

ISDH Long Term Care Newsletter
Issue 2019-09
October 25, 2019

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Centers for Medicare & Medicaid Services (CMS) Update

QSO-20-01-NH – Consumer Alerts added to the *Nursing Home Compare* website and the *Five Star Quality Rating System*

CMS is updating the Nursing Home Compare website to make it easier for consumers to identify facilities with instances of non-compliance related to abuse. CMS has periodically made improvements to the Five Star Quality Rating System and Nursing Home Compare website. Each update has been part of CMS's ongoing effort to improve the information available to consumers and drive quality improvement amongst nursing homes, and this update advances these efforts.

Adding an “abuse icon” to facilities cited for abuse: (Stop hand)

Every nursing home resident deserves to be treated with respect at all times. Abuse is never acceptable and CMS is very concerned about incidents related to abuse (including neglect and exploitation) in nursing homes. CMS is committed to preventing abuse

through a five-part strategy to ensure safety and quality in nursing homes. As part of the strategy, CMS wants to make it easier for consumers to identify facilities with instances of non-compliance related to abuse. In October 2019, CMS will be adding an icon to highlight facilities that meet the following criteria:

1. Facilities cited for abuse where resident(s) were found to be harmed (Scope/Severity of G or higher) on most recent standard survey, or on a complaint survey within the past 12 months; or
2. Facilities cited for abuse where resident(s) were found to be potentially harmed (Scope/Severity of D or higher) on the most recent standard survey or complaint survey within the past 12 months, and on the previous (i.e., second most recent) standard survey or on a complaint survey in the prior 12 months (i.e., from 24 months ago to 12 months ago).

CMS believes this icon will help consumers make informed decision about their health care. To support this CMS will also update a consumer checklist with questions that consumers can use to ask facilities for information about how they prevent abuse. Lastly, CMS believes this action will serve as an additional incentive for facilities to prevent abuse.

[Consumer Checklist](#)

More detailed information available: [QSO-20-01-NH Consumer Alerts added to the Nursing Home Compare website and the Five Star Quality Rating System](#)

QSO-20-02-NH – Updates to the Nursing Home Compare website and the Five Star Quality Rating System

Updates to the Nursing Home Compare website and Five Star Quality Rating System

Removal of quality measures related to pain:

In March 2019, CMS released the CMS Roadmap for Fighting the Opioid Crisis. CMS believes facilities have taken strong actions to prevent the overuse of opioids. However, due to the severity of the Opioid Crisis, CMS want to avoid any potential scenario where a facility's performance on pain quality measures may inappropriately contribute to their decision to seek the administration of an opioid. To support this, CMS will be removing in October 2019 two quality measures:

- Percentage of short-stay residents who report moderate to severe pain.
- Percentage of long-stay residents who report moderate to severe pain.

Increase of Quality Measure (QM) Thresholds

In April 2019, CMS implemented changes to the *Five Star Quality Review System* to help consumers identify differences in quality between facilities, and incentivize quality improvement among facilities. One of these changes was to increase the thresholds for quality measures every six months. This action seeks to drive continuous quality improvement by raising the standards for all facilities to achieve certain ratings. In April 2020, CMS will begin increasing quality measures (QM) thresholds by 50% of the average rate of improvement in QM score, and will do so every six months. In addition to incentivizing continuous quality improvement, this action reduces the need to have larger adjustments to the thresholds in the future.

Nursing Home Compare Update Schedule

Normally, the Nursing Home Compare website and Five Star Quality Rating System are updated the last Wednesday of each month. However, due to the upcoming holidays, the website and rating system will not be updated on its normal schedule. Updates will occur on October 23, 2019, December 4, 2019 and January 29, 2020. Future updates will continue on the last Wednesday of each month.

More detailed information available: [QSO-20-02-NH – Updates to the Nursing Home Compare website and the Five Star Quality Rating System](#)

More information available: "[Five Star Users Guide October 2019](#)"

Civil Money Penalty (CMP) Education Information

Building a Dementia-Competent Nursing Home Workforce

Would you like to participate in a collaboration between the University of Southern Indiana (USI) and Teepa Snow's *Positive Approach® to Care (PAC)* funded by the Indiana State Department of Health?

