MOVING FORWARD

NURSING HOME QUALITY COALITION

Re-Envisioning Elder Care Conference

GWEP of Florida State University
& Nova Southeastern University

Alice Bonner, Chair
Isaac Longobardi, Director

September 8, 2023

Agenda

Welcome

Moving Forward Coalition Overview

Action Plan Deep Dives

       CNA Career Pathways

       Ownership Accountability & Transparency

       Resident Councils

Discussion

What's one thing
you would change to improve
older adults' experiences
in nursing homes?

Here are just three ideas we've heard from residents:

- ✓ Residents thought care planning scheduling could be more inclusive.
- ✓ Residents suggested more active and person-centered roommate matching systems.
- ✓ Residents wanted a more formal system to advocate for one another – not just themselves.

Could the nursing home where you work take on one of these issues?

The NASEM Report
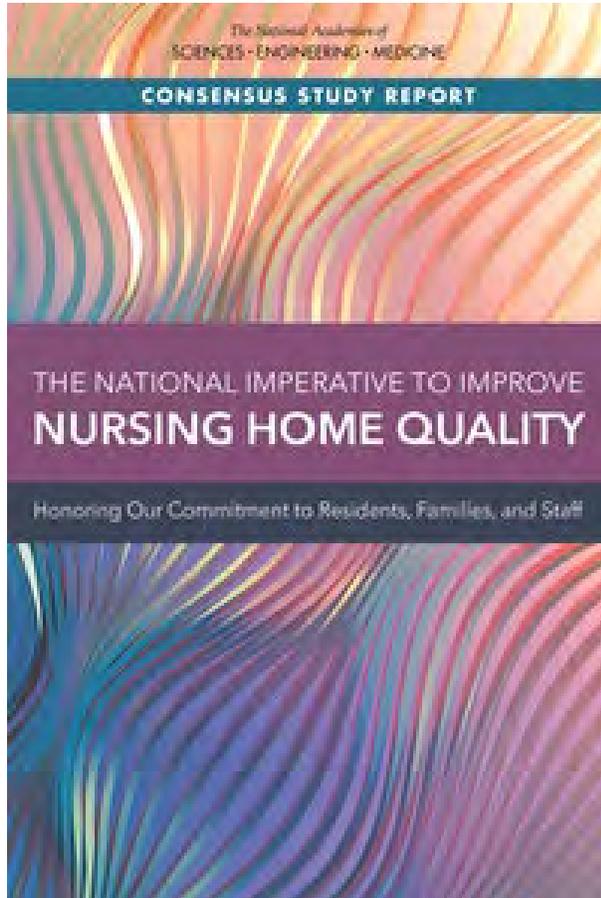
"The way the U.S. finances, delivers, and regulates care in nursing home settings is ineffective, inefficient, fragmented, and unsustainable."

– National Academies of Sciences, Engineering, and Medicine (NASEM) Report

Who We Are

The Moving Forward Coalition is a group of individuals and organizations that have come together to drive specific, actionable improvements in nursing home quality, while building a sustainable network to continue this vital work.

In the first two years, our purpose is to develop, test, and promote action plans to improve nursing home resident quality of life.

Our Vision and Mission

Our vision is that every nursing home will be a community in which lives are nurtured, residents are empowered, and where people want to work.

Our mission is that we will make vital changes in policy and practice through the power of bringing diverse voices together **now.**

Our Journey

Phase 1
June-Sept 2022
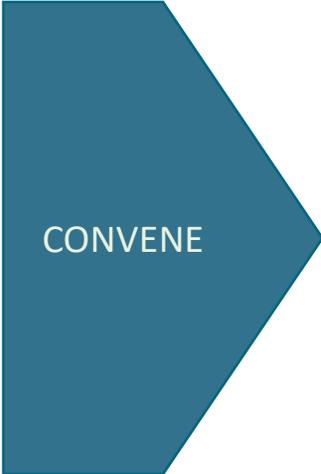
Phase 2
Sept-Nov 2022

