Department of Health

Three Capitol Hill
Providence, RI 02908-5097

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www.health.ri.gov

Healthcare Quality Reporting Program

NURSING HOME SUBCOMMITTEE

3-4 pm, February 16, 2016
Healthcentric Advisors, 235 Promenade St., Providence

1. **Welcome & today's meeting objectives** (3pm)

   - Program staff: E. Cooper, T. Mota, S. Viner-Brown, V. Carroll
   - Meeting attendees: P. Chace, E. James, M. Salisbury

   Emily opened the meeting with introductions and welcomed new committee members, Dr. Patricia Chace from Optum and Mark Salisbury from Blue Cross Blue Shield RI.

2. **Previous meeting's action items** (3:05pm)

   - *Update Nursing Home Summary Report* (Emily) – In progress, discussion below
   - *Share satisfaction survey data, as available* (Emily) – In progress
     Emily explained for the new members that the Nursing Home Satisfaction Survey is a mandatory survey in which facilities are required to provide a list of all long-stay, cognitively intact residents as well as a family member for each long-stay resident. My InnerView then provides those individuals with the survey, collects the data and reports the results. She noted that if the report reflects no data for a facility that means there were no responses or there were less than ten responses. If a facility receives less than ten responses for either the resident or family survey, then the data for that category is suppressed, as it may not be statistically significant.

     Additionally, Emily explained that this has been a transition year for My InnerView, with a new survey tool as well as a new web interface, which is why it has taken longer than normal to receive the aggregate data.
   - *Work with MIV to create feedback process for facilities* (Emily) – On-going
     Emily explained the new web interface has been difficult for many facilities to use, so MIV is in the process of collecting their feedback so that the web tool can be improved.

3. **Nursing Home Summary Report** (3:10pm)
   - *Review updated format*
     Emily opened the discussion by explaining that the Nursing Home Summary Report had been created by the Nursing Home Subcommittee in conjunction with the Steering Committee about two years ago in response to the need for a document that transition teams can use with patients and their families to help them choose a nursing home. At the time, the only document that existed was very outdated. The purpose of this report is to take the 5-star rating system and combine that information with the Nursing Home Satisfaction data and other logistical information in one report. The report is broken down by county to assist families who are looking for a facility in a particular part of the state. At the previous meeting, it had been

noted that while the star ratings are updated monthly, often transition teams had older printed copies that may have been out of date. The group had suggested calling out the date of the star rating report. In this draft revision, the star rating section has been highlighted by a red box with the date of update at the top of the section, as well as the last update date noted in bold red at the bottom of the page. Additionally, a link was added to direct the consumer to a website to download a more current version of the report if needed.

Because these changes met a pressing need, they have been included with the most recent versions of the report. Since the subcommittee is in agreement, we will continue to include them.

The subcommittee felt that these changes worked well and discussed the possibility of showing historical data or somehow highlighting consistently high performing facilities. However, the subcommittee decided that due to certain quirks in the system, the star ratings may not be the best feature to emphasize.

- *Review cover page*

  Emily began the discussion by explaining that the subcommittee had discussed putting a cover page with the report that would serve as a guide for consumers, helping them to understand the report as well as to suggest further avenues to explore, such as visiting the facility and speaking to others about their experiences. Additionally, the subcommittee was asked for specific suggested questions to include in the cover page and recommended the following:

  1. How long has the current leadership, including DNS and Administrator, been in this role? If less than a year, how long was the previous leadership in the role?
  2. Does your doctor/practice provide care to patients at this facility?
  3. How often will you speak to my doctor about my care?
  4. Do you (hospital or clinic) have a relationship with this facility?
  5. What should I expect in terms of special care?
  6. Will you be working with my doctor and/or pharmacy regarding my medication?
  7. Do you take my insurance/Are you in my network?
  8. Do you have any facilities you would recommend I look into?

  Emily will query the rest of the subcommittee members and other stakeholders for additional suggested questions. The subcommittee will have an opportunity to view the final version before it is included with the published report.

