



QUALITY OF CARE COMPLIANCE CONFERENCE



Long Term Quality and Transparency: **Do You See What I See?**

Christi Card RN, LNHA, CHC
Corporate Compliance and Quality Officer
UHS-Pruitt Corporation



www.hcca-info.org | 888-580-8373

Objectives:

- Identify how various LTC Stakeholders view quality & transparency
- Understand the multiple dimensions in assessing and evaluating LTC quality & transparency
- Promote effective board communication and understanding of LTC quality & transparency
- Avoid being overwhelmed at the LTC industry's efforts and demands in providing quality services



www.hcca-info.org | 888-580-8373

Mirror, Mirror on the Wall.....



Identifying LTC Stakeholders

Providers:

- ✓ Owners & Board Members
- ✓ Provider Organizations

Others:

- ✓ Public
- ✓ Advocate Organizations
- ✓ Media

Customers:

- ✓ Internal
- ✓ External



Quality Programs & Pushes

- ✓ Quality First
- ✓ Advancing Excellence
- ✓ CMS-Nursing Home Compare, 5Star, P4P, GPRA
- ✓ Culture Change
- ✓ National Commission for Quality Long Term Care
- ✓ NHQI-QIO's 9th Scope of Work, STARS, etc.
- ✓ State Incentive Programs
- ✓ HR 4082-Long Term Care Quality & Modernization Act of 2007
- ✓ Senate Bill 2641-Nursing Home Transparency & Act of 2008
- ✓ OIG's Compliance Guidance for SNF's, Quality...Board of Directors Dashboard

* Not an inclusive listing



www.hcca-info.org | 888-580-8373

5

I'm willing to
take on more
worrying.



someecards



www.hcca-info.org | 888-580-8373

6

Quality Dimensions/Domains

Clinical Measures

- ✓ Quality Indicators
- ✓ Quality Measures

Governmental Reporting

- ✓ Regulatory Surveys
- ✓ Abuse Reporting

Customer Satisfaction

- ✓ Family/Patient
- ✓ Staff
- ✓ Turnover Data
- ✓ Hotline Data

Financial Indicators:

- ✓ Budget Variances
- ✓ CMP's
- ✓ Liability Claims
- ✓ Census



HCCA
HEALTH CARE
COMPLIANCE
ASSOCIATION

www.hcca-info.org | 888-580-8373

* Not an inclusive listing

7

Definition of Quality

“The totality of features and characteristics of a service that meet or exceed customer expectation and need”

American Health Care Association



HCCA
HEALTH CARE
COMPLIANCE
ASSOCIATION

www.hcca-info.org | 888-580-8373

8

Transparency

- ✓ Easily understood
- ✓ Obvious
- ✓ Candid
- ✓ Open
- ✓ Recognized
- ✓ Detected



Transparency Efforts

- ✓ Centers for Medicare and Medicaid
- ✓ Advancing Excellence Campaign
- ✓ Advocacy Organizations & Media
- ✓ Provider Associations
- ✓ Individual Provider Reporting



I stand behind
our decision to
completely panic.



someecards



www.hcca-info.org | 888-580-8373

11

Where Do We Begin?

Organization's Mission:

"Our Family, Your Family, One Family; Committed to Loving, Giving and Caring. United in Making a Difference"

Organization's Vision:

"To be Innovators in a Seamless and Superior Healthcare Delivery System to the Communities we Serve"

Strategic Plan

Regional, target growth supported by quality care & services....



www.hcca-info.org | 888-580-8373

12

What's Important?

Institute of Medicine's "Quality Chasm":

- ✓ Safe
- ✓ Timely
- ✓ Effective
- ✓ Efficient
- ✓ Patient Centered
- ✓ Equitable



HCCA
HEALTH CARE
COMPLIANCE
ASSOCIATION

www.hcca-info.org | 888-580-8373

13

Aligning Measures to Support Quality

What do we look at?