Phase 3
Dec-June 2023

Phase 4
July 2023-June 2024
Currently here

CONVENE

PRIORITIZE

CREATE ACTION PLANS

ENGAGE NURSING HOME RESIDENTS, STAFF, ADVOCATES, THE PUBLIC

TEST & PROMOTE

ENGAGE POLICYMAKERS, PROVIDERS, RESEARCHERS
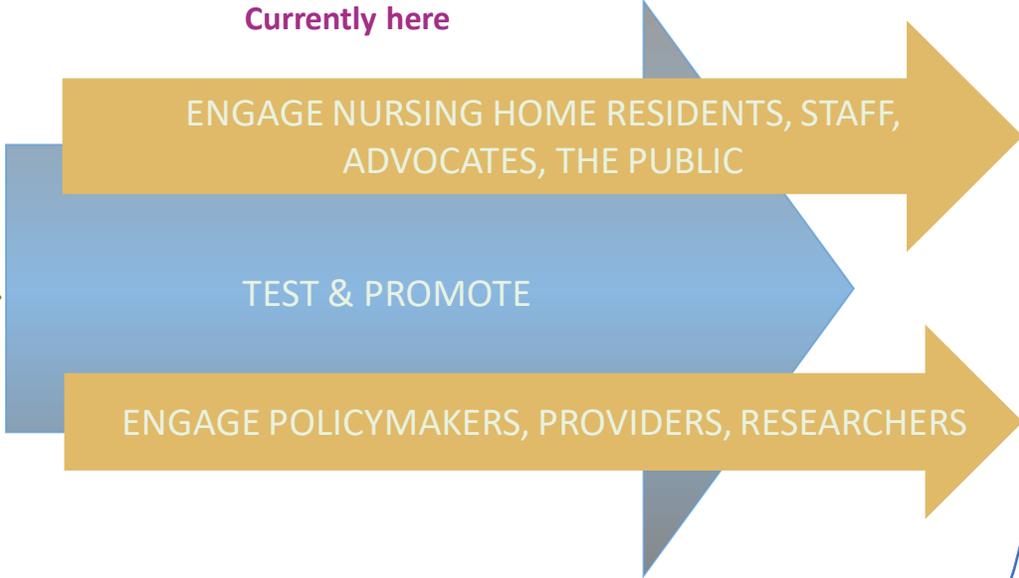
Develop a sustainable process for continued collaboration
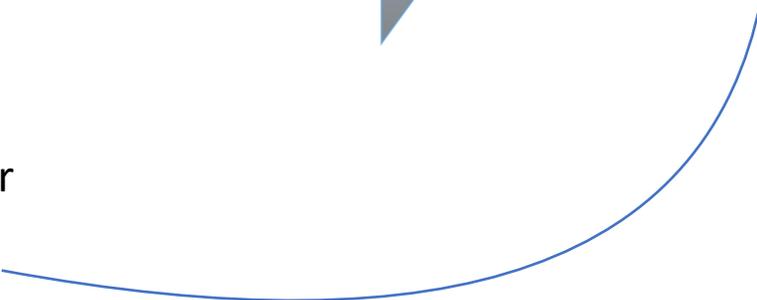
Convened Diverse Working Committees

