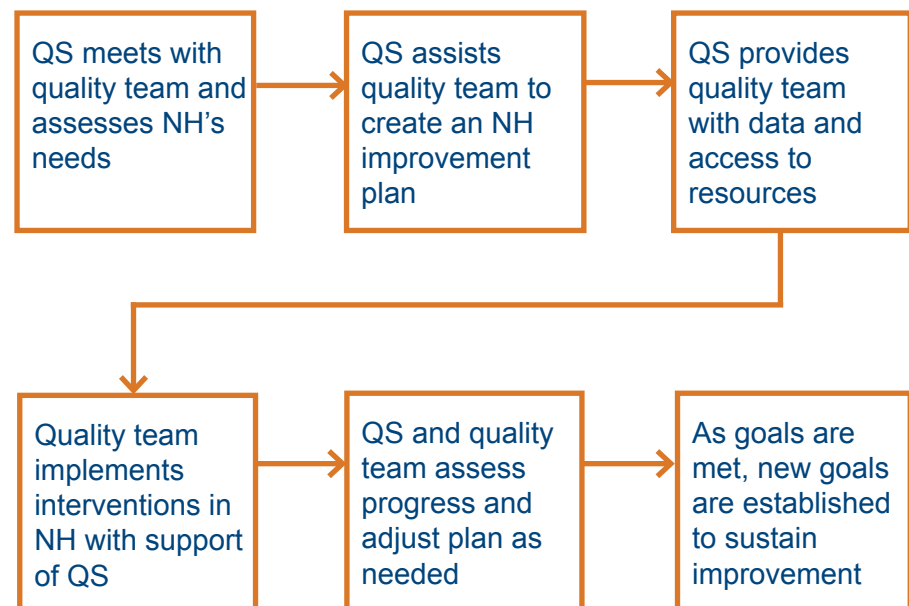


You and Your Quality Specialist: Partners in Providing High-Quality Care

Your HSAG-California Quality Specialist (QS) is a skilled professional trained to partner with your nursing home to help you reduce healthcare-acquired conditions and improve care for residents. Your QS will provide your institution with a broad range of valuable services—at no cost to you. These services include:

- Conducting needs analyses.
- Consulting with nursing home director, director of nursing, and front-line staff.
- Sharing and interpreting quality data for your nursing home.
- Connecting your nursing home with other care providers to share knowledge and resources.
- Providing access to evidence-based tools and resources.

The Quality Improvement Process



We convene providers, practitioners, and patients to build and share knowledge, spread best practices, and achieve rapid, wide-scale improvements in patient care, increases in population health, and decreases in health care costs for all Americans.



Making Nursing Homes Safer for Residents



“We will not become safe until we choose to become safe.”

Donald M. Berwick, MD, MPP
Administrator, Centers for Medicare & Medicaid Services

Lucian L. Leape, MD
Department of Health Policy and Management
Harvard School of Public Health



Reducing Healthcare-Acquired Conditions: a National Priority

Healthcare-acquired conditions (HACs) are among the leading causes of morbidity and mortality in long-term care facilities in the United States. For example, the Centers for Disease Control and Prevention estimates that about 1,800 older adults living in nursing homes die each year from fall-related injuries. Healthcare-associated infections, including catheter-associated urinary tract infections (CAUTIs) and pressure ulcers, are the most common types of HACs in the United States. In addition to the potentially devastating impact of HACs on the lives of residents and their families, the financial costs are enormous. It is estimated that HACs lead to an additional \$17.1 billion in health care expenditures annually.

The **Reducing Healthcare–Acquired Conditions** Project is a Centers for Medicare & Medicaid Services (CMS) three-year national initiative focused on dramatically reducing the rate of HACs in nursing homes. In California, the Project is being facilitated by Health Services Advisory Group of California, Inc. (HSAG-California), the Medicare Quality Improvement Organization for California.

Ambitious Goals

Providers who join the Reducing HACs Project will work to achieve substantial reductions in all HACs, with a particular emphasis on:

- Pressure ulcers.
- Physical restraints.
- Falls.
- CAUTIs.

The Project will also focus on increasing influenza vaccination rates, reducing staff turnover, and creating consistent assignment for direct-care staff.



Frequently Asked Questions

How will our participation help us improve our HAC rates?

Nursing homes will have the opportunity to learn from nationally recognized speakers, collaborate with skilled HSAG-California team members, and share tools, techniques, results, and best practices with other long-term care providers.

In addition, participating nursing homes will receive technical assistance with Minimum Data Set (MDS) 3.0 reporting, as well as California Department of Public Health (CDPH) requirements.

How much does it cost to participate?

There are no charges or fees for training, materials, or consultative services provided to participating nursing homes.

Which members of the nursing home staff should work on the Reducing HACs Project?

The ambitious goals being pursued by the Reducing HACs Project require the involvement and commitment of the entire resident care team and administrative leadership. This includes everyone from

The Business Case for Improving Care

Providing better care and reducing healthcare-acquired conditions actually costs less. For example, it can cost as much as \$19,000 to treat a single stage 4 pressure ulcer. In addition, nursing homes that provide high-quality care also have reduced operating costs and an improved reputation in their communities.

Quality in nursing home care is gaining increased attention nationwide, with many media outlets reporting on providers who are fined or sanctioned by the state and CMS. The spotlight on nursing home abuses has increased pressure on providers to improve the quality of care they deliver to residents.

HSAG-California is ready to help you reduce HACs and improve care for residents. This includes support from highly trained quality specialists, as well as access to data and evidence-based tools and resources.

corporate management, the nursing home administrator, director of nursing, and certified nurse assistants. Teams that make changes with support at all organizational levels have the greatest success and sustainability in making quality improvements.

What is the role of the nursing home administrator?

The involvement of the administrator greatly impacts the success of a project. We strongly encourage your administrator to stay well informed of the nursing home's progress and receive regular updates on HAC results in order to maximize the benefit of the Project.

What other CMS-sponsored patient safety initiatives are underway in California?

The Reducing HACs Project is just one of several patient safety and prevention projects that HSAG-California will facilitate on behalf of CMS. They include:

- Improving care transitions/reducing readmissions.
- Reducing adverse drug events.
- Quality reporting and improvement.
- Improving prevention and early diagnosis.

Providers may be invited to participate in multiple projects, depending on need.

Join the Reducing HACs Project

Please have your nursing home administrator and director of nursing sign and return the completed Reducing HACs Project Participation Agreement. It's that simple!

For additional information, contact Thomas E. Carter, MA, MSPH, CPHQ, RAC-CT, Program Director, Nursing Home, Patient Safety, at (818) 265-4643 or tcarter@hsag.com.

