

NIFTY NHIFT

Arizona Nursing Home Workgroup Meeting

January 19, 2006

Presented by:

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Clinical Quality Specialist

Health Services Advisory Group (HSAG)

Information for Health Care Improvement

HSAG HEALTH SERVICES
ADVISORY GROUP

What is NHIFT Again? (1)

- The Nursing Home Improvement and Feedback Tool (NHIFT) (pronounced “nifty”) is a free, computer-based audit and feedback tool that allows you to enter medical records data and view your nursing home’s adherence to a series of process measure scores.

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What is NHIFT Again? (2)

NHIFT allows you to conduct chart audits, submit data, and then view your adherence to care processes identified by experts as critical for high-quality care related to the following four clinical topics:

- Pressure ulcers
- Physical restraints
- Depression
- Pain

Yogi Berra Needs NHIFT!

“We made too many wrong mistakes.”

“I knew I was going to take the wrong train, so I left early.”

“You got to be careful if you don't know where you're going, because you might not get there.”

So Do You!

- Examine your nursing homes' adherence to recommended care processes.
- Incorporate data into your nursing home's internal quality improvement (QI) process.
- View your process measure scores and compare your performance to your state and national peers' aggregate scores.
- Measure effectiveness of current systems.

Why Collect Process Measures? (1)

- Processes result in outcomes
- Significant insight into the quality of care delivered in your nursing home
- Poor outcomes often result of poor processes
- Good processes can, at times, result in poor outcomes

Powell, Suzanne K., "Advanced Case Management: Outcomes and Beyond" (2000)

Why Collect Process Measures? (2)

“A process is not worth doing for its own sake. Unless it makes a measurable contribution to the whole, it probably is wasteful and should be abandoned”

(Kongstvedt, 1993)

Outcome Indicators

- Publicly Reportable Quality Measures (QMs)
- QI/QM Report
- Answers how the resident responds to your processes
- Final result of your work

Powell, Suzanne K., “Advanced Case Management: Outcomes and Beyond” (2000)

NHIFT Principles (1)

NHIFT was developed with funding from the Centers for Medicare & Medicaid Services (CMS), but is intended solely for your nursing home's internal use. Nursing homes will not be evaluated on their process measure scores.

NHIFT Principles (2)

In addition, NHIFT adheres to three principles:

1. Use of the site is voluntary
2. NHIFT submission is secure and HIPAA-compliant
3. Data is confidential and CMS will not view individual facilities' data

NHIFT Requirements (1)

NHIFT is free and you can access the download by visiting www.MedQIC.org. All you need to install NHIFT on your PC Workstation is a computer that meets the following requirements:

NHIFT Requirements (2)

- 500 MHZ processor
- 256 megabytes of RAM
- 1 gigabyte hard drive space available
- Windows 2000
- Pentium 3

These are the **same** as the requirements for the new RAVEN MDS system.

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Get NHIFT!

Now available!

www.MedQIC.org

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MedQIC - Medicare Quality Improvement Community - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

Address <http://www.medqic.org/dcs/ContentServer?pagename=Medqic/MQPage/Homepage> Go Links

MedQIC
Medicare Quality Improvement Community

Logout | My Profile | Help | Site Map | Contact Us | Text Site

HOME

- RESOURCE CENTER
 - Improving Quality and Safety in Health Care
 - Physician Offices
 - Hospitals
 - Home Health Agencies
 - Nursing Homes**
 - Underserved Populations
 - Medicare Advantage
- SUPPORT CENTER
 - Find A Colleague
 - Community Forums
- ABOUT MedQIC
 - Background

Welcome to MedQIC!

MedQIC supports [Quality Improvement Organizations](#) and providers in finding, using, and sharing quality improvement resources. [more](#)

Transform
Read about the MedQIC approach to change

The Centers for Medicare & Medicaid Services (CMS) developed this comprehensive online resource of quality improvement information for Medicare's National Quality Improvement Priority Topics. [more](#)

What Do You Want to Do?

- [Browse by Topic](#)
- [Search for Tools](#)

Latest News:

- [2005-2006 Flu Vaccine Supply](#)