State Agency and Surveyor
Vendor
Policymaker
Labor or Union
Direct Care Staff (CNAs, RNs, Physicians)
Consultant/Academic/Researcher/Think Tank
Resident
Licensed Nursing Home Administrator or Provider
Advocate or Ombudsman
Professional Association Staff
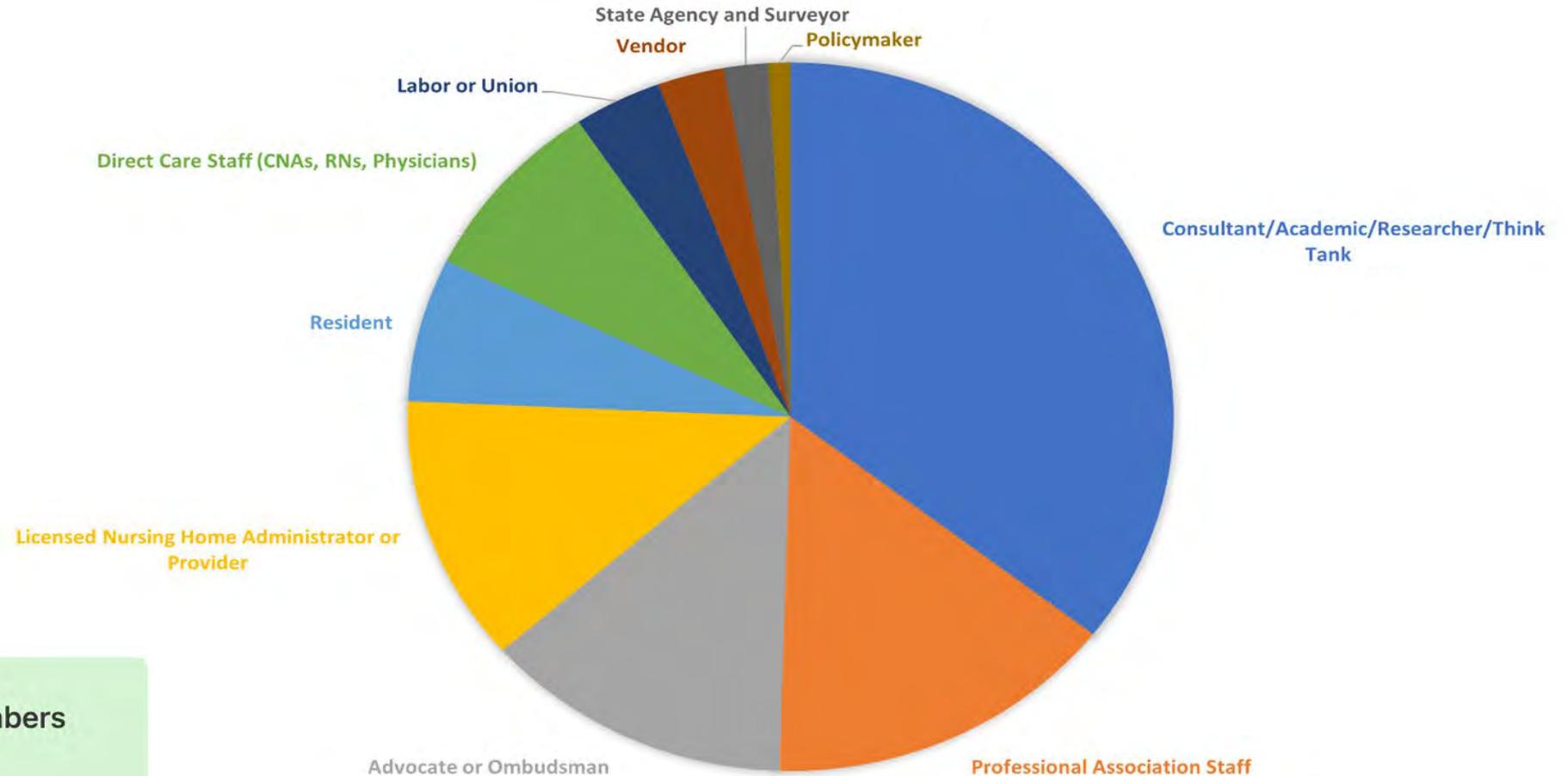
Total Committee Members

128

Prioritized NASEM Recommendations

Equity

Sustainability

Feasibility

Collaboration

MOVING FORWARD
NURSING HOME QUALITY COALITION

Updated Priorities
February 1st, 2023

Committee #7 | Health Information Technology

The following document has been revised based on community feedback and ongoing committee discussion.

The document is broken down into two parts: an executive summary and the original, detailed committee submission. Since original committee submissions often contain technical references, we've provided the executive summary for broader understanding of the priority recommendation.

Executive Summary

Health Information Technology (HIT) may be a set of tools and processes (a system) to improve workflow and nursing home resident quality of life. We propose a short-term (two years) path resulting in some HIT adoption, and a long-term path (up to five years) to stimulate more extensive HIT adoption in all nursing homes. *These two approaches will promote certified EHR adoption in nursing homes and more direct care worker time with residents.*

Short-Term Priority
Use HIT to gather each resident's goals, preferences, and priorities (GPP). Develop a description of GPP and then develop and test a process to collect data that relies on the individual resident and their caregivers, thereby reducing the total data collection burden on staff.

Developed Our Action Plans

Emerging Research

New Partnerships

Committee Collaboration

What Matters

Action Plan Questions
- ❑ What can the Coalition accomplish in 1-2 years?
- ❑ What do we need to do it?
- ❑ What are the steps along the way?

