

**You're a Member of the *Advancing Excellence (AE) Campaign: Now What?*  
*How to Enter, Track, and Trend your Data***

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**California LANE  
(Local Area Network for Excellence)**

- Aging Services
- CAHF
- CA Department of Public Health
- CA Coalition for Compassionate Care
- CA Culture Change Coalition
- CALTCM
- CMS Region IX
- HSAG of California (LANE Convener)
- Long Term Care Ombudsman
- Individual members, nursing homes

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## Housekeeping

- The PowerPoint slides for this Webinar are posted at <http://www.hsag.com/canursinghomes/pressureulcers/events.aspx>.
- Post your questions using the chat or Q&A box.
- Questions will be addressed following the Webinar.
- CEU instructions will be provided following the completion of today's Webinar.
  - Health Services Advisory Group, Inc., approved by the California Board of Vocational Nursing, provider number V10664; and the Board of Registered Nursing, provider number CEP 15360; to award 1 Contact Hour of continuing education.

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## Objectives

- Review California's progress in the Campaign
- Understand the opportunities for nursing home quality improvement now that MDS 3.0 is implemented and the QM/QI reports are no longer available.
- Recognize and use data-tracking tools for the Campaign goals.
- Understand how to enter data for selected nursing home goals on the Campaign Web site.

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## Updates by State





HOMEABOUT THE CAMPAIGNRESOURCESPROGRESSFOR PARTICIPANTS

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### Advancing Excellence in America's Nursing Homes

Advancing Excellence in America's Nursing Homes is a [national campaign](#) to encourage, assist and empower nursing homes to improve the quality of care and life for residents.

Comprised of long term care providers, medical professionals, consumers, employees, and state and federal agencies, AE is the largest and first coalition of its kind to measure quality by setting clinical and organizational goals for nursing homes.

The coalition stimulates quality improvements by providing nursing homes with free, current and practical evidence-based [resources](#), empowering residents and their families with education, and helping participants reach their targets. Homes can compare their progress with state and national averages. To see a list of [coalition leaders](#) >

**Register today to help advance excellence!**

Nursing Homes: Register today!	Consumers: Register today!	Staff: Register today!
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[Why register?](#)   [Why register?](#)   [Why register?](#)

RE-ENROLL NOW!

FIND RESOURCES

FIND PARTICIPANTS

SET TARGETS

GET HELP

**NEW!**  
[Fact Sheets for Certified Nursing Assistants](#)

**UPDATES BY STATE**



- Campaign Results  
- Recruitment Levels

LIVE UPDATES

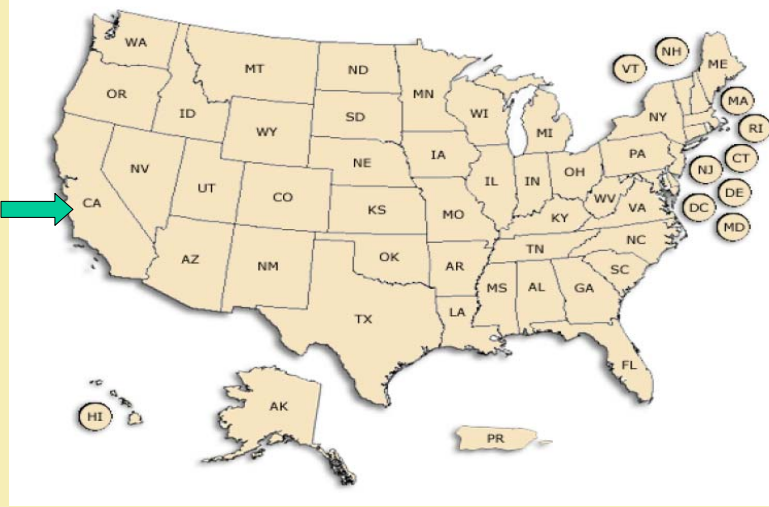
Participating nursing homes in Phase 2:  
27 (0.2%\*)

Participating consumers:  
2233

[www.nhqualitycampaign.org](http://www.nhqualitycampaign.org)

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## Campaign Data by State



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## California Enrollment Statistics

