

QUALITY NEWSLETTER

LIFE Armstrong, Beaver, Butler and Lawrence

In this issue:

- What does Quality do
- Center data
- Center success story
- Q&A
- CMS survey updates
- OLTL survey updates
- Updates from the Quality Department

What does Quality do?

Quality is the expected set of outcomes from a service or product. For example, the number of falls we expect to see from each center in a quarter. The quality department collects, analyzes and reports data to the centers and required agencies such as CMS and OLTL. Regularly, center data is given to shareholders and as needed, additional data and reports are completed for audits.

Center Data

An increase in falls across centers has been noted. CMS has also noticed the increase in rate of falls, multiple falls and severity of falls.

Other areas of focus during CMS calls have been pressure ulcers, Level II falls and grievances. OLTL has been looking more closely at Service Determination Requests. All documentation needs to be finalized and loops closed for contacting the family and participants.

“Quality is never an accident. It is always the result of intelligent effort”

-John Ruskin

Center Success Story



All centers have been successful in reaching and going above the benchmark for the immunization rates for Pneumococcal and Influenza. CMS benchmark is 80% and the past two quarters, Butler has been closer to 90% for all participants having a Pneumococcal immunization and an Influenza vaccine.

Q & A

- This section will have any questions that any staff have asked the Quality Department.
- As this is the first newsletter, no questions were presented.



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CMS Survey: Beaver/Lawrence

Audit Elements	Observations	CARs	ICARs
Service Determination Requests, Appeals & Grievances (SDAG)	3	2	0
Provision of Services	3	3	3
Personnel Records	0	0	0
Quality Assessment	0	1	0

Definitions	
Immediate Corrective Action (ICAR)	<ul style="list-style-type: none">Requires immediate correction.Non-compliance poses immediate threat to health & safety that may result in harm or potential harm or inability to receive care/services.
Corrective Action (CAR)	<ul style="list-style-type: none">Must be corrected but not immediate.Non-compliance not immediate threat to health & safety or ability to receive care/services.Lack of or inadequate policies and procedures and/or training/education.
Observation	<ul style="list-style-type: none">Non-compliance not requiring submission of corrective action planSituations do not restrict or limit ability to receive care/ services and is not threat to health & safety

ICAR Findings
Element: Provision of Services
IDT coordination of 24-hour care delivery and services ordered, care planned, and/or approved by IDT must be provided to ensure participants receive medically necessary care & services Maintain complete & accurate medical record that is available to all staff to ensure participants receive appropriate care & services.
Diagnostic & laboratory test results, specialist consultations, and ER/Hospital Discharge summary reports were not completed and/or available in EMR. Medication administration, wound care and home care were not documented in the EMR. ER/Hospital discharge recommendations were not addressed by PCP in EMR. SNF/ECF updated med list/orders/MARS were not available in EMR. Cancelled appointments were not rescheduled resulting in delay of services.

CAR Element	Finding
Quality: Cognitive/Behavioral QI Monitoring	QI data collected & analyzed did not include cognitive/behavioral participant assessments to establish participant outcome measures.
SDAG: Service Determination Request (SDR) approvals	SDR approval notifications did not include explanation of conditions of approval and when participant may expect to receive approved service.
SDAG: Service Determination Request (SDR) denials	SDR denial verbal notifications did not include participant's right to appeal and information about how to appeal the denial.
Provision of Services: Service Determination Requests (SDR)	Participant requests for services documented in EMR were not processed as an SDR

