



Health Care Quality Performance (HCQP) Program

NURSING HOME SUBCOMMITTEE

3-4pm, 10/19/10

RIHCA, 57 Kilvert Street, Warwick, RI

Goals/Objectives

- To advise the Department on nursing home reporting and implement agreed-upon policies

Invitees

T Rosa Baier, MPH	T Ann Messier	G Raymond Rusin
T Lonnie Bisbano	T Jim Nyberg, MPA	G Lynda Sprague
T John Gage, MBA, CNHA, CAS, FACHCA	T Gail Patry, RN, CPEHR (Chair)	T Samara Viner-Brown, MS
T Stefan Gravenstein, MD, MPH	T Mariana Peterson, BSN	T Rachel Voss, MPH
T Hugh Hall, MA	G Arthur Pullano	G Sylvia Weber, MSN, PCNS
G Joan Hupf, RN	G Adele Renzulli	
G Bill Keough	G Janet Robinson, RN, M.Ed, CIC	

Time Topic/Notes

3:00pm	<p>Welcome <i>Gail Patry, RN, CPEHR, Chair</i></p> <ul style="list-style-type: none"> - Gail reviewed the meeting objectives, which were to discuss: (1) resident and family satisfaction data collection, and (2) employee influenza vaccination reporting. - She then reviewed the previous meeting’s action items: <ul style="list-style-type: none"> • Update and send the Administrator/DON letter (Rachel/Ann) – Complete Lonnie shared some input about the letter after the last Subcommittee meeting, which Rachel incorporated prior to sending the letters at the end of September. • Create a “generic” letter for HEALTH/RIAFSA/RIHCA use (Rachel) – Complete Rachel adapted the Administrator/DON letter to make it generic (not nursing home specific), but keeping in on HEALTH letterhead. She also wrote a short paragraph for Quality Partners’ newsletter, which focuses on the importance of staff vaccination and reminds homes to submit their data. She will share both the letter and paragraph for anyone to use/adapt. • Include information about flu vaccination reporting in communication to providers (Subcommittee Members) – Pending The Subcommittee’s information-sharing is dependant upon receipt of the letter and paragraph about reporting, which will go out with the minutes.
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3:10pm

Resident & Family Satisfaction Data Collection

Rosa Baier, MPH

Ann Messier

- Rosa provided an update on the ongoing satisfaction survey process, due to close later this month or early in November (depending on each facility's start date). Facilities can view their data in real-time, and Rosa expects to receive a data file from My Innerview in late November or early December, putting reporting on track for the end of this calendar year. The group discussed sending a press release then.
- In response to input at the August meeting, the team worked in partnership with My Innerview to prospectively review facilities' mailing lists and identify any discrepancies from expected counts (based on bed size and estimated occupancy, long-stay population, and cognitive impairment rate). My Innerview had an existing policy in place, but adapted theirs to mirror the Subcommittee's annual retrospective review.
- Rosa noted that the satisfaction survey process is going very smoothly, in part because of great customer support from My Innerview and in part because the facilities and their Administrators are really on board with the process.

3:25pm

Employee Influenza Vaccination Reporting

Rosa Baier, MPH

Gail Patry, RN, CPEHR

- In August, participants recommended publicly reporting employee influenza vaccination data and the following timeline:
 - 2009-2010 (past season) – Data not published
 - 2010-2011 (current season) – Pilot phase, with facility-level data provided back to facilities, but not published
 - 2011-2012 (next season) – Public reporting, with facility-level data published
- Since then, some participants have expressed hesitation to publicly report these data. After the pilot, the group will review the data and may revisit the policy recommendation to publicly report in 2011-2012.
- John shared that facilities are receiving regular requests for flu vaccine administration counts from Diane Brady at HEALTH and may think that providing Diane with data fulfills the requirement to provide healthcare workers data. In actuality, these are two different requirements. John Fulton is the person who should be receiving the report of the number of immunizations provided for the public reporting site. Sam will touch base with Diane and John Fulton to identify any opportunities to streamline the process or refine the messaging, so that the requests are clear to facilities.
- Lonnie asked about follow-up for data submission, with Rosa responding that the public reporting program will ensure that 100% of data are submitted. Adele also expressed a willingness to educate the state surveyors so that they share information about the requirement during site visits.

