

Healthcare Quality Reporting Program

NURSING HOME SUBCOMMITTEE

3-4:30pm, 8/20/13

**Healthcentric Advisors, 235 Promenade Street, Suite 500, Providence,
RI 02908**

Goals/Objectives

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

Invitees

** Rosa Baier, MPH  Hugh Hall, MA  Adele
Renzulli**

** Lonnie Bisbano  Ann Messier  Janet
Robinson, RN, MEd, CIC**

** Emily Cooper, MPH  Jim Nyberg,
MPA  Samara Viner-Brown, MS**

** John Gage, MBA, CNHA, CAS, FACHCA  Gail
Patry, RN, CPEHR (Chair)**

 Diane Gallagher  Arthur Pullano

Time Topic/Notes

3:00pm Welcome

Rosa Baier, MPH

Gail Patry, RN, CPHER

- Today's objectives

- Rosa welcomed everyone to the meeting, acknowledging that the

subcommittee has not met in several months due to a funding hiatus. She explained that we do have a lower budget this year, but noted that some CDC funding has been requested for HAI work, and some of this funding would be available for Nursing Home HAI work.

- Previous meeting's action items:

- Satisfaction data press release:

- Update the satisfaction press release (Sam/Rosa) - Completed

- Outreach to RIHCA and LeadingAge RI press contacts (Rosa) - Completed

- Vet the press release through Communications (Sam) - Completed

The press release was updated, vetted by HEALTH and sent to press contacts, but it was not picked up.

- Send the nursing home HAI letter to the group (Rosa) – Completed

The nursing home HAI letter was sent to the group. The letter covers the new National Action plan, the inclusion of long term care facilities in the HAI reporting program and possible future requirement for Nursing Homes to submit data to the National Healthcare Safety Network (NHSN) system. The letter has been reattached here for your convenience.

- Research facilities with missing data (Rosa/Maureen) – Completed

Facilities will be informed at the beginning of the survey process this year that compliance is mandated by the Department of Health. Process clarifications were made to ensure that nursing homes are aware of the information they are responsible for submitting.

- **Outreach to Ray re: Facilities Regulations process for audit (Rosa/Sam) – Completed**

Noncompliant nursing homes will be issued citations. All nursing homes with past-due balances to MIV have been contacted and given the opportunity to pay their balance before the start of this year's survey process. Nursing homes that do not pay their past-due balance before the start of this year's survey process will not be allowed to participate in this year's survey, and will be considered noncompliant.

- **Clarify MIV instructions for 2013 (Rosa) – Completed**

Changes were made to our cover letter and to MIV instructions to more clearly inform nursing homes of the requirements to survey both residents and family members and to return a contract only if they did not participate in the 2012 survey.

- **Implement prospective check of resident and family lists (Ann/MIV) – Pending**

We will be checking the lists sent in by nursing homes prior to the survey mailing to ensure all nursing homes are compliant with minimum thresholds.

- **Determine whether annual contracts are needed for 2013 (Maureen/Rosa) – Completed**

This year's cover letter includes information about the new contract procedures for facilities. Returning nursing homes will complete a sign-up sheet and newly participating nursing homes will sign a contract.

3:05pm Resident and Family Satisfaction Surveys

Rosa Baier, MPH

Gail Patry, RN, CPEHR

- Rosa opened the discussion by asking the group to affirm their desire to continue the use of the Nursing Home Satisfaction Surveys. Rosa said Jim Nyberg asked if we should continue to use resources on the survey, since the results have always been very positive. Lonnie said he thinks it is very important to find out what customers think on an annual basis. Others agreed that it is the only way to determine what needs to improve and to improve the quality of services delivered to the patients.

- Data trends

Emily reviewed several trend reports that provide information about the nursing home satisfaction survey results from 2007 to 2012. She noted that the number of resident responses has increased, though there has been a slight decrease in family member responses. John asked why the number of responses has increased, but the percentage has decreased. Emily explained that this is likely due to the increase in the number of SNFs participating in the survey. Rosa noted that it is difficult to control family response rates because they are not located in the nursing homes. John explained that some SNFs send out reminders to family members to obtain additional responses.

Emily also noted that >50% of residents had assistance from nursing home staff in completing the surveys. John said that the staff members were likely not part of the nursing staff, and were either activity department volunteers or members of the social service

department, as they are patient advocates. Gail suggested including instructions with tips on how to provide assistance to residents who need help completing the survey.

Lonnie said that MIV is redoing their survey instrument, but is not sure when it will be completed. He said that though the survey results have been consistent and positive, he feels it is unrealistic to see such consistent numbers. Perhaps the revised instrument will prompt different responses.

- Follow-up from 2012

Noncompliant nursing homes will be issued citations. All nursing homes with past-due balances to MIV have been contacted and given the opportunity to pay their balance before the start of this year's survey process. Nursing homes that do not pay their past-due balance before the start of this year's survey process will not be allowed to participate in this year's survey, and will be considered noncompliant.

