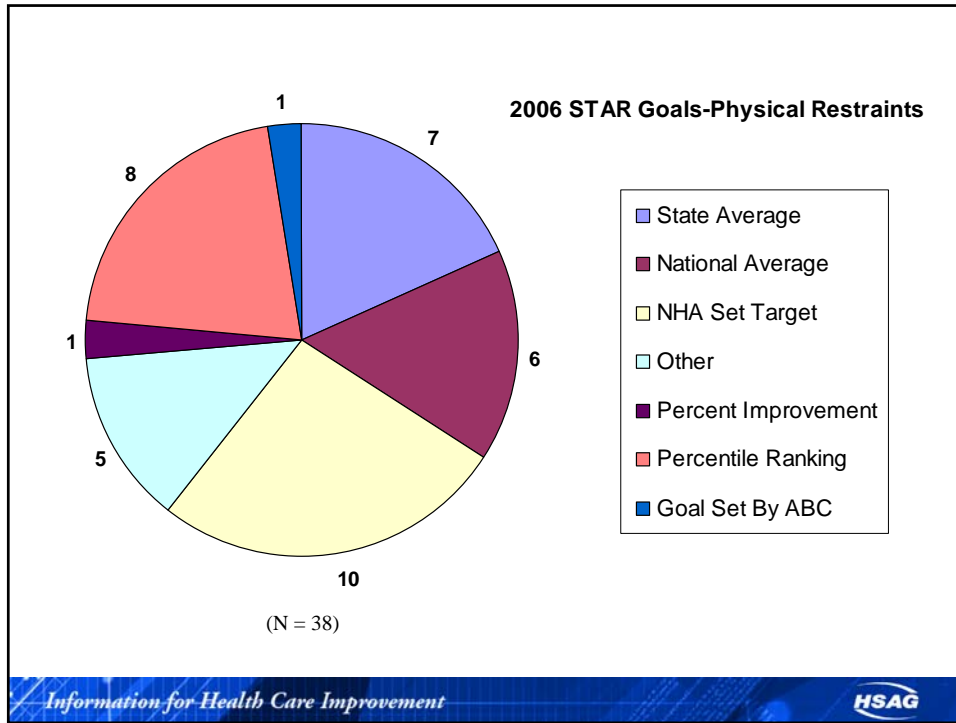
Arizona Nursing Home Work Group
Learning Session 5