Announcing

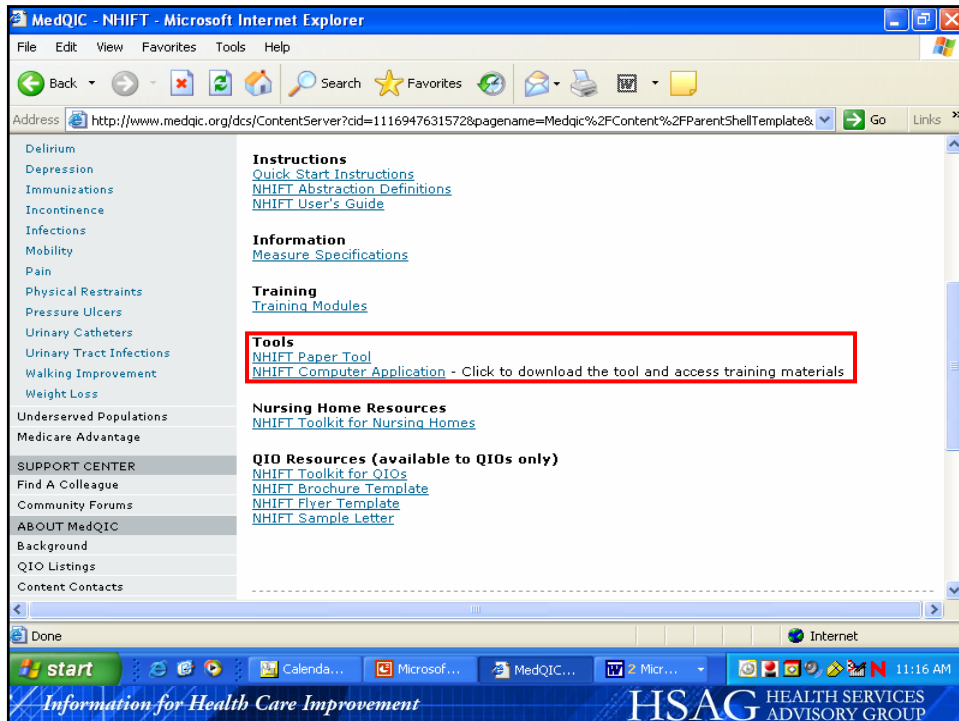
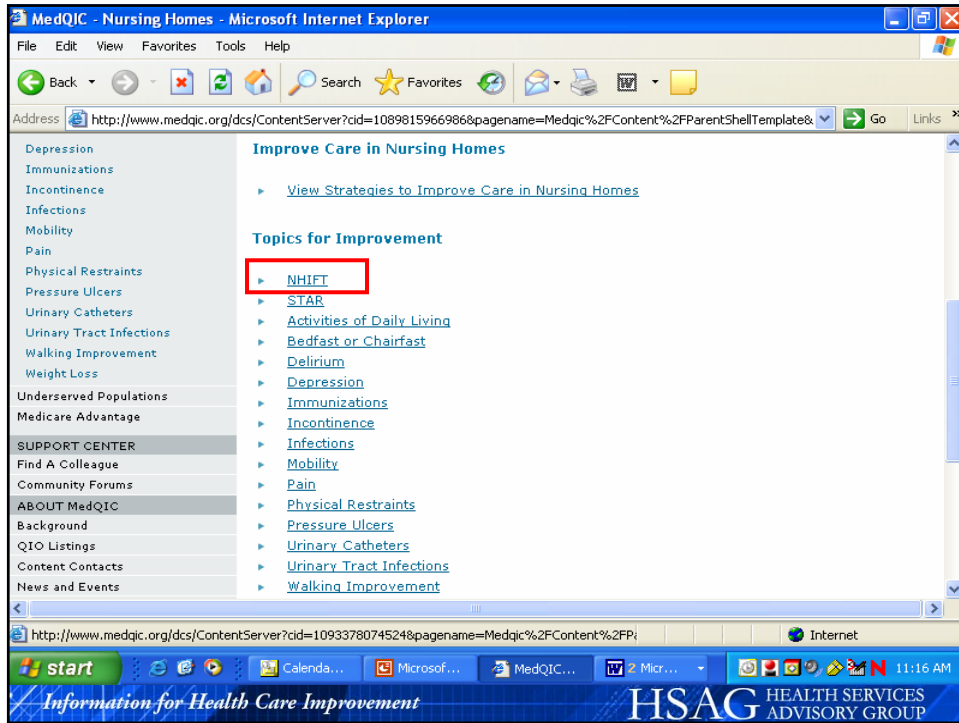
Share your success or improvement story on MedQIC! [more](#)

Visit the projects below!

- [Nursing Home STAR Site](#)
Setting Targets - Achieving Results
- [Surgical Care Improvement Project](#)

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The screenshot shows a Microsoft Internet Explorer browser window displaying the QualityNet Exchange website. The address bar shows the URL: <http://qnetexchange.org/public/nh.do?nhPage=downloads>. The website header includes the QualityNet Exchange logo and navigation links: Home, Log-In, What's New, Help, Contact Us. The main content area is divided into two columns. The left column, titled "Communities", lists various healthcare data collection tools and projects. The right column, titled "NHIFT Downloads", provides information about the NHIFT application installation files. A red box highlights the "NHIFT Version 1.0 Installation" section, which includes a list of download links and a note about the required setup. The "NHIFT User's Guide" section is also visible below the installation instructions. The bottom of the browser window shows the taskbar with open applications like Microsoft PowerPoint and the QualityNet Exchange browser window. The system tray displays the Norton logo and the time 5:23 PM. A blue banner at the bottom of the page reads "Information for Health Care Improvement" and "HSAG HEALTH SERVICES ADVISORY GROUP".

QualityNet Exchange

Home | Log-In | What's New | Help | Contact Us

Communities

- Hospital Data Collection (HDC)
- ICDA Content
- CMS Abstraction & Reporting Tool (CART)
- CART Content
- Inplantable Cardioverter Defibrillator Abstraction (ICDA)
- ICDA Content
- Premier HQT Demonstration Project
- Premier Content
- Nursing Home Improvement Feedback Tool (NHIFT)
- NHIFT Content
 - NHIFT Overview
 - NHIFT Technical Specifications
 - NHIFT Downloads**
 - NHIFT Data Transmission
 - NHIFT Training

Resources

- Getting Started
 - Registration Process
 - System Set-Up
 - Access Info
- QNet Exchange User's Guide
- Auto-Notification Lists (ListServe)
- FAQs (QNet Quest)
- Web Resources

NHIFT Downloads

The links below provide access to the installation files for the NHIFT application, as well as the accompanying User's Guide.