Rosa informed the group that HEALTH sent a letter to participants who were delinquent in paying MIV last year, or the year prior to that. She noted that several responses were received immediately, including payments.

- Process improvements

Rosa noted that in the past there had been some confusion among nursing homes about who was required to complete the survey. We have taken steps to correct this confusion on the form of our cover letter by more clearly informing participating nursing homes that they must provide contact information for all eligible residents and for a

family member of each eligible resident. This will also be communicated more clearly in the instructions sent out by MIV.

Lonnie brought up that last year there was a discrepancy regarding who had to sign a contract. Rosa explained that as of last year MIV was no longer requiring contracts from returning Nursing Homes. Newly participating Nursing Homes are asked to sign a contract and Returning Nursing Homes are asked to fill out a sign-up sheet.

Lonnie requested that there be one point of contact at MIV for all RI issues. Rosa noted that this may not be possible based on the organizational design of MIV, but agreed that it would be ideal.

3:45pm Consumer-friendly report format

Rosa Baier, MPH

- Update from AHRQ home health reporting grant

Rosa noted that Healthcentric Advisors received a 3-year grant from the Agency for Healthcare Research and Quality (AHRQ) to determine consumer preferences when selecting home health agencies (HHAs) upon discharge from the hospital. She and Emily have met with case managers in 5 hospitals, and have attended 2 focus groups with patients to research this issue. Even though HHAs are the topic of the research, the case managers view the selection of a Skilled Nursing Facility (SNF) as being more critical than the selection of a HHA. Rosa explained that case managers do not have access to computers at the bedside of patients, so some have been using a document from the Division of Facilities Regulation that is 5-6 years old, and not at all consumer-friendly.

The group discussed the best way to get appropriate and timely

information to case managers and patients, and suggested using Nursing Home Compare, with information delineated by county, in alphabetical order, and including satisfaction data. John questioned why hospitals had to provide such extensive lists of Nursing Homes to patients when patients usually choose based on their geographic location. Rosa and Emily explained that it is a matter of following patient choice laws, and that the hospital case managers feel that they must provide the names of all facilities in order to be in compliance with these laws/regulations. Lonnie expressed concern that providing patients with a nursing home's rating on a printout is a disservice to the nursing homes as the printouts could be old and those ratings are constantly changing.

- Discuss addition of a report with all nursing home data

Rosa and Emily will work with Ray at Facilities Regulation to whether or not this 5-star report can be updated to include the satisfaction data and flu data and to include consumer-friendly definitions and links to the full reports. They will also try to ensure that the 5-star information is updated quarterly, with a note that more up to date information is available online. Lonnie agreed that if the CMS-5-Star report is updated quarterly that it will be adequate.

4:00pm Healthcare worker flu vaccination

Rosa Baier, MPH

Emily Cooper, MPH

- Review data (handout)

Emily reviewed the handout of the 2011-2012 and 2012-2013 flu vaccination rates. The group discussed the fact that the revised rules

and regulations were new last year, with the intent of preventing the spread of flu from workers to patients. She noted a significant increase in vaccination rates among nursing home employees from the previous season.

Lonnie asked whether vaccination rates was really a good way to measure the effectiveness of the new regulation, and wondered if it was possible to see data on changes in flu cases over the two seasons. Rosa explained that this measure is difficult to determine, because the severity of the flu outbreak changes from year to year.

Janet noted that the law requires that when there is 1 positive test for flu in a facility, a report must be sent to Dr. Bandy at HEALTH. Gail questioned if a spike in healthcare worker absenteeism is an indicator of increased flu in a facility. Rosa brought up the possibility of looking at changes in resident hospitalization rates. The group acknowledged that the effect of the increase in vaccination would be difficult to determine and would include multiple measures over multiple seasons.

Rosa noted that Stefan collected a number of articles providing an evidence-base for flu vaccinations reducing transmission to patients. The group asked Rosa to find out what HEALTH is tracking to determine if the vaccination regulation is working to reduce the incidence of flu.

4:25pm Open Forum & Next Steps

Rosa Baier, MPH

- Action items

- **Send out MIV cover letter and timeline to nursing homes (Ann)**

- **Complete Nursing Home flu reports (Emily)**
 - **Speak with Ray about changes to Facilities Regulation Nursing Home report (Rosa)**
 - **Obtain a list of discharge planners in the acute care hospitals (or at least the managers of the CM departments) and send the report to them (Rosa/Emily)**
 - **Send Stefan's collection of flu articles to the subcommittee (Emily)**
 - **Outreach to Hanna Kim and Dr. Bandy regarding HEALTH's tracking of flu incidence (Emily/Rosa)**
- Next meeting: 10/15/13**