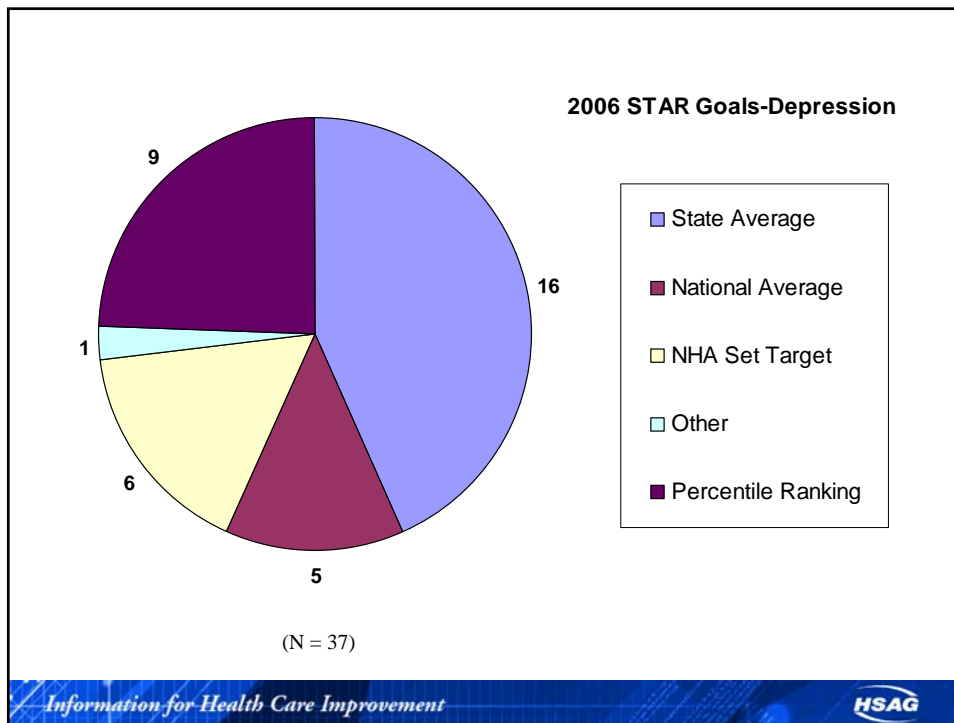
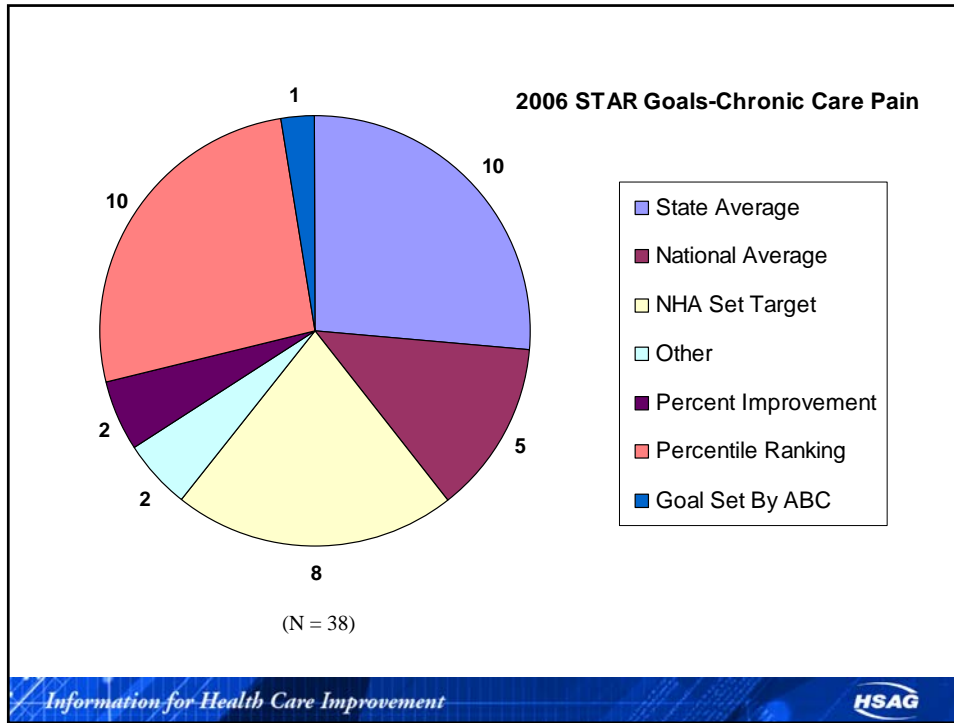
STAR Target Methods



Arizona Nursing Home Work Group
Learning Session 5



Arizona Nursing Home Work Group
Learning Session 5



2006 CNA Turnover Report Data

Information for Health Care Improvement

HSAG

2006 CNA Turnover Rates

37 of 38 Arizona Nursing Home Work Group
facilities submitted 2006 annualized
CNA turnover rates!

Average turnover rate: **85.8%**

Highest reported turnover rate: **281.6%**

Lowest reported turnover rate: **7%**

Information for Health Care Improvement

HSAG

2005 vs. 2006 CNA Turnover Rate Comparison

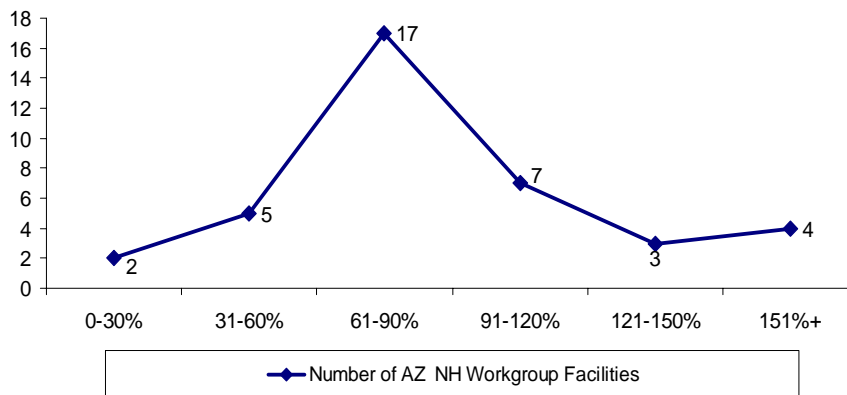
CNA Turnover Rates	2005*	2006**
Average Turnover Rate	92.3%	85.8%
Highest Reported Turnover Rate	279%	281.6%
Lowest Reported Turnover Rate	17%	7%