NHIFT Version 1.0 Installation

- [System Configuration and Requirements](#), PDF (12/08/05)
- [NHIFT Version 1.0 Installation Instructions](#), PDF (12/08/05)
- [NHIFT 1.0 Release Known Issues](#), PDF (12/29/05)
- [Download the NHIFT Tool](#), EXE (12/08/05)

Note: After performing the installation, provider and user set-up is required prior to data collection. Please refer to the Installation Instructions and/or Chapter 2 of the NHIFT User's Guide for detailed instructions.

NHIFT User's Guide

- [NHIFT Version 1.0 User's Guide](#), PDF (12/08/05)
- [Using the NHIFT User's Guide](#), PDF (12/08/05)

If you experience any problems with the NHIFT installation, contact the QualityNet Help Desk for assistance.

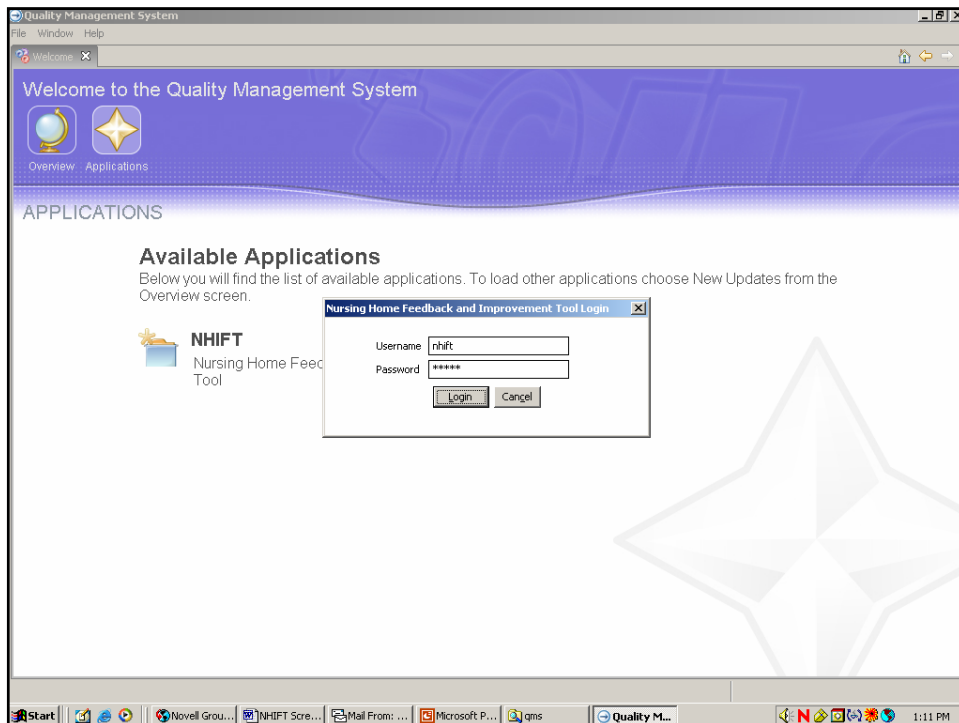
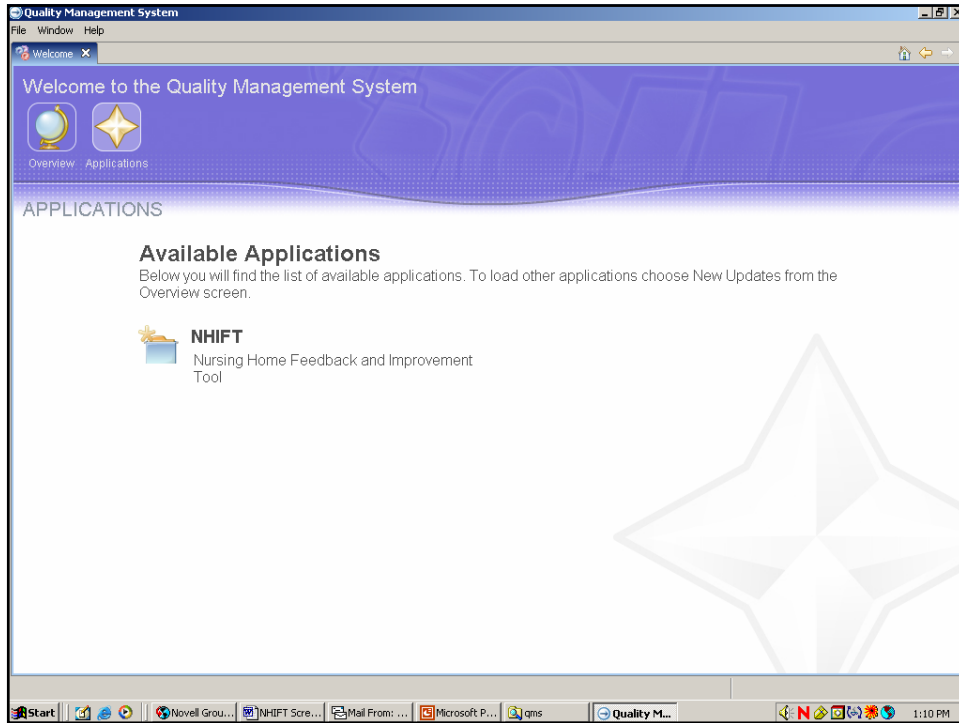
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NHIFT Application

The slide features a large, bold, blue title "NHIFT Application" centered on a white background. At the bottom of the slide, there is a blue banner with the text "Information for Health Care Improvement" on the left and "HSAG HEALTH SERVICES ADVISORY GROUP" on the right.