PHASE 2 (OCTOBER 22, 2009 - DECEMBER 31, 2011)	California (CA)	Nation
Participating nursing homes:	415	6665
Percentage of participating nursing homes**:	33.3%	42.4 %
Ranking of goals selected by nursing homes***:	#1 = Goal 4 #2 = Goal 5 #3 = Goal 7 #4 = Goal 8 #5 = Goal 3 #6 = Goal 1 #7 = Goal 2 #8 = Goal 6	#1 = Goal 5 #2 = Goal 4 #3 = Goal 7 #4 = Goal 1 #5 = Goal 8 #6 = Goal 3 #7 = Goal 2 #8 = Goal 6
Participating consumers:	74	2756
Participating nursing home staff:	61	1309

\*\* Denominator is the latest available count of Medicare and/or Medicaid certified nursing homes updated quarterly. Numerator is all registered participants (Medicare and/or Medicaid certified and non certified nursing homes), updated daily.

\*\*\* Goals are: Goal 1 - Staff Turnover; Goal 2 - Consistent Assignment; Goal 3 - Restraints; Goal 4 - Pressure Ulcers; Goal 5 - Pain; Goal 6 - Advance Care Planning; Goal 7 - Resident/Family Satisfaction; Goal 8 - Staff Satisfaction

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## MDS 3.0 Issues

- The MDS 3.0 has been implemented.
- Nursing homes will not receive QM/QI data for approximately 18 months.
- The *AE* Campaign provides individual data-tracking tools for all the clinical goals.
  - Restraints, pressure ulcers, and pain
- The *AE* Campaign provides data-entry tools
  - Consistent assignment
  - Staff turnover
  - Advance care planning
  - Satisfaction: staff, resident, and family

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# Advancing Excellence in America's Nursing Homes Campaign Webinar

## Tools Available for Campaign Goals

GOAL	GENERAL RESOURCES	DATA TRACKING & TRENDING	WEB
1- Staff Turnover	Guide, Intervention Table, Fact Sheets, Tool Kits,	Calculator	Yes
2 – Consistent Assignment	Guide, Webinar, Video, Fact sheets	Calculator	Yes
3 – Restraints	Guide, Intervention Table, Fact Sheets, CMS Letter, Webinar	Tracking Tool	11/1
4 – Pressure Ulcers	Guide, Intervention Table, Webinar, Fact sheets, Video	Tracking Tool	Yes
5 – Pain	Guide, Webinar, Fact sheets, Video	Tracking Tool	11/1
6 – Advance Care Planning	Guide, Fact sheets	Tracking Tool	11/1
7 – Resident/Family Satisfaction	Guide, Survey tool list, Fact sheets, Webinars	Data entry	Yes
8 – Staff Satisfaction	Guide, Survey tool list, Fact sheets	Data entry	Yes

## Goal 1: Staff Turnover

- Goal: Nursing homes will take steps to minimize staff turnover in order to maintain a stable workforce to care for residents.
- Download the [Tool for Calculating Staff Turnover](#)
- Enter monthly numbers from tool into Web site.

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## Goal 2: Consistent Assignment

- Goal: Being regularly cared for by the same caregiver is essential to quality of care and quality of life. To maximize quality, as well as resident and staff relationships, the majority of nursing homes will employ “consistent assignment” of CNAs.
- Download the [Tool for Calculating Consistent Assignment](#) to assist in monitoring and calculating consistent assignment numbers.
- Enter summary numbers into the Web site from the Web site Data Entry tab.

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## Goal 3: Physical Restraints

- Goal: Nursing home residents are independent to the best of their ability and rarely experience daily physical restraints.
- **The tool for the demonstration is not functional, but it will provide an overview of what to expect.**
- **Physical Restraint Calculation Tool available November 1, 2010.**
- **There will NOT be any way to enter data on physical restraints, but you can use this tool to track and trend internally.**

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## Goal 5: Pain

- Goal: Nursing home residents will receive appropriate care to prevent and minimize episodes of moderate or severe pain. Objectives for long stay and short stay are slightly different.
- **The tool for the demonstration is not functional, but it will provide an overview of what to expect.**
- **Pain Management Tool available November 1, 2010.**
- **There will NOT be any way to enter data on physical pain, but you can use this tool to track and trend internally.**

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## Goal 6: Advance Care Planning

- Goal: Following admission and prior to completing or updating the plan of care, all nursing home residents will have the opportunity to discuss their goals for care, including their preferences for advance care planning with an appropriate member of the health care team. Those preferences should be recorded in their medical record and used in the development of their plan of care.
- **This is another nonfunctional tool, which will be available soon.**
  - Advance Care Planning Tool available November 1, 2010.