Shared 9 Powerful Action Plans

Improving CNA Compensation with Medicaid Quality Incentive Payments	Expanding CNA Career Pathways	Enhancing Surveyor Training on Person-Centered Care
Designing a Targeted Nursing Home Recertification Survey	Increasing Ownership Data Transparency and Accountability	Financing Household Models and Physical Plant Improvements
Developing a Nursing Home Health IT Readiness Guide	Strengthening Resident Councils	Addressing Residents' Goals, Preferences & Priorities

Our Supporting Organizations

40 organizations and counting have signed on as official supporting organizations of the Coalitions work. We are building and strengthening action-oriented partnerships with many more.

A Broad and Deep Approach to Policymaker Engagement

The Coalition has developed relationships with policymakers in state and federal agencies that we will deepen in year two.
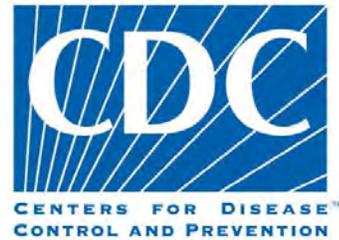
3 Examples of Action Plans

Expanding CNA Career Pathways

GOAL

Work with key stakeholders to develop a standardized CNA career pathway model under the Registered Apprenticeship program framework, then pilot and evaluate in one state.

Different Types of Registered Apprenticeship Program (RAP) & Career Pathway Models

Train to certification with Registered Apprenticeship

UnitedHealth Group (CMA)

Center for Caregiver Advancement / SEIU (CNA)

IMPART Alliance (HHA)

AHCA/Equus

Career Pathway for Existing CNAs No Apprenticeship

Indiana CNA-to-licensed nursing bridge program (partnership with state community college network)

Quality Care Health Foundation/NAHCA California Pilot

Career Pathway for Existing CNAs with Registered Apprenticeship

LeadingAge Minnesota
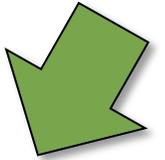
AHCA/Equus

SEVEN COMPONENTS OF
REGISTERED APPRENTICESHIP

Industry-Led

Paid Job

Structured On-the-Job Learning/Mentorship

Supplemental Education

Diversity

Quality & Safety

Nationally-Recognized Credentials

APPRENTICESHIPUSA

THE NATIONAL REGISTERED APPRENTICESHIP SYSTEM: ACCESS OUR NETWORK OF CONSULTANTS AND RESOURCES

Office of Apprenticeship (OA) | Recognized State Apprenticeship Agencies (SAA)

The National Registered Apprenticeship System engages a broad range of stakeholders and partners including employers, industry associations, labor, education providers, Apprenticeship Industry Intermediaries, State Apprenticeship Agencies, and other Registered Apprenticeship stakeholders, grantees, and sponsors. There are Registered Apprenticeship experts in every state who are available to assist organizations interested in developing Registered Apprenticeship programs.

EMPLOYERS HAVE REPORTED THE FOLLOWING INDIRECT BENEFITS FOR THEIR APPRENTICESHIP PROGRAMS:

Improved company culture
96%

Improved pipeline of skilled workers
91%

Improved employee loyalty
91%

Improved co-worker productivity
87%

Reduced turnover
81%

Product or process innovation
78%

Future manager development
76%

More on-time delivery
74%

Reduced downtime
68%

We're Getting Started in *Florida*

We have begun conducting outreach:

- LeadingAge Florida

- Florida Health Care Association

- Dr. Christopher Cogle, Professor, University of Florida and Director, Florida Health Policy Leadership Academy; Florida Medicaid

- Florida American Medical Directors Association

- Alliant Health Solutions (QIN-QIO)

- State Office of Apprenticeships

We plan to reach out to additional Florida workforce organizations in the next few months

Increasing Transparency and Accountability of Ownership Data

GOAL

Conduct a regulatory scan of existing ownership oversight roles (documented in an organizational graphic), including the intersection of federal agencies, exemplar state agencies, and other governing bodies responsible for nursing home data transparency and accountability.

GOAL

Design and test a blueprint for optimal nursing home ownership transparency that defines persons or entities exercising operational, financial, or managerial control over nursing homes by February 1, 2024. This blueprint will reflect new standards that make clear who owns each nursing home.