3:55pm

Open Forum & Next Steps

Gail Patry, RN, CPEHR

- Gail and Rosa added three ad hoc topics during the open forum:

- Meeting schedule

Gail reminded participants that Nursing Home Compare data will be 'frozen' (no new updates) beginning in January 2011, because of the launch of MDS 3.0. After the nursing home satisfaction reports are posted in December or early January, the Subcommittee may want to consider going on hiatus for several months and then ramping up meetings again to the every-other-month schedule as satisfaction data collection begins again in Summer/Fall 2011.

- Health Information Technology (HIT) training

Gail explained that Quality Partners received a grant from the Department of Labor and Training to train nursing home and physician office staff on using computers and preparing to sit for the Certified Professional in Electronic Health Records (CPEHR) exam. This is a partnership with New England Tech to develop the curriculum and offer classes in a tiered structure:

1. Tier 1 – Beginning training for people with limited or no computer skills
2. Tier 2 – Intermediate training for people with some computer skills
3. Tier 3 – Advanced training for people preparing for CPEHR certification.

The plan is to target Tier 3 enrollment first, to ensure on-site expertise that can help support new trainees in the classes that follow. Classes will be free, with the goal of educating 210 staff, including educators, medical records staff, and ultimately anyone using an EHR. Currently, there are only 18 CPEHR-certified individuals in the state (including Gail).

- Safe Transitions Project

Rosa shared an update on Quality Partners' three-year Medicare pilot program to improve care transitions, which is now beginning its final year. The goal is to improve patients' care transitions, ultimately reducing hospital readmission rates. The interventions are multi-faceted and range from those targeting patients (coaching and computerized education) to facilities (root cause analysis and tailored interventions) and systems (communication at discharge).

Although the project targeted a subset of local nursing homes, based on ZIP codes dictated by CMS, there are regularly-scheduled learning sessions that are open to all facilities. The next one is scheduled for November 3rd and focuses on communication. Terri Mota and Nelia Odom are the nursing home leads.

Gail described the project's work to improve the Continuity of Care (CoC) Form, which is mandated by HEALTH for all patient transfers from one facility to another. Gail is working with Madeline Vincent to co-chair a committee to improve the form content and format, taking into account workflow. The revised form adheres to Joint Commission requirements and will launch in June 2011. In the interim, Quality Partners is conducting audit and feedback with facilities to help them identify gaps in their form completion process – with the goal of both sending and receiving more complete, legible, and accurate information.

Rosa also shared that the program has culled a series of best practices from the various interventions and the evidence base, with the goal of elevating care transitions across all payors. The first set targets hospital discharge. Going forward, these may be adapted for nursing homes and Medical Directors' use.

To date, the project has realized a 34% reduction in readmissions among patients receiving coaching, which translates to \$653 cost avoidance per patient approach. There is also a wealth of information from facility-level and cross-setting discussions. Project results and education will be shared in a Summit tentatively scheduled for February 2011.

- Action items:
 - Create a press release when the satisfaction data are reported (TBD)
 - Share the generic flu vaccination reporting letter in .doc format (Rachel)
 - Share the newsletter paragraph about flu vaccination reporting (Rachel)
 - Outreach to Diane Brady and John Fulton about flu vaccination reporting (Sam)
 - Share information about the 11/3 Safe Transitions Project cross-setting meeting on communication (Rosa)
- Next meeting: 12/21/10 (note correction from 12/20 in agenda to 12/21)



Department of Health

Three Capitol Hill
Providence, RI 02908-5097

TTY: 711
www.health.ri.gov

September 29, 2010

Dear [Facility Name] Administrator or DON,

As part of HEALTH’s ongoing efforts to encourage high-quality, evidence-based health care, **we want to share the employee influenza (flu) vaccination data your facility submitted last season (2009-2010) and allow you to benchmark your rates against the state average.**

We also want to let you know that **the stakeholder group that advises the public reporting program is considering recommending that HEALTH report employee flu vaccination rates after next year’s flu season (2011-2012).** All nursing homes are already required to provide employee flu vaccination data annually to Dr. John Fulton at HEALTH, so this potential addition to the public reporting program does not require any additional data collection or submission. **Please share this letter with the staff member responsible for your flu vaccination program.**

This potential change recognizes the evidence that **sufficient employee flu vaccination (~70%) is correlated with lower mortality and rates of illness** (Lemaitre M et al., *J Am Geriatr Soc*, Sep 2009). Offering flu vaccination to your employees is therefore an important patient safety effort. If facility-level data are released after next flu season (2011-2012), healthcare consumers will have additional information that demonstrates your commitment to protecting your residents.