Building a Dementia-Competent Nursing Home Workforce with Positive Approach® to Care (PAC), is a collaboration with Teepa Snow to improve the lives of people living with dementia and transform the culture of dementia care. This project engages both Nurse Aide Training Programs and their partnering nursing home clinical sites to ensure nurse aides graduate with the necessary person-centered dementia-knowledge provided by PAC.

Approximately 50 participants and 10 Nurse Aide Training Programs have already attended the certification course in 2019. Upcoming certification programs will be held on the following dates in Indiana:

- February 20-21, 2020 – Fort Wayne
- October 22-23, 2020 – Anderson/Muncie
- February 2021 – TBA

This project is funded from an Indiana State Department of Health Civil Money Penalty (CMP) grant. Additional information available: [Building a Dementia-Competent Nursing Home Workforce](#)

For more information about becoming PAC Certified, please visit the [USI website](#), or contact Laura George, USI graduate student, at 812-228-5607, or Katie Ehlman, USI Project Investigator, at 812-461-5332.

Emergency & Disaster Management in Long Term

The Indiana State Department of Health (ISDH) and the University of Indianapolis Center for Aging & Community is conducting an Emergency Disaster Management (EDM) training for long term care professionals in Indiana. This project is funded by an Indiana State Department of Health Civil Money Penalty (CMP) grant.

Participants will gain a deeper understanding of the emergency management process through four phases of preparedness, response, planning and mitigation. The training includes table top exercises, online discussion forums, and traditional content delivery to improve both competency and confidence in meeting and exceeding the Centers for Medicare & Medicaid Services (CMS) standards in emergency management.

Location:

University of Indianapolis Center for Aging & Community
Health Pavilion, room 210
1643 E. Hanna Ave.
Indianapolis, IN 46227

Dates:

November 5 & 19, 2019

Registration is available at: [Emergency Disaster Management for Long Term Care](#)

For more information: Contact Kennedy Doyle, Project Coordinator, University of Indianapolis Center for Aging & Community at doylek@uindy.edu or 317.791.5920

Prevention of Abuse & Neglect

The Indiana State Department of Health (ISDH) is sponsoring a workshop on the prevention of abuse and neglect for long term care professionals in Indiana. The training is provided by the University of Indianapolis Center for Aging & Community. This training is funded by the long term care civil money penalty (CMP) fund. This course will be offered for a total of twelve (12) training workshop throughout the state – three (3) in northern area, six (6) in central area, and three (3) in southern area.

This workshop is designed to serve as an introduction to abuse and neglect prevention with long term care-specific content and examples. Topics covered will include:

- Human dignity
- Identifying signs of abuse and neglect
- Defining, reporting, and responding to situations involving abuse and neglect
- Recognizing and counteracting stress triggers
- Conflict resolution and de-escalation techniques

Who should attend: Long term care professionals interested in the prevention of abuse and neglect.

Date: November 20, 2019

Trainers: Rebecca Bartle, MSN, RN, HFA

Delivery Mode: One-day, face-to-face training session. Class is held 9:00am-4:00pm.

Cost: \$25 + \$3 registration fee (*Refunds will not be granted for cancellations or no shows.*)

Location: Hilton Garden Inn, Columbus / Edinburgh
12210 N. Executive Drive
Edinburgh, IN46124

Registration is available at: [Prevention of Abuse & Neglect](#)

For more information: Contact Kennedy Doyle, Project Coordinator, University of Indianapolis Center for Aging & Community at doylek@uindy.edu or (317) 791- 5920.

Infection Prevention Information

APIC Consumer Alert – Flu Season

Influenza ("the flu") is a serious respiratory disease caused by influenza viruses that can cause mild to severe illness. Seasonal flu activity can begin as early as October and linger as late as May. During the 2017–2018 flu season, the Centers for Disease Control and Prevention (CDC) estimates that the flu was associated with nearly 49 million illnesses, more than 22 million medical visits, nearly one million hospitalizations, and nearly 80,000 deaths in the U.S.