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## Goal 6: Advance Care Planning (cont'd)

11/2010	
1.	Total number of residents in your nursing home on the last day of each month: <input type="text"/>
2.	Number of newly admitted or re-admitted residents during the month: <input type="text"/>
3.	Number of newly admitted or re-admitted residents during the month with a discussion regarding their resident-focused Advance Care Plans documented in their Medical Record (i.e., resident preferences for daily care such as pain management, nutrition, activities, bathing, etc.): <input type="text"/>
4.	Number of newly admitted or re-admitted residents during the month with signed Advance Care Plans in their Medical Record (including a resident's or identified guardian's signature): <input type="text"/>
5.	Number of newly admitted or re-admitted residents during the month with end of life plans (i.e., advanced directives, living will, physician-directed orders-POLST, MOLST, etc.): <input type="text"/>

Submit 11/2010 ACP

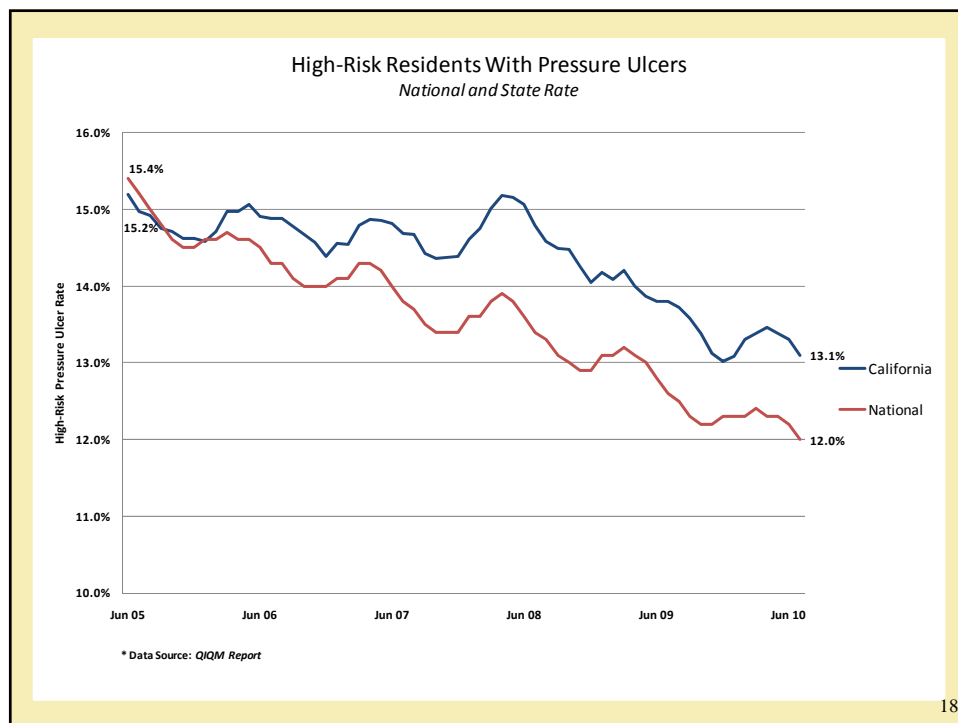
Reset

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## Goal 4: Pressure Ulcers

- Goal: Nursing home residents receive appropriate care to prevent and appropriately treat pressure ulcers when they develop.
- Current State Rate: 13.1 percent
- Current National Rate: 12 percent
- Use the [Pressure Ulcer Admitted vs. Acquired Tracking Tool](#) to track pressure ulcers that are admitted from another setting or acquired in-house.
- Campaign staff members are working on a revised tool that will assist tracking residents with ongoing pressure ulcers.

