

**Welcome to The Health Services Advisory
Group (HSAG) of California, Inc.**

**Nursing Home Quality
Improvement Collaborative
Learning Session 4**

Please take a moment to complete your pre-test.

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**HSAG of California—The Medicare
Quality Improvement Organization
(QIO) for California**

- The Centers for Medicare & Medicaid Services (CMS) issues 53 QIO contracts (one for each state, D.C., Puerto Rico, and the U.S. Virgin Islands)
 - Health Services Holdings, Inc. (HSH)—HSAG of California’s parent company—holds QIO contracts in Arizona, California, and Florida
- Three-year QIO contracts are called Scopes of Work (SoWs)—currently in the 9SoW
 - August 2008 through July 2011

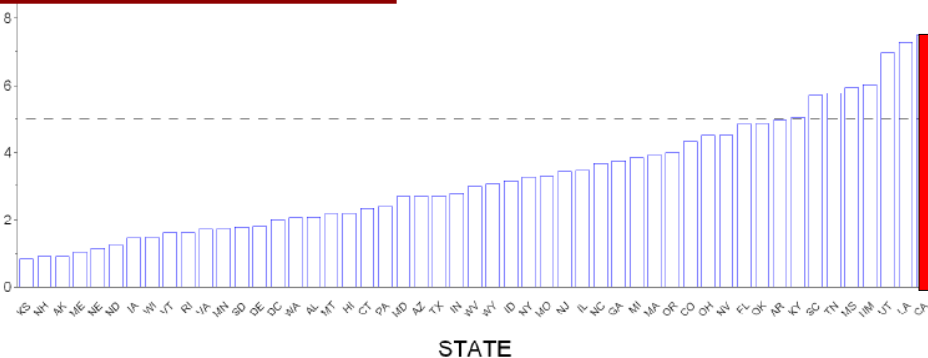
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HSAG of California's Targeted Counties

- 62 Hospitals
- 61 Nursing Homes
 - Fresno
 - Kern
 - Los Angeles
 - Orange
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego

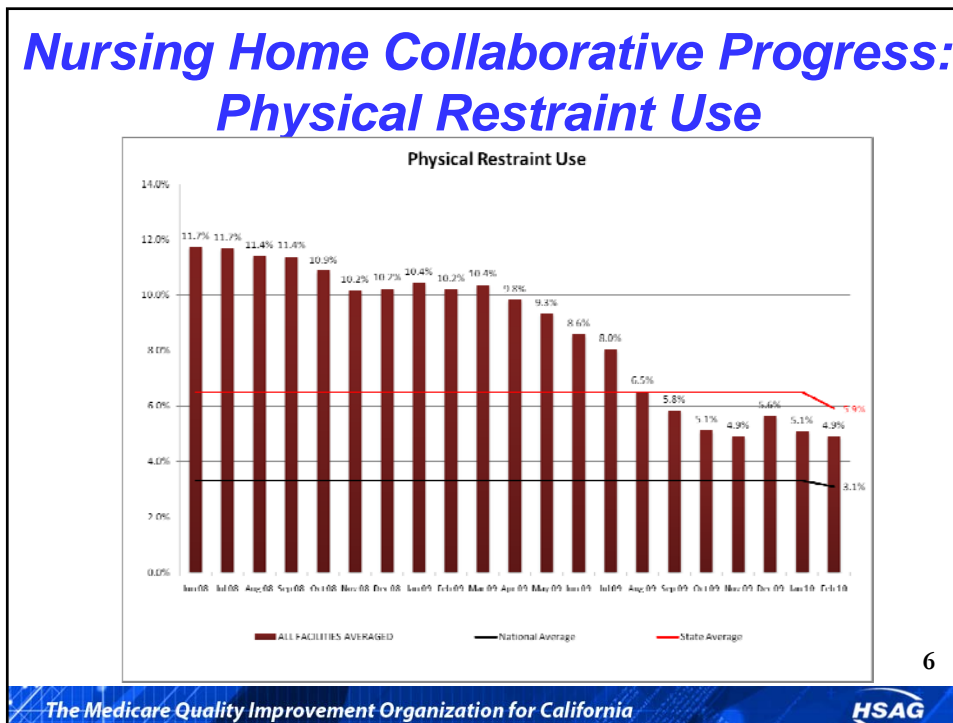
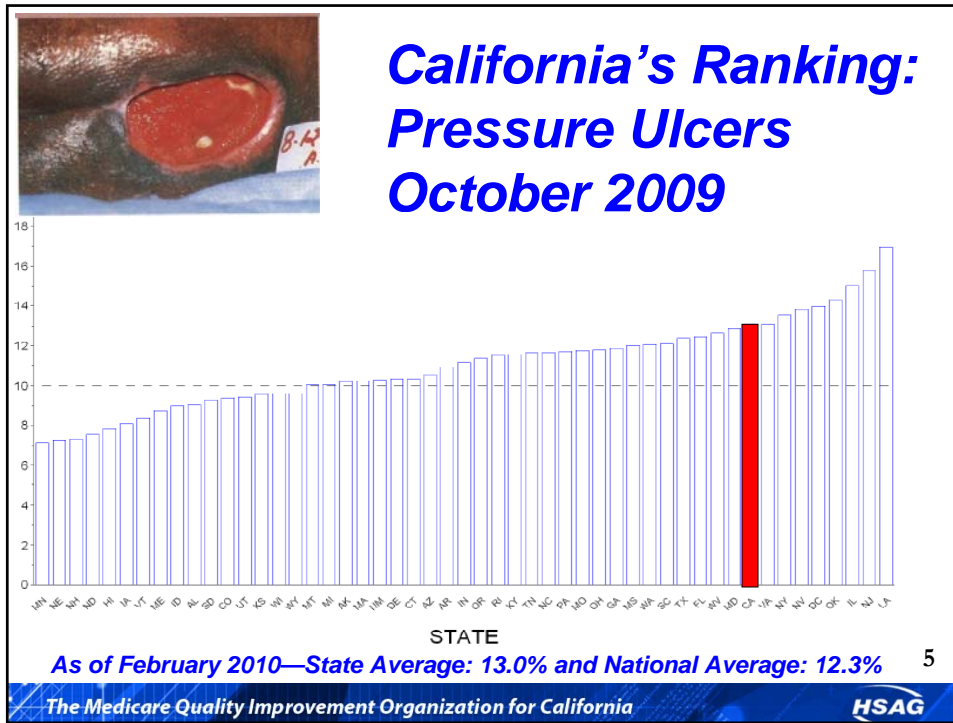