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Nursing Home Feedback and Improvement Tool

File Admin Security Window Help

Provider x

Provider Information

▼ Provider Summary

Name	City	State	Zip	Medicare Provider Nu...	Termination Date
NURSING HOME	WEST DES MOINES	IA	50266	123456	

▼ Provider Detail

Name: NURSING HOME

Address 1: 1234 5TH AVE

Address 2:

Zip: 50266

City: WEST DES MOINES

State: IA

Medicare Provider Number: 123456

National Provider ID: 1234567890

Termination Date: / /

Start | Novell Grou... | NHIFT Scre... | Mail From: ... | Microsoft P... | qms | Nursing H... | 1:15 PM

Nursing Home Feedback and Improvement Tool

File Admin Security Window Help

Provider User x

User Information

▼ User Summary

User ID	First Name	Last Name	User Type	Activation Date	Termination Date
nhft	nhft	nhft	System Administr...	01/01/2000	01/05/2006
qms	qms	qms	System Administr...	01/01/2000	01/05/2006
DMAGNANI	DENISE	MAGNANI	System Administr...	09/06/2005	

▼ User Detail

User ID: DMAGNANI

First Name: DENISE

M Initial: A

Last Name: MAGNANI

Phone: (515)457-3701

Ext.:

Email: DMAGNANI@IFMC_ORG

User Type: Data Entry, System Administrator, View Only

Reset Password

▼ Activation Detail

Activation Date: 09/06/2005

Termination Date: / /

▼ Provider Detail

Provider: NURSING HOME

Start | Novell Grou... | NHIFT Scre... | Mail From: ... | Microsoft P... | qms | Nursing H... | 1:17 PM

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Nursing Home Feedback and Improvement Tool

File Admin Security Window Help

Provider User Resident

Resident Information

▼ Resident Summary

First Name	Last Name	Medicare Number	Medicaid Number	Resident ID	Provider
JOHN	DOE	123456789A	1234567B	1234	NURSING HOME
JANE	DOE	123456789B	123456	1235	NURSING HOME

▼ Resident Detail

First Name: JOHN
 M Initial:
 Last Name: DOE
 Suffix: SR
 Gender: Male
 Birth Date: 01/01/1930
 Race: American Indian/Alaskan Native
 SSN: 55546877
 Medicare Number: 123456789A
 Medicaid Number: 1234567B
 Resident ID: 1234
 Provider: NURSING HOME

Add Abstraction...

Nursing Home Feedback and Improvement Tool

File Admin Security Window Help

Provider User Resident

Resident Information

▼ Resident Summary

First Name	Last Name	Medicare Number	Medicaid Number	Resident ID	Provider
JOHN	DOE	123456789A	1234567B	1234	NURSING HOME
JANE	DOE	123456789B	123456	1235	NURSING HOME

▼ Resident Detail

First Name: JANE
 M Initial: C
 Last Name: DOE
 Suffix:
 Gender: Female
 Birth Date: 03/01/1945
 Race: White, not of Hispanic origin
 SSN: 544467788
 Medicare Number: 123456789B
 Medicaid Number: 123456
 Resident ID: 1235
 Provider: NURSING HOME

Add Abstraction...

New Case

Topics and Measures

Please select topic and measures

Case for resident: JANE DOE

POC

<Back Next > Finish Cancel

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Nursing Home Feedback and Improvement Tool

File Admin Security Window Help

Provider User Resident

Resident Information

Resident Summary

First Name	Last Name	Medicare Number	Medicaid Number	Resident ID	Provider
JOHN	DOE	123456789A	1234567B	1234	NURSING HOME
JANE	DOE	123456789B	123456	1235	NURSING HOME

Resident Detail

First Name: JANE

M Initial: C

Last Name: DOE

Suffix:

Gender: Female

Birth Date: 03/01/1945

Race: White, not of Hispanic origin

SSN: 544467788

Medicare Number: 123456789B

Medicaid Number: 123456

Resident ID: 1235

Provider: NURSING HOME

Add Abstraction...