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## Goal 4: Pressure Ulcers (cont'd)

- Share [Pressure Ulcer Admitted vs. Acquired Tracking Tool](#)

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## Goal 7: Resident/Family Satisfaction

- Goal: Almost all nursing homes will assess resident and family experience of care and incorporate this information into their quality improvement activities.
  1. Distribute a resident/family satisfaction survey.
  2. Analyze results.
  3. Incorporate results into quality improvement efforts.
  4. Enter data into the *AE* Web site.


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## Resources

### Goal 7: Resident/Family Satisfaction


- [Implementation Guide](#)
- [Considerations in Survey Selection and Implementation for Nursing Home Surveys](#)
- [Nursing Home Satisfaction Survey Tools \(PDF\)](#)  
This document contains a list of tools for measuring resident and/or family satisfaction. These tools can be helpful for conducting satisfaction surveys to satisfy the requirements of Goal #7.
- [Fact Sheet](#) for consumers
- [Fact Sheet](#) for nursing home staff members
- Webinar: Resident Satisfaction , Part 1, held on February 3, 2009. Download the [PowerPoint](#) (or [PDF version](#)) presentation, and the audio recording [may take a few minutes to load] in four segments:
  - [Part 1 Beverley Laubert](#)
  - [Part 2 Mary Tellis-Navak](#)
  - [Part 3 Craiq \(Nursing home resident from Arkansas\)](#)
  - [Part 4 Lonnie Bisbano](#)
- Webinar: Part 2 of the Resident Satisfaction Webinar, held on February 26, 2009, provided in-depth information about resident satisfaction including measuring satisfaction in residents with dementia. Download the [PowerPoint](#) (or [PDF version](#)) presentation and the [audio recording](#) [may take a few minutes to load].

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in America's Nursing Homes

Making nursing homes better places to live, work and visit.



HOME
ABOUT THE CAMPAIGN
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FOR PARTICIPANTS

- Enter My Data
- Set My Targets
- View My Progress
- Update My Profile
- Update My Goal Selection
- Logout

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#### Enter Data for Selected Goals

Tools for collecting and/or reporting data for organizational goals 1, 2, 6, 7, and 8 are available below. The campaign uses the CMS publicly reported Quality Measures for goals 3 through 5; nursing homes do not need to enter data for these goals.

**Goal 3 Restraints:** Nursing home residents are independent to the best of their ability and rarely experience daily physical restraints. \*

**Goal 5A Chronic Care Pain:** Long Stay (longer than 90 days) nursing home residents will receive appropriate care to prevent and minimize episodes of moderate or severe pain. \*


**Goal 5B Post-Acute Care Pain:** People who come from a hospital to a nursing homes for a short stay will receive appropriate care to prevent and minimize episodes of moderate or severe pain. \*

**Goal 7 Resident/Family Satisfaction:** Almost all nursing homes will assess resident and family experience of care and incorporate this information into their quality improvement activities.  
[Submit Data](#)

[Check progress on your selected goals.](#) (The data may take several seconds to display).


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### Goal 7 - Resident/Family Satisfaction

Nursing home staff will assess resident and family experience of care and incorporate this information into their quality improvement activities.

Select a quarter and year from the list to load any previously entered data for that time period and enable data entry in the table. After entering data for a quarter, click the Submit button to save your data.

First Quarter
2010

Did your nursing home administer a resident satisfaction survey during this quarter to any resident?  Yes  No

Did your nursing home administer a family satisfaction during this quarter to any family member?  Yes  No

If no to both questions above, please click the Submit Data button below - no further information needed.

What was the average number of residents in your nursing home during this quarter?

Did you use one of the recommended surveys from the website resources?  Yes  No

Check all surveys that were used.

- Arizona Long Term Care System for the Elderly and Physically Disabled (ALTCS-EPD) - family survey
- Arizona Long Term Care System for the Elderly and Physically Disabled (ALTCS-EPD) -

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Check All Surveys That Were Used

