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

- 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)*

- **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*
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- 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

- 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
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- **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)

- **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

Questions?