New Case

Case Information

Admit Date: 09/02/2005

Status: Admission

Abstractor: MAGNANI, DENISE

Abstraction Date: 09/06/2005

Back Next Finish Cancel

Nursing Home Feedback and Improvement Tool

File Admin Security Window Help

Topic Navigator Topic Editor

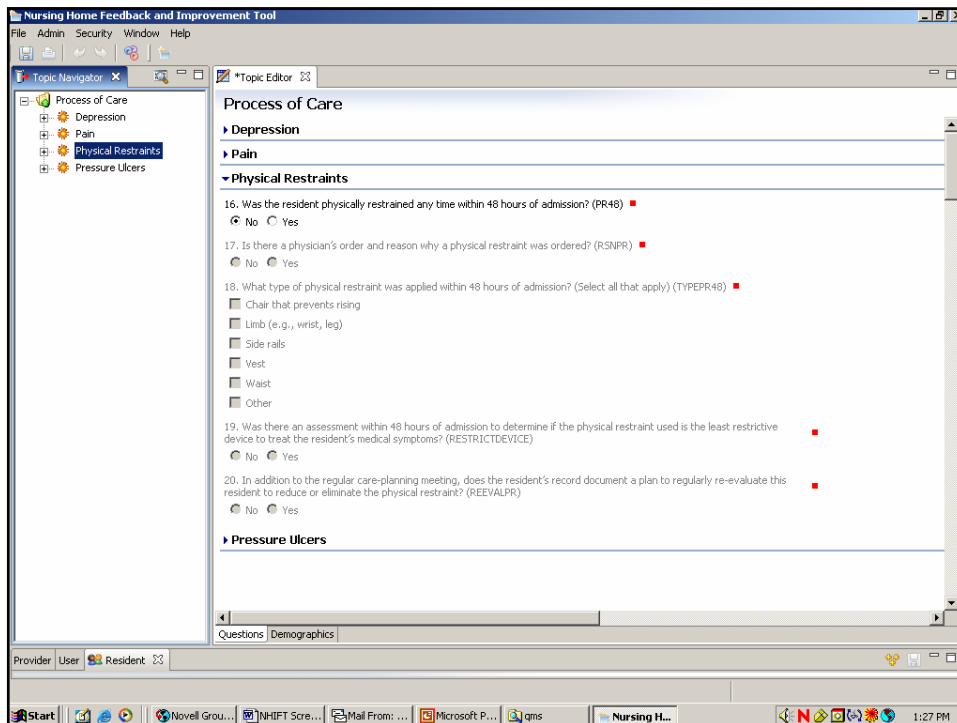
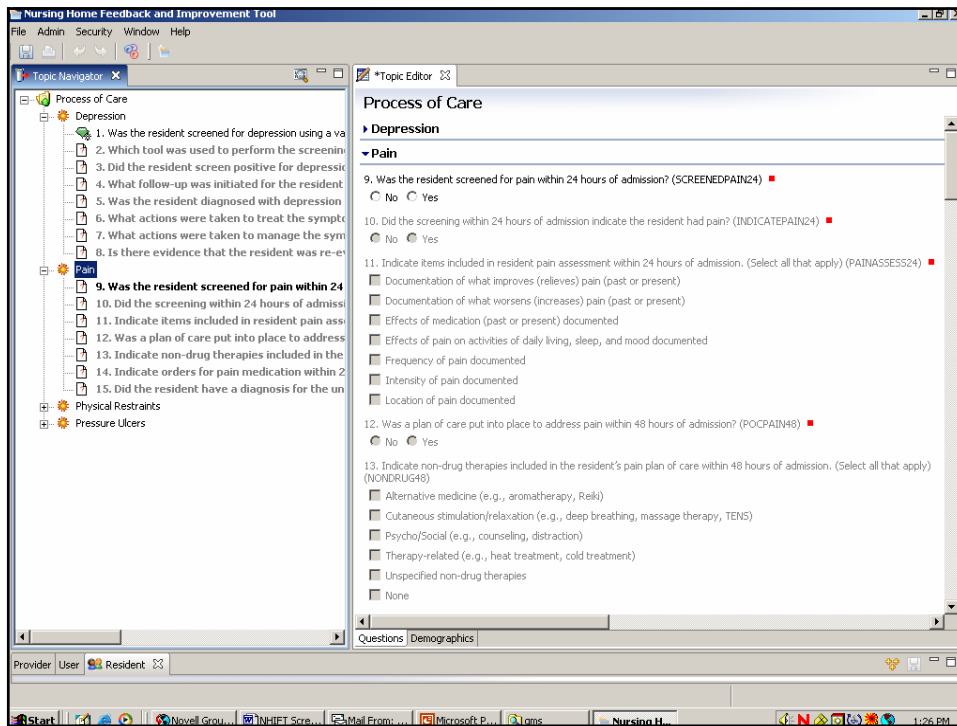
Process of Care

Depression

1. Was the resident screened for depression using a validated screening tool (not the MDS) within seven calendar days of admission? (This includes residents already diagnosed with depression) (SCREENDEPTO-0L7DAYS)
 - No
 - Yes
2. Which tool was used to perform the screening? (TOOLUSED)
 - Beck Depression Inventory (BDI)
 - Center for Epidemiologic Studies Depression Scale (CES-D)
 - Cornell Scale for Depression in Dementia (CSDD)
 - Geriatric Depression Scale (GDS)
3. Did the resident screen positive for depression? (SCREENPOSDEP)
 - No
 - Yes
4. What follow-up was initiated for the resident who screened positive for depression? (Select all that apply) (FOLLOWUPDEP)
 - Clinical and diagnostic evaluation (beyond initial screen)
 - On-going observation with formal re-evaluation in two weeks ("watchful waiting")
 - Treatment (e.g., drug or non-drug)
 - None
 - Unable to determine from chart or medical record
5. Was the resident diagnosed with depression or depressive symptoms? (DIAGDEP)
 - No
 - Yes
6. What actions were taken to treat the symptoms? (Select all that apply) (TREATSYMPTOMS)
 - Group therapy
 - Pharmacological intervention (medication)
 - Psychotherapeutic counseling (psychotherapy)
 - Transfer for inpatient psychiatric care or electroconvulsive therapy (ECT)
 - Watchful waiting with clinical management
 - None of the above
7. What actions were taken to manage the symptoms? (Select all that apply) (MANAGESYMPTOMS)
 - Community connection (e.g., volunteer programs, programs to "step back" to community)