- Arizona Long Term Care System for the Elderly and Physically Disabled (ALTCS-EPD) - family survey
- Arizona Long Term Care System for the Elderly and Physically Disabled (ALTCS-EPD) - resident survey
- CAHPS Nursing Home Survey: Family Member Instrument
- CAHPS Nursing Home Survey: Long Stay Resident Instrument
- Eden Warmth Tool Elder Questionnaire
- Eden Warmth Tool Family Questionnaire
- Gallup Consulting - family survey
- Gallup Consulting - resident survey
- Life Services Network - Confidence Satisfaction Surveys, family
- Life Services Network - Confidence Satisfaction Surveys, resident
- Market Decisions - Family Nursing Home Satisfaction Survey
- Market Decisions - resident survey
- MyInnerview - family survey
- MyInnerview - resident survey
- NRC Picker - family survey
- NRC Picker - resident survey
- Nursing Facility-Family Satisfaction Survey (NF-FSQ)

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## Check All Surveys That Were Used (cont'd)

<input type="checkbox"/> Ohio Department of Aging Family Satisfaction Survey	
<input type="checkbox"/> Ohio Department of Aging Resident Satisfaction Survey	
<input type="checkbox"/> Press Ganey - family survey	
<input type="checkbox"/> Press Ganey - resident survey	
<input type="checkbox"/> Resident Satisfaction Survey	
<input type="checkbox"/> Rutgers Satisfaction Assessment Tool - Nursing Home Resident	
<input type="checkbox"/> Synovate	
<input type="checkbox"/> Vital Research Discharge Questionnaire for Short-Stay/Rehabilitation	
<input type="checkbox"/> Vital Research Family Satisfaction Questionnaire for Nursing Homes	
<input type="checkbox"/> Vital Research Resident Interview Guide	
<input type="checkbox"/> uSPEQ Consumer Experience Survey Version 2.0	
<input type="checkbox"/> Resident survey designed by my nursing home	
<input type="checkbox"/> Family survey designed by my nursing home	
<input type="checkbox"/> Other	
If Other, please specify:	<input style="width: 100px;" type="text"/>

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## Goal 7: Resident/Family Satisfaction Data Entry

How many residents were administered a satisfaction survey this quarter?	<input style="width: 100%;" type="text"/>
How many family members were administered a satisfaction survey this quarter?	<input style="width: 100%;" type="text"/>
How many residents returned the satisfaction survey this quarter?	<input style="width: 100%;" type="text"/>
How many family members returned the satisfaction survey this quarter?	<input style="width: 100%;" type="text"/>
Did your nursing home analyze the survey results and integrate the findings into the quality improvement program?	<input type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

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## Goal 8: Staff Satisfaction

- Goal: Almost all nursing homes will assess staff satisfaction with their work environment at least annually and upon separation and incorporate this information into their quality improvement activities.
  1. Distribute the staff satisfaction survey.
  2. Analyze results.
  3. Incorporate results into quality improvement efforts.
  4. Enter data into the *AE* Web site.

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## Goal 8: Staff Satisfaction Data Entry

Please answer the following questions for the selected quarter and year and click the Submit Data button.

Did your nursing home administer a staff satisfaction survey during this quarter to any staff?	<input type="radio"/> Yes <input type="radio"/> No
If no please click the Submit Data button below - no further information needed.	
What was the average number of staff in your nursing home during this quarter?	<input type="text"/>
Did you use one of the recommended surveys from the website resources?	<input type="radio"/> Yes <input type="radio"/> No
Check all surveys that were used:	

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## Check All Surveys That Were Used

<input type="checkbox"/> Intrinsic/Extrinsic Job Satisfaction
<input type="checkbox"/> Employee Opinion Survey
<input type="checkbox"/> Job Satisfaction Questionnaire
<input type="checkbox"/> Swedish Satisfaction with Nursing Care and Work Assessment Scale
<input type="checkbox"/> Job Description Index
<input type="checkbox"/> HomeHealthcare Nurses' Job Satisfaction Scale (HHNJS) & Mueller and McCloskey Satisfaction Scale (MMSS)
<input type="checkbox"/> Kiefer et al (2005)
<input type="checkbox"/> The Eden Warmth Survey - Employees
<input type="checkbox"/> Gallup Consulting
<input type="checkbox"/> Life Services Network Confidence Satisfaction Surveys
<input type="checkbox"/> MyInnerview
<input type="checkbox"/> NRC Picker
<input type="checkbox"/> Press Ganey Employee Partnership Survey
<input type="checkbox"/> Vital Research - Work Life Satisfaction and Engagement Survey
<input type="checkbox"/> Staff survey designed by my nursing home
<input type="checkbox"/> Other
If Other, please specify: <input type="text"/>