California's Ranking: Physical Restraints October 2009

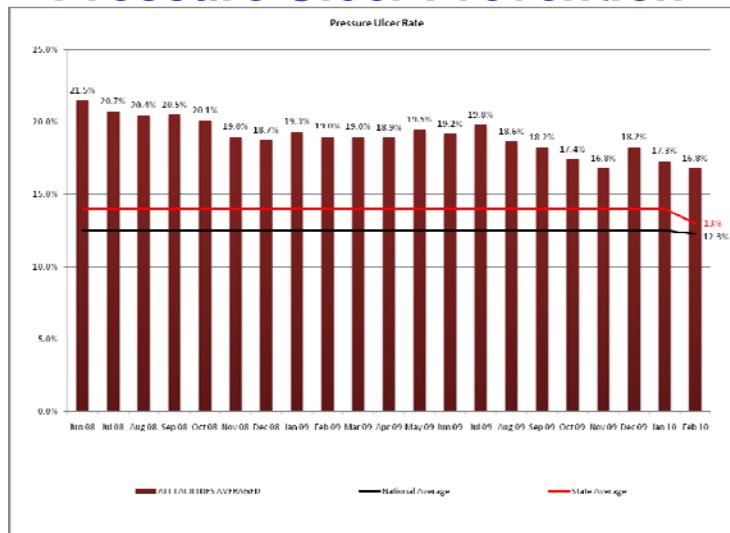


As of February 2010—State Average: 5.9% and National Average: 3.1%

Nursing Home Quality Improvement Collaborative
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Nursing Home Collaborative Progress: Pressure Ulcer Prevention



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Objectives: Coordination of Care Across Settings

- Understand key components of **regulatory compliance** for the physical restraint and pressure ulcer quality measures.
- Learn how select California nursing homes **reduced their physical restraints**.
- Understand the importance of hydrating skin, handling fragile skin, and providing adequate nutrition in **pressure ulcer prevention**.
- **Identify and prevent common MDS coding errors** to improve reporting accuracy for the pressure ulcer and physical restraint quality measures.

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Today's Agenda

- Physical Restraint Reduction and Pressure Ulcer Prevention: Regulations and Beyond
- Pressure Ulcer Prevention Educational Module: The Skin Care Fair
- Common MDS Coding Errors and Utilizing the QI/QM Report to Your Advantage
- Restraint Reduction Panel: Tales from the Trail
- Next Steps, Post-Test, and Evaluation

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Introducing HSAG of California's Team

- Tom Carter, MA, MSPH
- Lindsay Holland, MHA
- Charisse Cassell, BSN, MPH
- Maridette Schloe, BA
- Darla Farrell, RN, BS, MBA
- Mary Sherman, BS
- Sheila Gray, BSHCA
- Jennifer Wieckowski, MSG
- Susan Hiyama, RN, MSN, CPHQ

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Who Is Here Today?

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Announcements

- Cell phones (turn off or set to vibrate)
- Parking
- Restroom logistics
- Lunch at noon
- Please complete the evaluation so we can improve our learning sessions
- Awards will be presented at the end
- CEUs and certificates will be on the back table at the end of the learning session

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Over 1 million drug-related injuries occur every year in health care settings. The Institute of Medicine estimates that at least a quarter of these injuries are preventable.

To find out how to prevent medication errors, go to
<http://www.hsag.com/camedicare/drugsafety.aspx>



www.hsag.com

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The Medicare Quality Improvement Organization for California

HSAG