Questions Demographics

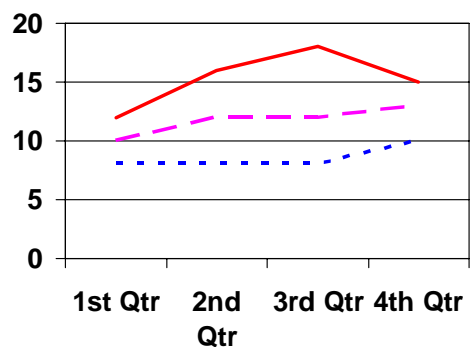
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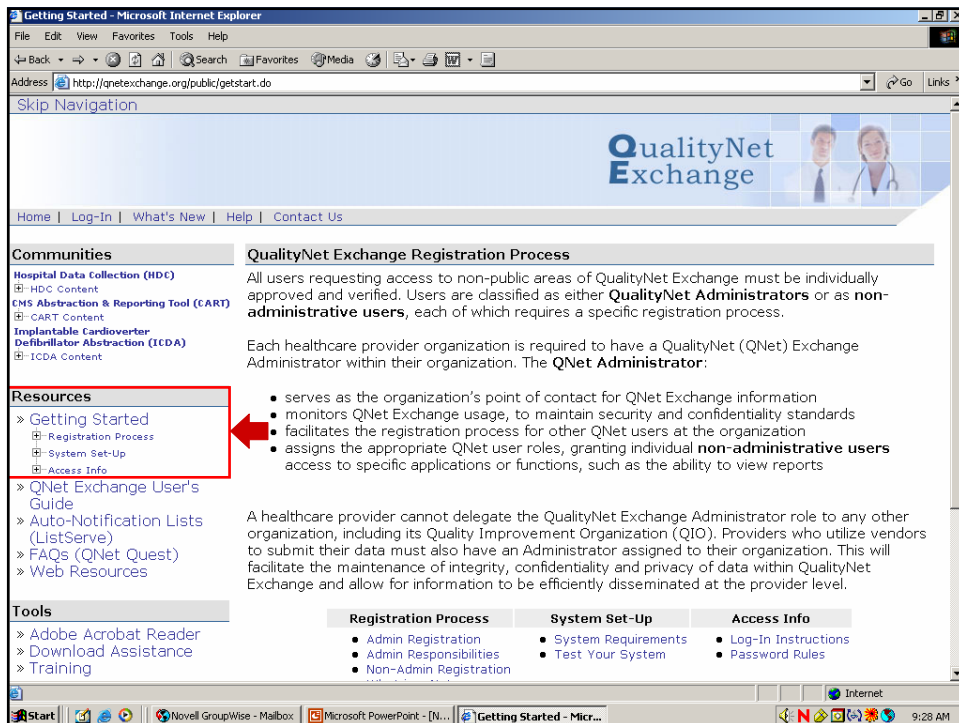
Example: Feedback Report (1)

Quality Measure	Your Facility	Entire State	Entire Nation
Proportion of residents with a skin assessment within 24 hours of admission	55%	42%	68%
Proportion of residents with a complete evaluation of pressure ulcer(s)	35%	50%	60%
Proportion of residents with a comprehensive pressure ulcer risk assessment	22%	60%	63%

Example: Feedback Report (2)



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Administrator Registration Process (1)

- The NH will:
 - Request a copy of the QualityNet Exchange Administrator Registration form from HSAG
 - Complete, sign, and date the form in the presence of a Notary Public, obtaining the Notary's signature and seal on the form.
 - Mail the completed forms to HSAG, keeping a copy at your office.
- NOTE: The highest level executive (i.e., the NH Administrator) must complete and sign this form.

Administrator Registration Process (2)

- HSAG will first:
 - Mail the original form to the QualityNet Help Desk.
 - Enter the registration information in the secured area of QualityNet Exchange.
 - Digitally sign the form.
- HSAG will then notify the registrant (NH) of the log-in ID and initial password to access the secured QualityNet Exchange site.

Administrator Responsibilities (1)

- Complete and/or approve each new user online registration form according to QualityNet Exchange Online Registration instructions.
- Update user information and assign appropriate roles for users.
- Remove access and/or approve the removal of access for users who are no longer active or no longer require access to QualityNet Exchange.

Administrator Responsibilities (2)

- Monitor QualityNet Exchange usage at the nursing home to maintain proper security and confidentiality measures.
- Validate the users and the type of functionality each user is designated within QualityNet Exchange.
- Serve as the point of contact at the organization for information regarding QualityNet Exchange.