*38 nursing home reporting
**37 nursing homes reporting

Information for Health Care Improvement

HSAG

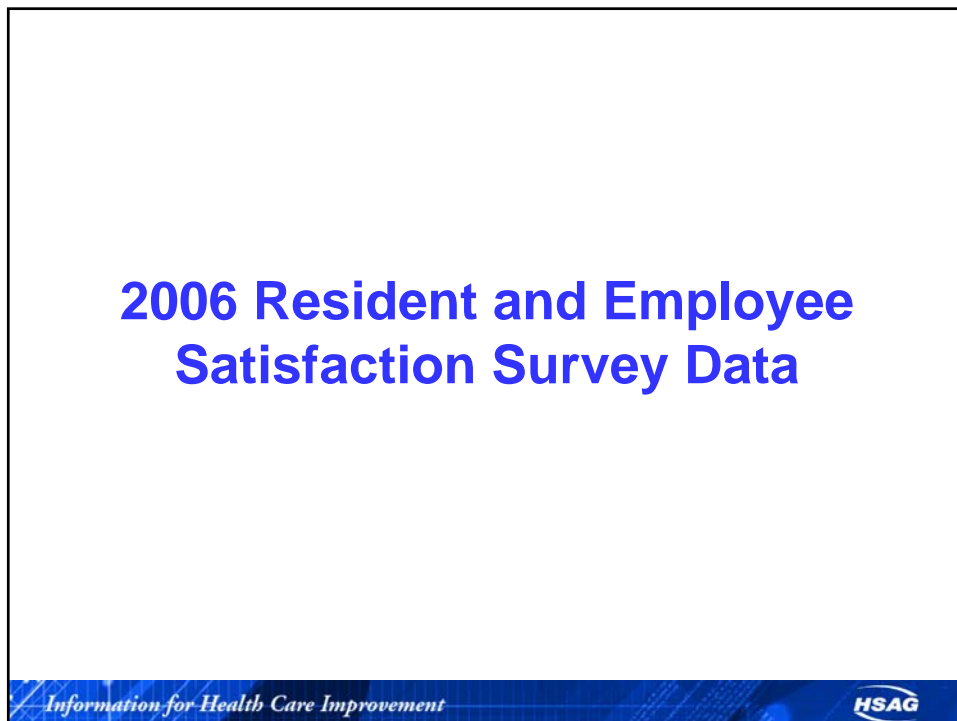
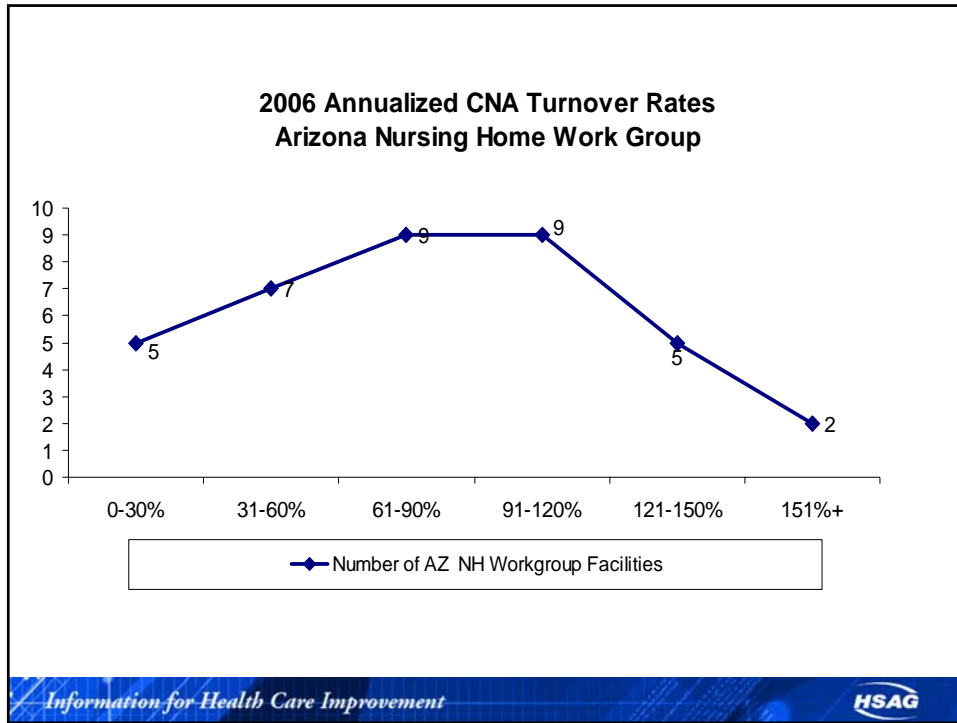
2005 Annualized CNA Turnover Rates
Arizona Nursing Home Work Group