Measures:

- ✓ Structural
- ✓ Process
- ✓ Outcome



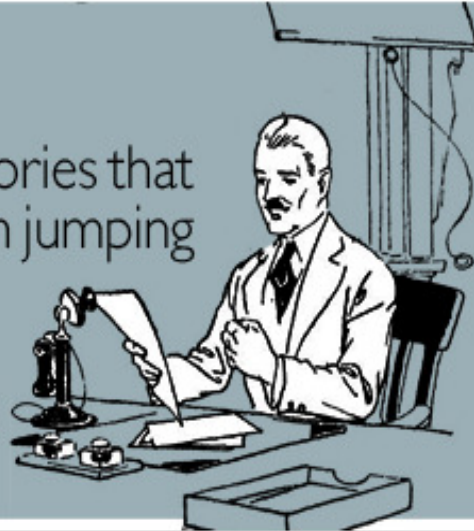
HCCA
HEALTH CARE
COMPLIANCE
ASSOCIATION

www.hcca-info.org | 888-580-8373

14

Begin with Small Steps

It's the small victories that prevent me from jumping out the window.



someecards



HCCA
HEALTH CARE
COMPLIANCE
ASSOCIATION

www.hcca-info.org | 888-580-8373

15

Aligning Measures to Support Quality

How often do we look at it?

Frequency

- ✓ Routine
- ✓ Non-Routine



HCCA
HEALTH CARE
COMPLIANCE
ASSOCIATION

www.hcca-info.org | 888-580-8373

16

Just getting on your radar because I may need something from you soon.



someecards



www.hcca-info.org | 888-580-8373

17

Evidence Based Data

Benchmarking:

- ✓ Baseline
- ✓ Comparison

Trending:

- ✓ Improvements & Declines
- ✓ Graphs

Analysis:

- ✓ What created or influenced the trend?
- ✓ What is the impact to the organization?



www.hcca-info.org | 888-580-8373

18

OIG/HCCA Industry Roundtable

“Driving for Quality in Long Term Care: A Board of Directors Dashboard”

- ✓ Commitment to Quality
- ✓ Process
- ✓ Outcomes
- ✓ Quality Dashboard



HCCA
HEALTH CARE
COMPLIANCE
ASSOCIATION

www.hcca-info.org | 888-580-8373

19

Board Meetings

Your meeting is a high
priority if there's free food.



someecards



HCCA
HEALTH CARE
COMPLIANCE
ASSOCIATION

www.hcca-info.org | 888-580-8373

20

Commitment to Quality

- ✓ Provide a Forum for Quality Issues
- ✓ Demonstrate Board Engagement
- ✓ Craft a Mission Statement or Resolution
- ✓ Evaluate the Organizations Culture
- ✓ Demonstrate Commitment through Structures & Process
- ✓ Effectively Allocate Resources



HCCA
HEALTH CARE
COMPLIANCE
ASSOCIATION

www.hcca-info.org | 888-580-8373

21

Process

- ✓ Provide Quality Data Reports to the Board
- ✓ Validate Quality Reports
- ✓ Develop Board Expertise and Understanding of Quality Information
- ✓ Promote Free Flow of Information
- ✓ Coordinate a Response to Quality Issues



HCCA
HEALTH CARE
COMPLIANCE
ASSOCIATION

www.hcca-info.org | 888-580-8373

22

I've stopped
even pretending
that any of you are
listening to me.



someecards



HCCA
HEALTH CARE
COMPLIANCE
ASSOCIATION

www.hcca-info.org | 888-580-8373

23

Outcomes

- ✓ Survey Results
- ✓ Resident Outcomes and Care Delivery
- ✓ Events Reporting
- ✓ Complaints
- ✓ Satisfaction Surveys (Resident/Family/Staff)
- ✓ Financial Indicators



HCCA
HEALTH CARE
COMPLIANCE
ASSOCIATION

www.hcca-info.org | 888-580-8373

24

Reporting



Quality Dashboard

Challenges

- ✓ One Size Does Not Fit All
- ✓ Beware of Information Overload
- ✓ Consider Legal Liability Concerns
- ✓ Scrutinize Available Quality Measures

Opportunities

- ✓ Board Sets Quality as a Priority
- ✓ Financial Indicators are Entwined with Quality
- ✓ Quality Impacts the Success of the Organization



Wondering if
you noticed any
tension in that
meeting.



someecards



www.hcca-info.org | 888-580-8373

27

Walk the Quality Walk

- ✓ Communicating Quality
- ✓ Prioritizing Quality
- ✓ Incentivizing Quality
- ✓ Enforcing Quality



www.hcca-info.org | 888-580-8373

28

Ray of Light.....



www.hcca-info.org | 888-580-8373

29

Thank You!

Christi Card RN, LNHA, CHC
Corporate Compliance and Quality Officer
UHS-Pruitt Corporation
706-270-3967
ccard@uhs-pruitt.com



www.hcca-info.org | 888-580-8373

30