



# Arizona Nursing Home Workgroup

**Wednesday, May 24, 2006**

Health Services Advisory Group  
Carter Marshall Conference Center  
1600 E. Northern Avenue, Suite 100  
Phoenix, AZ 85020

## OBJECTIVES

- Learn about Arizona Nursing Home Workgroup initial baseline aggregate data for STAR, CNA turnover rates and satisfaction surveys.
- Understand the potential of NHIFT for nursing home process improvement.
- Understand effective approaches for treating pain in special-needs residents.
- Discuss effective nursing home admissions processes with peers.
- Understand three ways to improve the workplace for nursing home direct-care staff.
- Learn how to comply with the Grijalva Fast Track Appeals Process.

## AGENDA

8:30 a.m. **Registration, Networking, and Continental Breakfast**

9:00 a.m. **Welcome Back and Introductions**.....Mary Fermazin, MD, MPA  
*Vice President, Health Policy & Quality Measurement, HSAG*

9:15 a.m. **2005 Status Report:** .....Joe Bestic, NHA, BA  
*Director, Nursing Homes, HSAG*

9:45 a.m. **NHIFT Driving Clinic**.....Joe Bestic

10:15 a.m. **Break**

10:30 a.m. **Common Sense Management of Pain**.....Stephen Borowsky, MD

12:00 p.m. **Lunch / Quality Measure Target Setting via STAR**



- 1:00 p.m. **What Continues to Work**.....Facility Process Sharing  
*Pressure Ulcers, Restraints, Depression and Chronic Care Pain*
  
- 2:30 p.m. **Break**
  
- 2:45 p.m. **Stand Up and Tell Them**.....Joe Bestic
  
- 3:30 p.m. **The Nursing Home Appeals Process**.....Linda Schoenbeck, RN, BS, CCM, CG  
*HSAG Director, Utilization Services*
  
- 3:45 p.m. **Certificates of Attendance, Wrap-Up, and Next Steps**.....Joe Bestic

**Meeting Adjourned**