

QUALITY NEWSLETTER

LIFE Armstrong, Beaver, Butler and Lawrence

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What is my department QI monitor?

- ⇒ Reach out to you Department Manager if you do not know your department QI measures
- ⇒ Department Managers should review quality information with all new hires and, at a minimum annually

Examples:

Transportation: Falls occurring during transport

Nursing: Wound Documentation

Nutritional Services: Significant Weight Loss

“Quality means doing it right when no one is looking”

Henry Ford

Falls Initiative:

- ♦ **Revised Falls Definition:** Unintentional change in position resting on ground, floor, or next lower surface not a result of an overwhelming external force (e.g., person pushes another)
- ♦ **Multiple Falls:** Average 77% of total falls are participants with multiple falls in all centers.
- ♦ **Fall Rate Benchmark:** 2.74-5.48 per 1000 participant days (National PACE Association)

Jan-Mar Quarter: Armstrong: 5.5 Beaver: 7.5 Butler: 6.5 Lawrence: 5.2

Center Success Story



Congratulations to LIFE Beaver and Lawrence Counties on completion of their comprehensive OLTL survey on 4/26/2024.

The surveyor complemented both centers on the great care provided to the participants.

Q & A: How is the Fall Rate calculated?

- It is the # Falls divided by the # of Participant Days multiplied by 1000
- **Participant days:** the number of participants multiplied by the number of days in the month
- The number of falls directly causes the fall rate to increase/decrease not the number of participants.

Example: Fall Rate for July

Center #1: # Falls = 100 # Days in July = 31 July Census: 59
Participant Days: $59 \times 92 = 5,428$
Fall Rate: $100 \text{ divided by } 5,428 \times 1000 = 6.3 \text{ Fall Rate}$

Center #2: # Falls = 125 # Days in July = 31 July Census: 150
Participant Days: $150 \times 92 = 13,800$
Fall Rate: $125 \text{ divided by } 13,800 \times 1000 = 9.1 \text{ fall rate}$

Please submit any questions to qi.questions@lutherseniorlife.org



What is our objective or desired outcome?

Which modifications or actions will help us reach our desired outcome?

How can we determine that our change is an improvement?

Plan Do Act Study

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42 CFR § 460.121 - Service determination process

IDT Assessments:

- ◆ **Only required when an SDR is denied** but can be done with approved requests if needed by the IDT
- ◆ IDT assessments designated in morning meeting minutes or in the EMR must be completed and documented in order to be compliant with the regulation.

Reason for Denying SDR:

- ◆ Must be based upon IDT reassessments completed that determined service is not necessary to maintain or improve participant's overall health status, and **NOT** related to cost or Medicare coverage for the service and must be in an understandable language to participant..

Grievance:

- ◆ Participants that have a grievance can also request a service at the same time
- ◆ **Example:** Complaint that a home visit was missed and wants to add housekeeping and laundry

SDR Extension — IDT Request:

- ◆ Additional information needed by IDT from an individual not directly employed by PACE organization that may change IDT's decision to deny SDR and must be decided prior to the 3 calendar day timeframe.

CMS Survey Ongoing QI Measures

Service Determination Requests (SDR):

- ⇒ SDR/IDT Meeting sheet must be completed & signed by all IDT members

Lab Review:

- ⇒ Lab results are received and scanned into medical record

Consult Review:

- ⇒ Consult recommendations are received and scanned into medical record.

Wound Documentation:

- ⇒ All wound care is documented per physician order

Home Care Sheets:

- ⇒ Home Care documentation matches what is on the care plan

Discharge Summaries:

- ⇒ SNF/Hospital/ LTC admission/discharge documentation reviewed and care plan updated to reflect any changes.

Medication List:

- ⇒ Medication list is updated after each Hospital/SNF discharge



OLTL Comprehensive Audit - Beaver/Lawrence Draft Report of Audit Findings	
Grievances— §460.120 Report grievances at next IDT meeting or within 5 working days, whichever is sooner.	LIFE Lawrence grievances were not reported to the IDT in morning meeting .
Service Requests - §460.121 Denial reason must be based on maintaining or improving participant's overall health status.	LIFE Lawrence written denial notice stated denial was based upon services provided to other LIFE participants in the past."
Infection Control - §460.74 Infection control plan must include procedures to record any incidents of infection.	LIFE Beaver & Lawrence infection control logs for were significantly incomplete throughout review period.