The Association for Professionals in Infection Control and Epidemiology (APIC) has developed an APIC – Consumer Alert related to influenza. The alert includes information related to:

- Annual Seasonal Flu Vaccine
- Policies
- Who is most vulnerable to the flu?
- How do you prevent the spread of flu?
- Additional resources

Additional Information available: [APIC Consumer Alert](#)

Indiana Health Alert Network Advisory – *Candida auris*

The Indiana State Department of Health (ISDH) recently identified a patient infected with *Candida auris* (*C. auris*). This is the second clinical case of *C. auris* that has been identified in Indiana since 2017. In response, ISDH is conducting additional surveillance and targeting high-risk healthcare facilities.

If a case of *C. auris* is identified in a healthcare facility, providers are strongly encouraged to practice strict infection control measures, such as: (1) identifying infected or colonized patients, (2) implementing recommended infection control precautions, (3) ensuring thorough environmental cleaning and disinfection, and (4) notifying the Indiana State Department of Health.

Additional Information Available: [Indiana Health Alert Network Advisory - October 18, 2019– Identification of *Candida auris* in Indiana](#)

Immunization Toolkit and Influenza like Illness (ILI) Outbreak Survey & Toolkit

Last year the Indiana State Department of Health launched the Long-Term Care Facility Healthcare Personnel (LTC HCP) Immunization Toolkit and the Long-Term Care Facility Influenza-like-Illness (LTC ILI) Outbreak Toolkit as a resource and guide for long term care administrators. The LTCF HCP Immunization Toolkit is a resource for administrators to utilize should they wish to implement a plan to increase vaccination rates among staff. The LTCF ILI Outbreak Toolkit is a resource for long term care facilities to utilize should their facility experience an influenza outbreak.

In addition, to ensure quality improvement, the Epidemiology Resource Center (ERC) would like to collect your feedback. If you are an administrator at a long-term care facility, please take a moment to complete both surveys whether or not the toolkits were utilized during last year's 2018-19 flu season.

[Long-term Care Facility Healthcare Personnel Immunization Toolkit Survey](#)

[Long-term Care Facility Influenza-like-Illness Outbreak Toolkit Survey](#)

The ERC also has both toolkits available for the 2019-20 flu season.

[Epidemiology Resource Center \(ERC\) Influenza webpage](#)

[Long-Term Care Facility Healthcare Personnel \(LTC HCP\) Immunization Toolkit](#)

[Influenza-like-Illness \(LTC_ILI\) Outbreak Toolkit](#)

Any questions regarding the survey or the toolkits, please contact Respiratory Epidemiologist, Sara Hallyburton at 317-234-2809 or SHallyburton@isdh.in.gov.

Long Term Care

Qualified Medication Aide (QMA) Annual Inservice Verification Request

In order for a QMA to maintain their certification in the State of Indiana, they are required to complete 6 hours of QMA annual inservice training every calendar year. Inservice topics include medication, medication administration, and QMA scope of practice. The documentation of completed annual inservice hours is the responsibility of the QMA.

The Indiana State Department of Health (ISDH) is required to review a selected number of QMAs for inservice compliance. A random selection of 226 QMAs were notified by the ISDH in September to submit their 2018 Record of Annual Inservice Training. As of October 23, 2019, the ISDH has only received 12 responses. A final notice will be going out to the selected QMAs that have not responded. This notice will be sent the end of October. Failure to submit the requested inservice documentation may result in an investigation of the QMA for misconduct and could result in the loss of their QMA certification.

The ISDH is requesting that facility administration follow up with current QMAs and encourage the submission of their 2018 Record of Annual Inservice Training if requested by ISDH.

Record of Annual Inservice Training form can be mailed to: Indiana State Department of Health, Attn: Ronni Banks, 2 N. Meridian Street, 4B-07, Indianapolis, IN 46204 or email: ISDHLtctrainingprograms@isdh.in.gov.

Any questions, please contact Nancy Gilbert at (317) 233-7445 or ngilbert@isdh.in.gov.