4. **Nursing Home Infection Prevention Assessments** (3:35pm)

Emily explained that the CDC created this tool to get a detailed look at current infection prevention practices to help identify where the gaps are. All Hospitals and Nursing Homes in the state will be asked to use the tool to perform a self-assessment and from there, 3 hospitals and 15 nursing homes will be asked to participate in an onsite assessment, with each visit lasting approximately six hours. It was noted there has been a great deal of concern surrounding these data becoming publically available, so it has been proposed that the data be returned with no facility names attached. The completed tools will be submitted to Healthcentric Advisors, which will in turn send a blinded, aggregate data set to the Department of Health. Our goal is to make it clear to the facilities that this process is not a punitive one. It is designed to gather information that will help direct the

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efforts of the Department of Health, and other stakeholders, in improving infection prevention in Rhode Island.

- *Review self-assessment request letter*

  The proposed cover letter will be sent from Dr. Alexander-Scott and Dr. Rebecca Reece and will accompany the CDC assessment tool. The subcommittee members in attendance felt the letter was well-written. The draft letter will be sent with the minutes to solicit additional feedback.

5. **Action Items** (3:55pm)
   - Share satisfaction survey data, as available (Emily)
   - Work with MIV to create feedback process for facilities (Emily)
   - Update Nursing Home Summary Report cover page (Emily)

Next Meeting: April 19, 2015 at Healthcentric Advisors

Healthcare Quality Reporting Program

Nursing Home Summary Report

The Rhode Island Department of Health publishes information about nursing homes. If you know that you or a family member will need nursing home care, this information can help you compare nursing homes and choose among them. You may also want to visit nursing homes and to ask friends and family members for their thoughts and experiences.

This report summarizes information from the Department of Health (www.health.ri.gov/nursinghomes/about/quality) and Medicare (www.medicare.gov/nursinghomecompare). Reports with more information are available at those websites.

This report is updated every time there is new information for one of the columns below. You can learn more about what is in this report, including definitions and time periods for each column of information, by reading the Methods Report. Please contact nursing homes directly with questions, to inquire about private insurance, to check on bed availability or to schedule a tour.

PARTIAL

Contact Information:				Capacity and Certification:					Quality And Satisfaction:						
									Updated 2/8/16*						
Facility, Alphabetical By County	Address	Phone	Fax	Number of Beds	Number of Skilled Beds	Secure Dementia	Medicare	Medicaid	Staffing	Health Inspections	Quality Measures	OVERALL RATING	Resident Satisfaction	Family Satisfaction	Healthcare Workers Who Received Flu Vaccination
Bristol County															
Crestwood Nursing Home	568 Child Street, Warren	245-1574	247-0211	76	76	N	Y	Y	★★★	★★★	★★★★★	★★★★	Same	Better	98%
Grace Barker Nursing Home	54 Barker Avenue, Warren	245-9100	245-3730	86	12	N	Y	Y	★★	★★★★★	★★★	★★★★★	Same	Same	96%
Rhode Island Veterans Home	480 Metacom Avenue, Bristol	253-8000	254-9631	250	-	Y	N	N	N/A	N/A	N/A	N/A	Same	Same	68%
Saint Elizabeth Manor, East Bay	1 Dawn Hill, Bristol	253-2300	254-1919	133	20	Y	Y	Y	★★★★★	★★★	★★★★★	★★★★★	Same	Better	89%
Silver Creek Manor	7 Creek Lane, Bristol	253-3000	254-1289	120	120	N	Y	Y	★★★	★★★★	★★★★	★★★★	Better	Same	100%
Warren Skilled Nursing & Rehabilitation	642 Metacom Avenue, Warren	245-2860	245-0959	63	63	N	Y	Y	★★★★	★★★	★★★★	★★★★	Same	N/A	98%
Kent County															
Alpine Nursing Home	557 Weaver Hill Road, Coventry	397-5001	397-2455	60	6	N	Y	Y	★★★★	★★	★★★★	★★★	Same	N/A	78%
Avalon Nursing Home	57 Stokes Street, Warwick	738-1200	738-9430	31	31	N	Y	Y	★★★★★	★★★	★★★★★	★★★★★	N/A	N/A	94%
Brentwood Nursing Home	4000 Post Road, Warwick	884-8020	884-7977	96	96	N	Y	Y	★★★	★★★★	★★★★★	★★★★★	Better	Better	100%
Coventry Skilled Nursing & Rehabilitation	10 Woodland Drive, Coventry	826-2000	821-0260	210	210	Y	Y	Y	★★★★	★★	★★★★	★★★	Worse	Worse	97%
Greenwood Care & Rehabilitation Center	1139 Main Ave, Warwick	739-6600	738-0310	130	19	N	Y	Y	★★★★	★★★★	★★★	★★★★	Better	Worse	95%