If HEALTH definitively decides to publicly report data, the anticipated schedule for publicly reporting nursing home employee influenza vaccination rates will likely be as follows:

2009-2010 (Past)	Flu Season 2010-2011 (Current)	2011-2012 (Next)
Data sharing: <ul style="list-style-type: none"> Facility-level data provided back to each facility, but not published (<i>below</i>) 	Data sharing: <ul style="list-style-type: none"> Facility-level data provided back to each facility, but not published 	Possible public reporting: <ul style="list-style-type: none"> Facility-level data published

You will have data from the past (2009-2010; below) and current (2010-2011) flu seasons before HEALTH makes a final determination about publicly reporting data for the next season (2011-2012). As a reference, the 2009-2010 data your facility reported to Dr. Fulton are below:

Employee Vaccination Status	2009-2010 Flu Season	
	[Facility Name] n (%)	State Average n (%)
Vaccinated	X (XX)	1,517 (56.9)
Declined Vaccination	X (XX)	575 (21.6)
Unknown	X (XX)	573 (21.5)
<i>Not categorized</i>	X (XX)	--
Total	X (XX)	2,665 (100.0)

Again, please note that this letter is informational: **the public reporting of employee flu vaccination data, if implemented, does not require any additional data collection or submission.** If you have questions, please don't hesitate to contact us:

For questions about data or submission— Dr. John Fulton: John.Fulton@health.ri.gov or 401-222-1172

For questions about public reporting— Gail Patry: gpatry@riqio.sdps.org or 401-528-3256

As you begin tracking employee flu vaccination for the upcoming flu season (October 2010-March 2011), we thank you in advance for your commitment to protecting your residents.

Sincerely,



David Gifford, MD, MPH
Director of HEALTH



Samara Viner-Brown, MS
Chief, Center for Health Data and Analysis

Attachment: Dr. Fulton's email to nursing homes about 2010-2011 data collection



Department of Health

Three Capitol Hill
Providence, RI 02908-5097

TTY: 711
www.health.ri.gov

October 18, 2010

As part of HEALTH’s ongoing efforts to encourage high-quality, evidence-based health care, **we want to share the state’s average employee influenza (flu) vaccination rate from last season (2009-2010)**. Facilities can benchmark their own data (sent by mail in September) against the state average.

We also want to let you know that **the stakeholder group that advises the public reporting program is considering recommending that HEALTH report employee flu vaccination rates after next year’s flu season (2011-2012)**. All nursing homes are already required to provide employee flu vaccination data annually to Dr. John Fulton at HEALTH, so this potential addition to the public reporting program does not require any additional data collection or submission. **Please share this letter with the staff member responsible for your flu vaccination program.**

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You will have data from the past (2009-2010; mailed to facilities in September 2010) and current (2010-2011) flu seasons before HEALTH makes a final determination about publicly reporting data for the next season (2011-2012). As a reference, the 2009-2010 state averages, based on data reported to Dr. Fulton, are below:

Employee Vaccination Status	2009-2010 Flu Season State Average n (%)
Vaccinated	1,517 (56.9)
Declined Vaccination	575 (21.6)
Unknown	573 (21.5)
<u>Total</u>	<u>2,665 (100.0)</u>

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Sincerely,



David Gifford, MD, MPH
Director of HEALTH



Samara Viner-Brown, MS
Chief, Center for Health Data and Analysis

Attachment: Dr. Fulton's email to nursing homes about 2010-2011 data collection

Action Requested: Support Patient Safety by Reporting Influenza Vaccination

Every year, 200-300 deaths in Rhode Island are related to influenza (the “flu”) and its complications.¹ And every year, Rhode Island nursing homes work to prevent such deaths by sharing employee flu vaccination rates with the Department of Health. This state reporting requirement is supported by evidence that sufficient employee influenza vaccination is correlated with lower mortality and rates of illness.² Nursing homes use standard forms to track whether their employees are vaccinated and submit them to the Department of Health, helping to protect their patients—and staff—by offering flu vaccination to employees. The next submission deadline is June 30th, 2011.

For more information on data or submission, please contact Dr. John Fulton: John.Fulton@health.ri.gov 401-222-1172.

¹ Based on Rhode Island Vital Records reports

² Lemaitre M, et al., *J Am Geriatr Soc*, Sep 2009