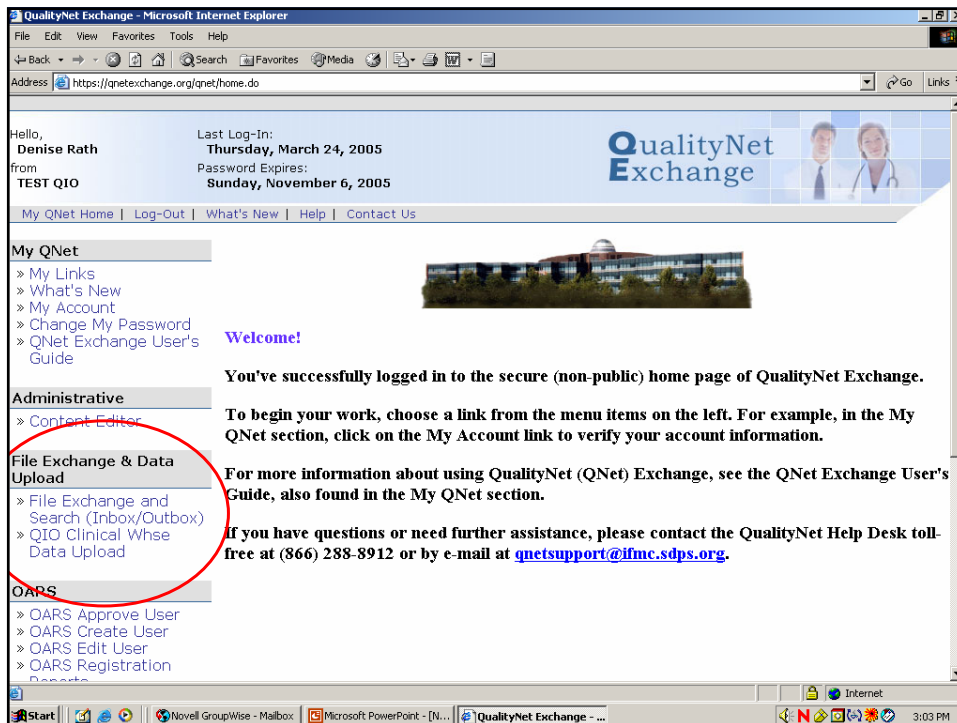
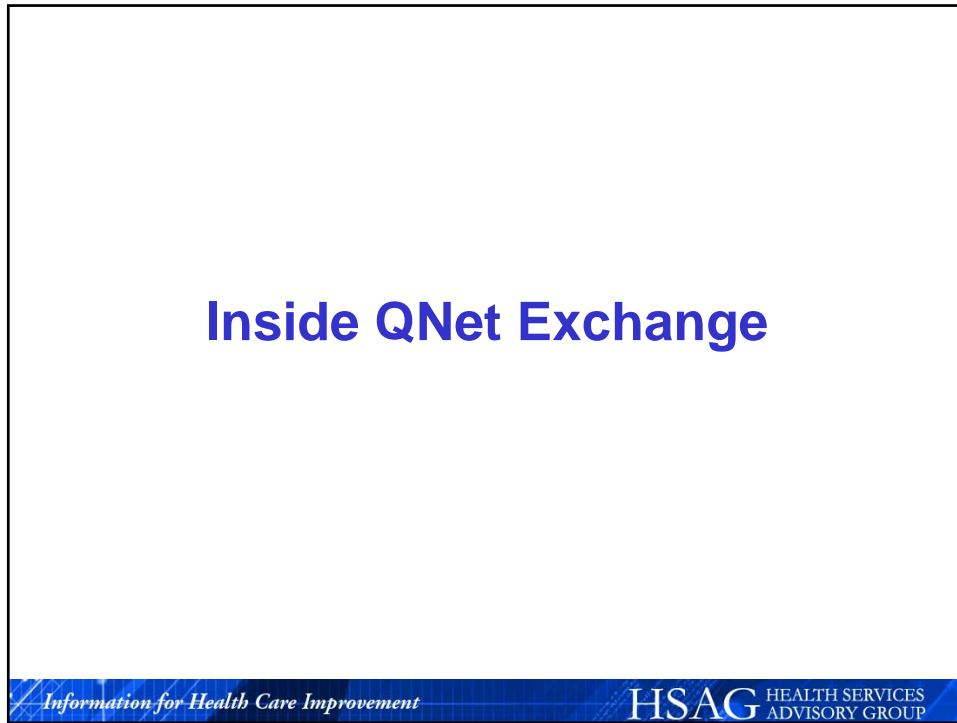
Non-Admin Registration Process (1)

- QualityNet Exchange Administrator at each NH may register non-admin users.
- The non-admin user must complete, sign, and date the registration form in the presence of a Notary Public, obtaining the Notary's signature and seal on the form.
- The completed form must be mailed to the QualityNet Help Desk, keeping a copy for the NH records.

