

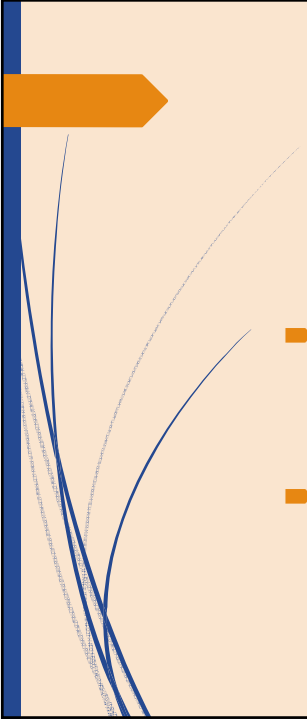


# Long-Term Care Survey Process Update

Fall Provider Meeting 2018

Department of Health and Senior Services  
Section for Long Term Care Regulation

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## Long Term Care Survey Updates One Year In/Lessons Learned

- ▶ New Survey Process Effective November 28, 2017
- ▶ We have completed approximately 400 surveys using the new process

## Long Term Care Survey Updates One Year In/Lessons Learned

- ▶ The process is organized into (7) steps:
  - ▶ Offsite prep
  - ▶ Facility Entrance
  - ▶ Initial Pool
  - ▶ Sample Selection
  - ▶ Investigation
  - ▶ Decision Making
  - ▶ Exit

## Long Term Care Survey Updates One Year In/Lessons Learned

- ▶ **Offsite Prep**
  - ▶ Information imported into your facility's survey shell based on submitted MDS data
  - ▶ Outstanding complaints reviewed and assigned (limited number of residents from complaints can be in the final sample)
  - ▶ Surveyors are assigned to resident areas in the facility (200 Hall, Alz. Unit, etc.)
  - ▶ *Increased efficiency*
- ▶ MDS Assessments
  - ▶ 6 months of most recent MDS data is uploaded into the Survey program
  - ▶ Imperative that MDS data is transmitted timely (in order to complete the recertification survey)
  - ▶ **Recently.....**

## Long Term Care Survey Updates One Year In/Lessons Learned

### ▶ Facility Entrance

- ▶ New Worksheet
- ▶ Copy is shared with Administrator at the beginning of the Entrance Conference
- ▶ Lists what is needed and when
- ▶ Beneficiary Notice worksheet
- ▶ Increased efficiency (Takes less surveyor/Administrator time)

## Long Term Care Survey Updates One Year In/Lessons Learned

### ▶ INITIAL POOL

- ▶ Challenge for both Providers and Surveyors
  - ▶ Two Phases (screening, initial pool)
    - ▶ Screening- All residents in the facility (this has replaced the tour)
    - ▶ Initial pool- 8-10 residents per surveyor
- ▶ Has taken up to the first two full days to complete this process
  - ▶ Should only require 8-10 hours to complete
  - ▶ Initially this step was taking the first two-three days of survey (if not longer)
  - ▶ Surveyors consider this task to have the most differences
  - ▶ Replaces the facility tour where provider staff were involved in the process

## Long Term Care Survey Updates One Year In/Lessons Learned

### ▶ Sample Selection (initial pool and final sample)

- ▶ Some residents are included in the sample based on surveyor input during the initial pool process
- ▶ Some resident are selected by the program during the off-site prep task
- ▶ Program selects five residents for unnecessary medication review
- ▶ Only five residents listed on complaints can be part of the sample
- ▶ Finalized sample driven by MDS data **and** answers to questions during initial pool

## Long Term Care Survey Updates One Year In/Lessons Learned

### ▶ Investigation

#### ▶ Critical Element Pathways

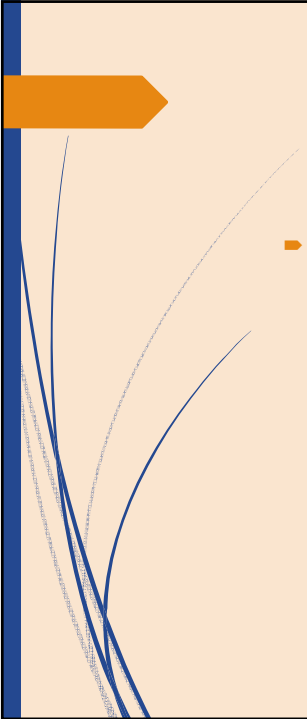
- ▶ As a result of 'further investigation' during the initial pool
- ▶ Are completed on any identified (focused) areas on the selected sampled residents
- ▶ Guide the review process
- ▶ Extensive List of questions specific to selected care areas
- ▶ Care Areas are based on MDS data **and** initial pool information
- ▶ Includes Observation, Interview, and Record Review
- ▶ Investigations are more transparent for providers as CE Pathways are available online

## Long Term Care Survey Updates One Year In/Lessons Learned

- ▶ **Decision Making**
  - ▶ The program recommends citations based on the CE pathway information entered by the surveyor
    - ▶ Surveyors discuss and decide compliance, based on their assigned residents
    - ▶ Increased number of areas to work through
    - ▶ Surveyors must answer every question in the CE Pathway
    - ▶ **Resources are readily available on surveyor computer**
      - ▶ Appendix PP (SOM)
      - ▶ Procedure Guide (LTC survey process)

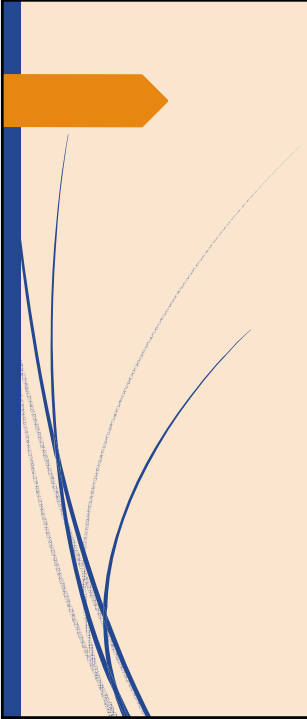
## Long Term Care Survey Updates One Year In/Lessons Learned

- ▶ **Exit Conference**
  - ▶ Resident identifiers (numbers) are no longer uniformed and vary from one to the 300's
  - ▶ Surveyors no longer share the resident identifiers at exit and instead provide the information with the SOD
  - ▶ Surveyors do not share recommended scope and severity of deficiencies at exit unless SQC
  - ▶ Deficiencies are presented in regulatory groupings; QOC, RR, etc.
  - ▶ **This task has few changes**



## Long Term Care Survey Updates One Year In/Lessons Learned

- ▶ **One Year In**
  - ▶ Extended Time
  - ▶ Taken some time for us to get used to the initial pool process
  - ▶ There is an increase in the number of days from entrance to exit (but we are getting faster)
  - ▶ Medication pass review- logistics (computer based)
  - ▶ Kitchen review -logistics (computer based)
  - ▶ Paper and Pen effect



## Long Term Care Survey Updates One Year In/Lessons Learned

Questions?