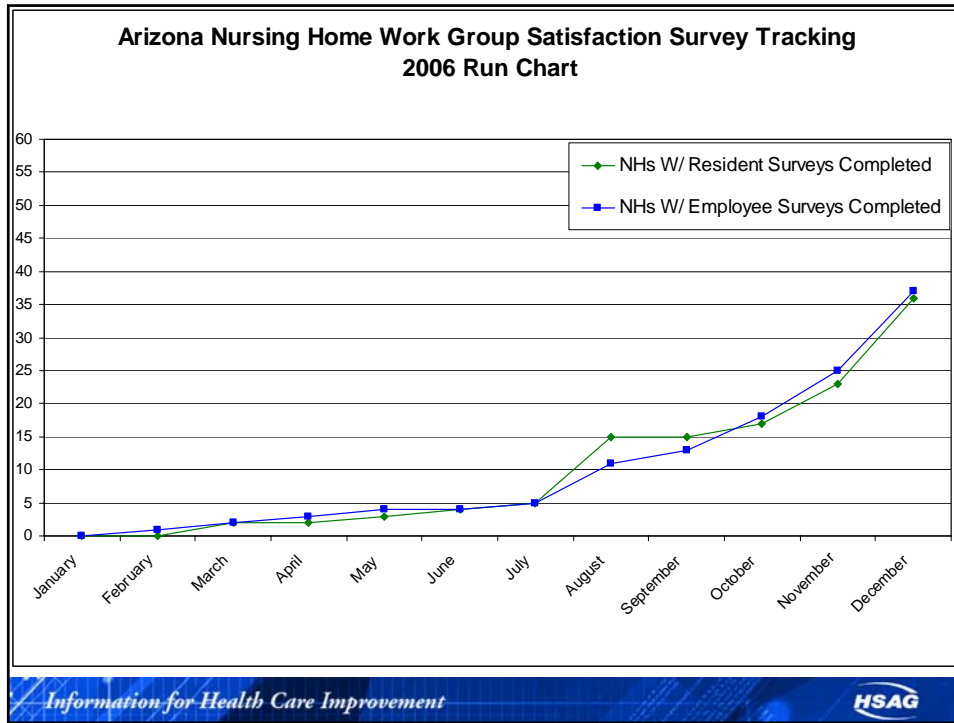
Information for Health Care Improvement

HSAG

Arizona Nursing Home Work Group
Learning Session 5



Arizona Nursing Home Work Group
Learning Session 5

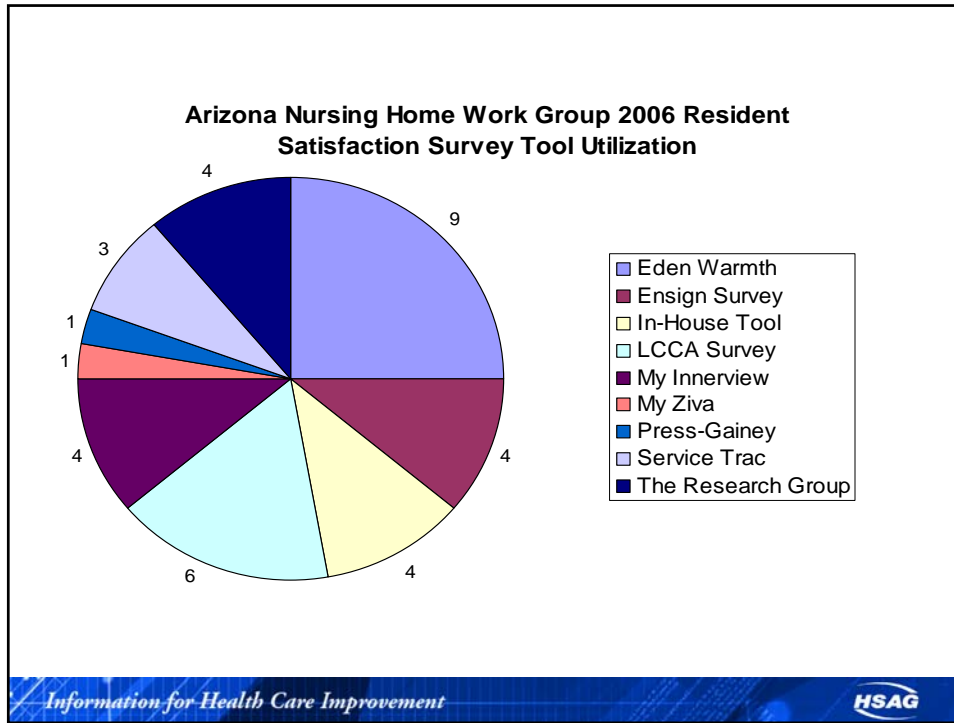


2006 Resident Satisfaction Surveys

36 of 38 Arizona Nursing Home Work Group
facilities completed 2006 Resident
Satisfaction Surveys!