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## Goal 8: Staff Satisfaction Data Entry

How many staff were administered a satisfaction survey this quarter?	<input type="text"/>
How many staff returned the satisfaction survey this quarter?	<input type="text"/>
Did your nursing home analyze the survey results and integrate the findings into the quality improvement program?	<input type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

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## Conclusion

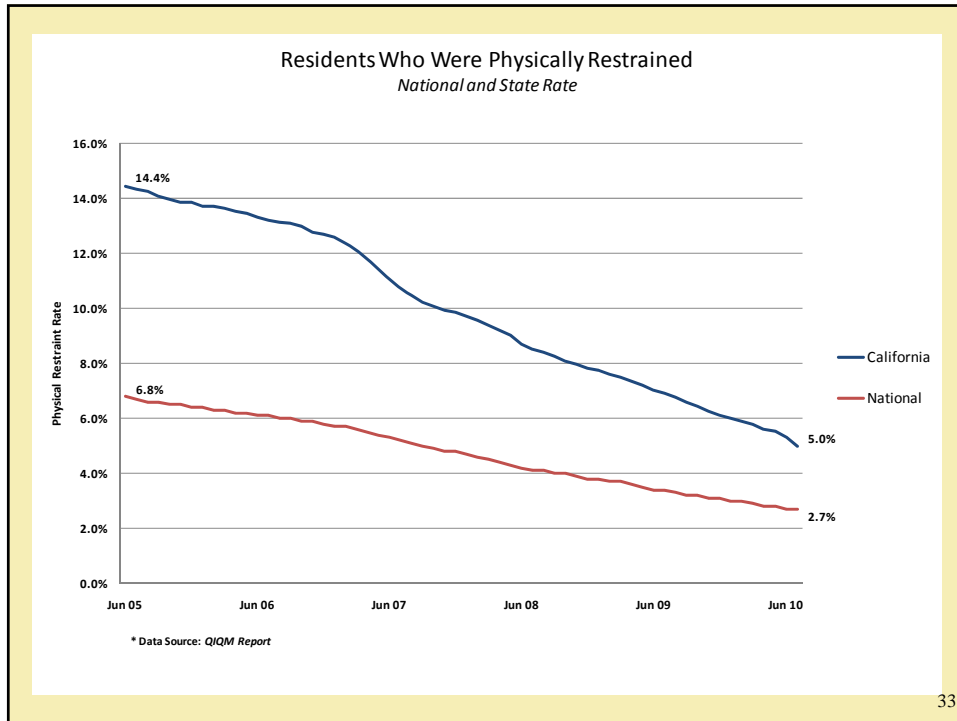
- The *AE* Campaign encourages nursing homes to focus on the following organizational goals:
  - Consistent assignment.
  - Staff turnover.
  - Advance care planning.
  - Satisfaction: resident, family, and staff.
- Improvement in these areas will support and reinforce improvement in the clinical areas.
- **Data entry of the organizational goals on the Web site is essential for benchmarking.**
- While QM/QI reports are unavailable, the tracking tools can be used to track your own data.

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## Accelerating LANE Performance Challenge

- Goal: From October 1, 2010, to March 31, 2011, California will reduce the number of residents physically restrained from 5.3 percent to 4.8 percent.
- Current State Rate: 5.0 percent
- Current National Rate: 2.7 percent

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## Next Webinar

- Topic: Advance Care Planning
- Speakers: Coalition for Compassionate Care of California
- Date: To Be Announced



## Questions

- Please post your questions in the chat or Q&A box to the right of your screen.
- This Webinar was recorded and will be placed on the HSAG Web site, along with the PowerPoint slides, within a week at:  
<http://www.hsag.com/canursinghomes/pressureulcers/events.aspx>.
- You will receive an e-mail containing a SurveyMonkey link to receive your CEUs.
- Please complete the pop-up survey following the completion of this Webinar.

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***Thank you for Supporting the  
Advancing Excellence Campaign***



[www.nhqualitycampaign.org](http://www.nhqualitycampaign.org)

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**This material was prepared in part by Health Services Advisory Group of California, Inc., the Medicare Quality Improvement Organization for California, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy.  
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