



Health Care Quality Performance Measurement and Reporting Program (HCQP)

NURSING HOME SUBCOMMITTEE

April 21, 2009, 3:00-4:30pm
RIHCA, 57 Kilvert Street, Suite 200
Warwick, RI 02886

Goals/Objectives

- To share information about Facilities Regulation’s satisfaction survey follow-up, begin to prepare for 2009 survey activities, and strategize about enhancing the Web site structure/content

Invitees

- | | |
|--------------------------|--------------------------|
| ✓ Rosa Baier, MPH | ✓ Lynda Sprague |
| ✓ Lonnie Bisbano, Jr. | ✓ Samara Viner-Brown, MS |
| ✓ Gail Patry, RN (Chair) | ✓ Rachel Voss |

Time

Topic/Notes

- | | |
|------|--|
| 3:00 | 1. Welcome & Updates
Gail Patry, RN, Chair |
| | – Gail opened the meeting at 3:05pm. |
| 3:10 | 2. Family & Resident Satisfaction Surveys
Rosa Baier, MPH
Rachel Voss |
| | – At the February 2009 meeting, the Subcommittee recommended that nursing homes who mailed very few surveys receive follow-up from Facilities Regulations and, in the absence of adequate rationale, receive a state citation. |
| | – Since February, the Program has been working with Facilities Regulations to identify and follow-up with facilities. Rachel, a Brown MPH Assistant at Quality Partners, described the methods used (see handout), which included estimating: |
| | ○ Each facility’s occupancy, |
| | ○ The number of long-term care beds (excluding short-term, post-acute care beds), and |
| | ○ The number of cognitively intact long-term care residents. |
| | – The number of resident and family surveys distributed (not the number returned) were then compared to the estimated number of occupied long-term care beds, and those facilities with fewer than 50% of the expected number of surveys were contacted. |
| | – All estimates (occupancy, etc.) are conservative, meaning that only those facilities with significantly low distribution rates were asked for explanations by Facilities Regulation. |

Time**Topic/Notes**

At the final count, approximately 12 nursing homes received letters.

- Facilities have until April 30th to provide rationale to Facilities Regulations, so responses are still being returned.
- **Potential action item:** Once responses are submitted, Facilities Regulations may seek input about which explanations are valid.
- Discussion centered on how to communicate the requirements (and potential implications) widely to all nursing homes.
- **Recommendation:** Send two letters, one from the Program, reminding nursing home staff of the survey sampling requirements and one from Facilities Regulations talking about the possibility of a state citation. Both letters will be sent later in the year (over the summer).
- For the past two years, RIHCA and RIAFSA have co-sponsored a mid-summer educational event to bridge the gap between the Fall survey periods. Last year, Mary Tellis-Nayak presented about how to interpret and use survey results. This year, RIHCA is planning a 5-part seminar series to talk about ways to improve specific survey items.
- **Action item:** Rosa will contact My InnerView to brainstorm about potential ideas and see if there is any value-add in having Mary (or someone else) travel to Rhode Island for another mid-summer seminar. (The Webinars are poorly attended.)

3:35 3. Nursing Home Website

Rosa Baier, MPH

Gail Patry, RN

- At the February 2009 meeting, the Subcommittee reviewed the Program's existing nursing home website and some suggestions for enhancing it. Since then, there has been additional discussion and interest in 'cleaning' the old files while HEALTH undergoes a more substantive, comprehensive website overhaul.
- The Program met with HEALTH's webmaster, Sally Johnson, and Quality Partners' Communications Manager, Paula Mottshaw, to discuss collaboration.
- **Recommendation:** Since the first area of focus for the Program is the nursing home section of the site, the Subcommittee suggested a Web Workgroup. Lynda and Rachel offered to assist.
- **Action item:** The Program will coordinate a Web Workgroup meeting, and work with Sally to determine how best to provide feedback on cleaning the site, and also on ensuring it meets the audiences' needs.

4:00 3. Open Forum

Gail Patry, RN

- Gail described the AHRQ Nursing Home Survey on Patient Safety Culture, which Quality Partners is contracted by CMS to administer at select nursing homes. She indicated that Quality Partners is offering this as a service to any nursing home that wants to participate. **Action item:** Gail will send information on the state listserv.
- Quality Partners is planning a medication safety conference call, based on a QI Fair session. **Action item:** Gail will send additional information to nursing homes as soon as a date and time are confirmed.
- Next meeting: June 16, 2009



Health Care Quality Performance (HCQP) Program

NURSING HOME SATISFACTION SURVEY AUDIT METHODS

April 21, 2009, 3:00-4:30pm

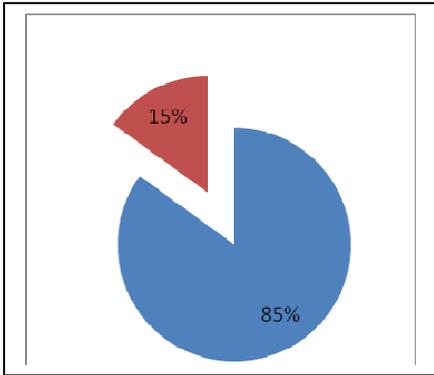
- Assuming that nursing homes do not have every bed filled, we estimated that 85% are currently occupied. This is the **estimated occupancy**.
- Short term care/acute care patients are exempt from the surveys. We estimated that, generally, 30% of the total beds in a facility would be used for short term care/acute care. Estimated occupancy minus short term care beds leaves only the **occupied long term care** beds.
- Nursing homes are expected to send surveys to residents and families of residents in occupied LTC beds.
- In setting benchmarks, we looked at number of surveys **distributed**, not returned—realizing that nursing homes have little control over whether people return their surveys or not.
- For family surveys: we expect that at least half (and hopefully $2/3^{\text{rds}}$) of the families would be sent surveys.
- For resident surveys, we estimated that only 60% of the occupied long term care beds are actually **cognitively intact**. Nursing homes do not need to survey those who are not cognitively intact.
- For resident surveys: we expect that at least half (and hopefully $2/3^{\text{rds}}$) of cognitively intact residents would be sent surveys.