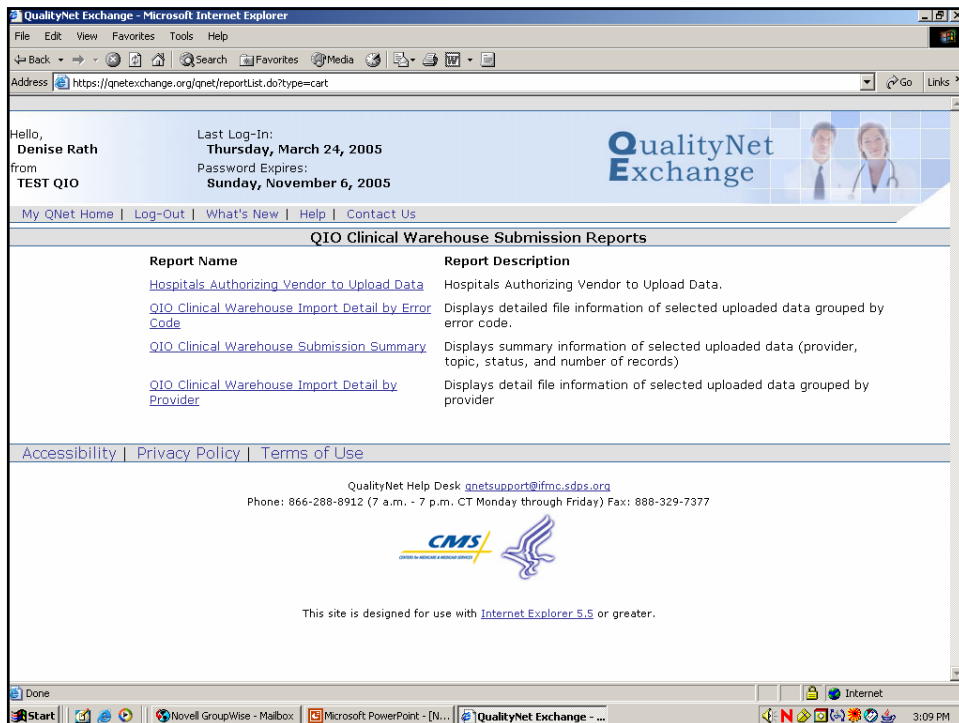
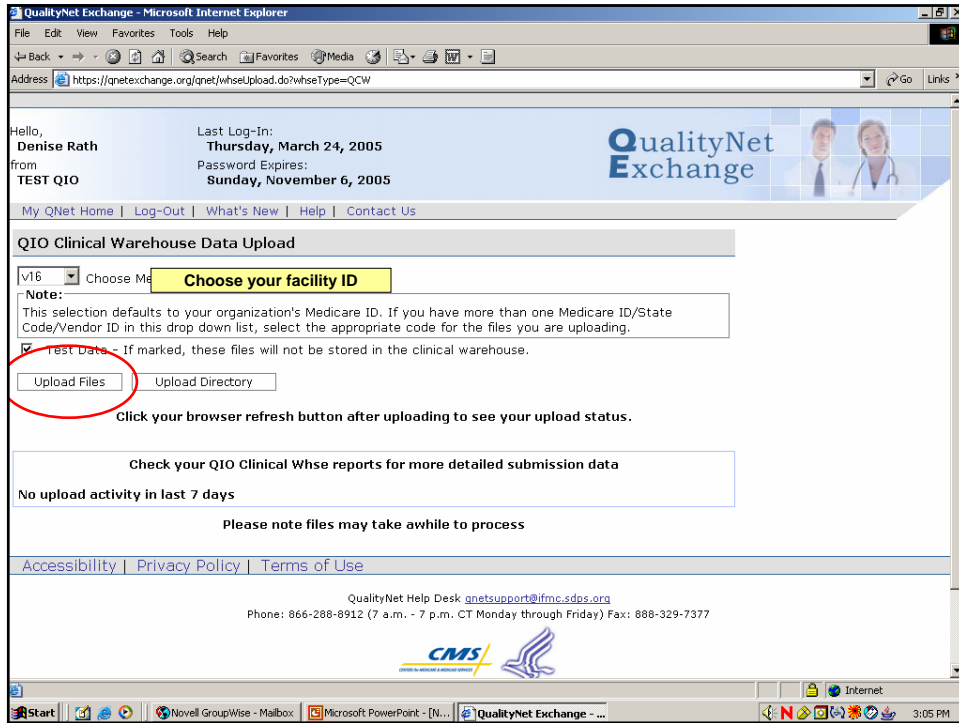
Non-Admin Registration Process (2)

- The QualityNet Help Desk will:
 - Process the registration.
 - Notify the registrant and NH QualityNet Exchange Administrator via e-mail when the process is complete.
- The NH QualityNet Exchange Administrator will notify the registrant of the log-in ID and initial password to access the secured QualityNet Exchange site.

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Interested? (1)

- Complete the QualityNet Exchange Administrator Registration (must be notarized).
- Download the NHIFT tool to your CPU that meets the software specifications.

Interested? (2)

- Must submit information on 50 percent of all new admissions for one process measure.
- This information shall be transmitted monthly to the QIO Clinical Data Warehouse.
- Transmission to Quality Net Exchange will be available retroactively in March 2006.

**“You can't always get what you want,
but if you try sometimes, you might
find, you get what you need”**

-The Rolling Stones

**“If you always do what you always did,
you will always get what you always got”**

-Anonymous Quote

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