★ = Much Below Average, ★★ = Below Average, ★★★ = Average, ★★★★ = Above Average, ★★★★★ = Much Above Average, n/a = Facility not asked to submit this information, I = Insufficient data sent to obtain adequate rating, N/A = 10 or fewer people provided responses, Worse = Worse than state average, Same = Same as state average, Better = Better than state average, - = Information not provided

** = Nursing Home Five-Star Ratings are updated every month. If the report that you are viewing is not current, please visit https://www.medicare.gov/nursinghomecompare/search.html*
More information about the Medicare Nursing Home Compare Five-Star Rating System is available at http://www.medicare.gov/nursinghomecompare/About/HowWeCalculate.html
Reports with more information about quality and satisfaction are available at www.health.ri.gov/nursinghomes/about/quality.

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More information about choosing a nursing home:

When possible, it can be helpful to ask questions about what you can expect during your nursing home stay. This can help you to understand the care you will receive, what it will be like to stay at a nursing home and how much services might cost. Below are some suggested questions that will help you to be prepared for your nursing home stay:

Questions to ask your doctor or nurse:	*Questions to ask prospective nursing homes:*	*Questions to ask your insurance provider:*	*Questions to ask friends and family:*
▪	▪	▪	▪

DRAFT

ACTION REQUESTED

Dear colleague,

The Rhode Island Department of Health (RIDOH) is collecting information to better understand infection prevention practices in nursing homes in the state. This information will be used to inform state-wide activities to improve infection prevention and control. We are requesting your participation in these efforts. While the information collected will be reviewed in aggregate form only, our goal is to collect information from all nursing homes in the state. This will ensure a true picture of nursing home infection prevention activities in the state.

The attached infection prevention assessment tool was developed by the Centers for Disease Control and Prevention (CDC) as part of a nation-wide effort to improve infection prevention. This tool will help identify current capacity and practices and to provide direction for future improvements. The tool is designed as a functional Word document. That means, as you complete the questions, it will provide you with a summary of your current practices and gaps (found at the end of the document).

The CDC has asked states to visit nursing homes and use this document to perform an onsite assessment. Over the coming months, RIDOH will be visiting fifteen (15) nursing homes in Rhode Island to perform this onsite assessment. These assessments will be conducted by a Certified Infection Control (CIC) Public Health Nurse from the Center for Infectious Disease Epidemiology from RIDOH. The information will be collected without identifying information and this blinded data will be shared with the CDC. Other states will be using the same tool and process, providing the CDC with a national look at infection prevention activities.

Prior to the onsite assessments, we are asking ALL nursing homes to complete this tool as a self-assessment. We feel that this tool will provide you with valuable information about your facility's current practices and potential gaps. Healthcentric Advisors will aggregate your results with those of other nursing homes in the state to create a state-wide picture of infection prevention activities in nursing homes. Individual facility results will not be shared with the RIDOH and no identifying information will be kept by Healthcentric Advisors. As previously mentioned, this will help to inform the infection prevention activities of the RIDOH and its partners.

Directions:

1. Open the attached document
2. If asked, enable editing of the document (this allows you to enter information)
3. If asked, enable the content of the document (this allows the document to create a summary of your responses)
4. If asked, mark this as a trusted document
5. Working with infection prevention staff, clinical staff and leadership, complete the assessment tool
6. Email the completed version to ecooper@healthcentricadvisors.org

Please submit your completed self-assessment by [Date].

After completing the tool, you will have a comprehensive summary of your facility's infection prevention activities. The tool also includes resources that you can use to address any gaps that the tool identifies.

RIDOH will use the aggregate data to inform our infection prevention activities to provide direction to community partners working to improve infection prevention. We will also reach out to nursing homes in regard to participation in the onsite assessment process. Neither your participation in the self-assessment process, nor your answers to the assessment questions, will be used to determine which facilities are selected for the onsite assessment process. If you are interested in participating in an onsite assessment, please contact Emily Cooper at ecooper@healthcentricadvisors.org or (401) 528-3233.

If you have any questions, please contact Emily Cooper at ecooper@healthcentricadvisors.org or (401) 528-3233.

Thank you,

Dr. Alexander-Scott, MD, MPH
Director
Rhode Island Department of Health

Dr. Rebecca Reece, MD
Infectious Disease Consultant
Rhode Island Department of Health

DRAFT