Flowchart: Method of Analysis

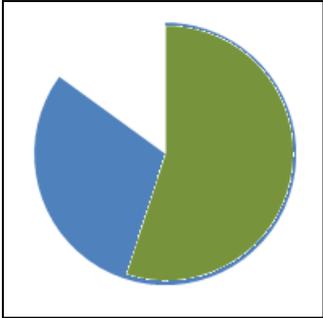
Total beds = 100%

Not all beds are occupied

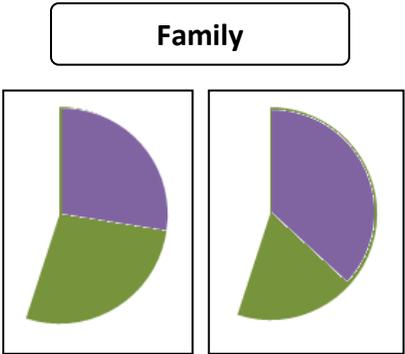
Estimated Occupancy (85% of total beds)



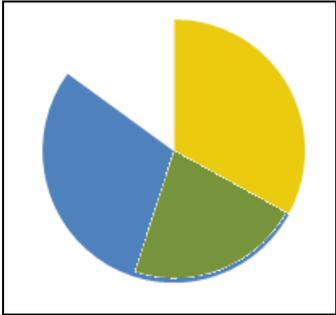
Exclude short term/sub-acute beds (30% of total beds).



Benchmarks
50% and 67% of occupied LTC beds

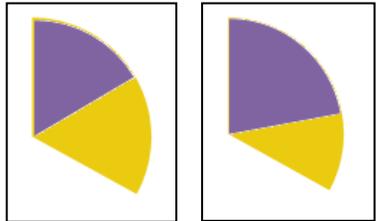


For residents, exclude another 40% to leave only those who are cognitively intact.



Benchmarks
50% and 67% of occupied LTC beds

Resident





Rhode Island Department of Health

David R. Gifford, MD, MPH, *Director*
 Donald L. Carcieri, *Governor*



[Health Topics](#) [News](#) [Data](#) [Programs](#) [Publications](#) [Site Map](#)

Program Activities

- [Performance Measurement Homepage](#)
- [Health Plans](#)
- [Hospitals](#)
- [Home Health Agencies](#)
- [NURSING HOMES](#)
- [Physicians](#)
- [Series on Health Care Reporting](#)
- [Related Links](#)

Performance Measurement and Reporting
 Room 407
 3 Capitol Hill
 Providence, RI 02908



Nursing Homes

[Clinical Measures](#)
 This website presents information on the health and functional status of residents in Rhode Island nursing homes. The information is presented in the form of rates for nine different clinical measures.

[Nursing Home Satisfaction Report](#)
 Provides the most recent resident and family satisfaction information for all Rhode Island nursing homes. [Supplemental Information](#) provides details about how the information was collected and helps you understand how to read the above reports.

[Information for Consumers](#)
 The Division of Facilities Regulation makes nursing home survey information available to consumers to help evaluate the quality of care provided by the state's Medicare and Medicaid certified nursing homes.

[CMS Nursing Home Compare](#)

Nursing Home Patient Satisfaction

[Nursing Home Resident Satisfaction: An Overview of Public Reporting June 2003](#) 

[Nursing Home Quality: A National Overview of Public Reporting Programs January 2002](#) 

 PDF Help Center

Rhode Island Department of Health • 3 Capitol Hill • Providence RI 02908
 Voice: 1-800-942-7434 (out of state 401-222-5960) • Fax: 401-222-6548 • TTY: 711 • [Contact Us](#)
 A Rhode Island Government Website • © 1998–2009





[Health Topics](#) [News](#) [Data](#) [Programs](#) [Publications](#) [Site Map](#)

Search

Nursing Homes

I want to . . .

- [Choose a Nursing Home](#)
- [Know Nursing Home Quality Ratings](#) [this needs to be figured out Medicare, RIDoH, RIQP, Mass??]
- [Know more about getting Individualized Care](#)
- [Know about Family and Resident Satisfaction with Nursing Home Care in Rhode Island](#) [2007](#) | [2006](#) | [2003](#) [do we want to leave the older report up??]
([How to Use the Report](#)) 
- Become a Nursing home administrator [Link to Board page??]
- Know about Innovations
 - [Individualized Care Pilot](#)
 - Nursing Home of the Future [Link to Business Innovation Factory work]
- File a Complaint
- Figure Out How to Pay for Nursing Home Care
- Know more about Nursing Home alternatives

Rhode Island Department of Health • 3 Capitol Hill • Providence RI 02908
Voice: 1-800-942-7434 (out of state 401-222-5960) • Fax: 401-222-6548 • TTY: 711 • [Contact Us](#)

A Rhode Island Government Website • © 1998–2009