Arizona Nursing Home Work Group
Learning Session 5



2006 Resident Satisfaction Survey Tool Utilization

Resident Survey Tool	Baseline (2005)	Interim (2006)	Remeasure (2007)
Eden Warmth	12	9	
Ensign Survey	0	4	
In-House Tool	9	4	
Life Care Centers of America Survey	6	6	
My Innerview	2	4	
My Ziva	0	1	
Press-Gainey	1	1	
Service Trac	4	3	
The Research Group	4	4	



2006 Employee Satisfaction Surveys

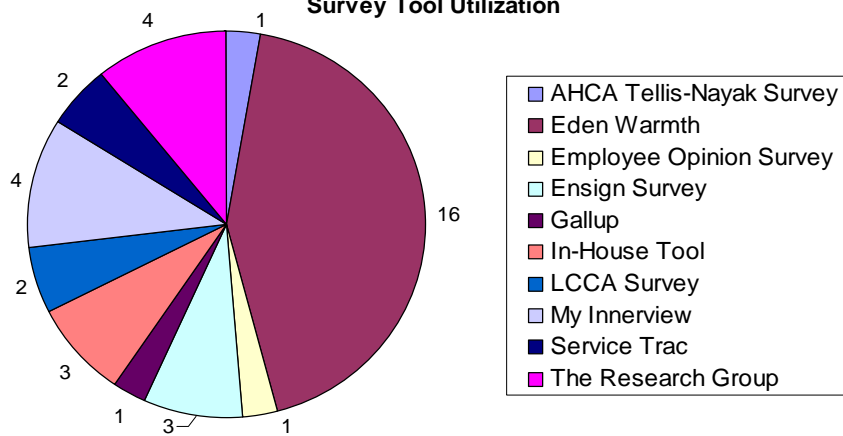
37 of 38 Arizona Nursing Home Work Group facilities completed 2006 Employee Satisfaction Surveys!



Information for Health Care Improvement

HSAG

Arizona Nursing Home Work Group 2006 Employee Satisfaction Survey Tool Utilization



Information for Health Care Improvement

HSAG

2006 Employee Satisfaction Survey Tool Utilization

Employee Survey Tool	Baseline (2005)	Interim (2006)	Remeasure (2007)
AHCA Tellis-Nayak Survey	1	1	
Eden Warmth	11	16	
Employee Opinion Survey	0	1	
Ensign Survey	0	3	
Gallup	1	1	
In-House Tool	11	3	
Life Care Centers of America Survey	3	2	
My Innerview	3	4	
Service Trac	4	2	
The Research Group	4	4	

Information for Health Care Improvement



Questions?

Information for Health Care Improvement



HSAG Nursing Home Contacts

Mary Fermazin, MD, MPA
Vice President, Health Policy &
Quality Measurement
mfermazin@azqio.sdps.org
602.745.6207

Pat Phillips, RN, NHA
Clinical Quality Specialist
pPhillips@azqio.sdps.org
602.308.7191

Joe Bestic, NHA, BA
Director, Nursing Home and
Home Health
jbestic@azqio.sdps.org
602.745.6205

Colleen Angotti
Administrative Assistant II
cangotti@azqio.sdps.org
602.745.6295



Information for Health Care Improvement

HSAG

*All Medicare beneficiaries **have the right to appeal their discharge** from a hospital, skilled nursing facility, home health agency, or comprehensive outpatient rehabilitation facility.*

*For more information, go to <http://www.hsag.com/azmedicare> or call **1.800.359.9909**.*

Information for Health Care Improvement

HSAG

Arizona Nursing Home Work Group
Learning Session 5

Publication No. AZ-8SOW-1A-022107-02.

This material was developed by Health Services Advisory Group (HSAG), the Medicare Quality Improvement Organization for Arizona, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy.

Information for Health Care Improvement