Federal Action: Progress this Year

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop C2-21-16
Baltimore, Maryland 21244-1850

Center for Clinical Standards and Quality

Ref: QSO-23-18-NH

DATE: June 28, 2023

TO: State Survey Agency Directors

FROM: Directors, Quality, Safety & Oversight Group (QSOG) and Survey & Operations Group (SOG)

SUBJECT: Posting of Nursing Home Ownership/Operatorship Affiliation Data on Nursing Home Care Compare Website and data.cms.gov

February: CMS released proposed rule to require nursing homes report related parties.

June: CMS released proposed rule to share ownership information on Care Compare.

Federal Action: Aspirations Going Forward

Intended Long-Term Federal Action

The Coalition hopes to see the following by July 2025:

- Nursing homes will provide ownership information (including links to other nursing homes nationwide in which owners have a stake) with supporting documents, beyond current self-reporting requirements. The Coalition will offer to work with CMS, CPI, and other federal or state agencies to achieve this goal, including updating or revising regulations.

- There will be clear time parameters and penalties for failure to comply with reporting requirements under Section 6101 of the Affordable Care Act, including penalties for submitting false or misleading information or failure to submit any information. States will be audited by CMS to determine whether they are up to date with cost report reviews and enforcement for non-compliant nursing homes.

- There will be routine CMS and/or state auditing to verify whether ownership information being reported by nursing homes is complete and accurate.

- Ownership information will be publicly reported in an accessible manner using easily interpretable terms (e.g., on Care Compare).

Clinicians Taking Action!
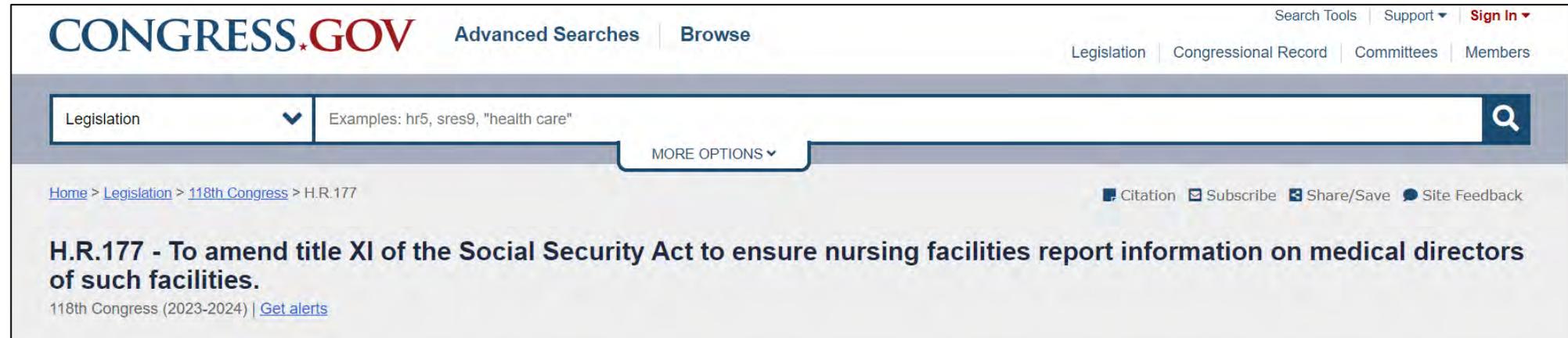
H.R.177 - To amend title XI of the Social Security Act to ensure nursing facilities report information on medical directors of such facilities.

"Seniors and their families deserve the opportunity to choose a nursing home with full knowledge and transparency about the medical director on staff," said Rep. Levin. "It's unacceptable that some nursing homes do not provide a full public accounting of who their medical director is. Our bipartisan bill will rectify that and require transparency that families need to have faith in their nursing homes."

Current Work: Documenting State Policy

❑ What percentage of owners are reported? Are owners of affiliated, related, or other controlling entities reported?

❑ Do nursing homes need to get newly licensed when ownership changes? At what point in the process of a sale, is the state notified?

❑ Does the state have a way to identify common ownership between nursing homes? If so, is it easily accessible information?

❑ Does the licensing agency screen owners? Do they use out-of-state information or only in-state information?

❑ Does the attorney general have the legal authority to oversee or intervene in change of ownership? If so, how is this authority used?

❑ What information is available to the public? What information is easily accessible to the public?

Strengthening Resident Councils

GOAL

Assemble a well-researched step-by-step resident council guide for nursing home staff, residents, and community members that will be pilot tested in at least 1-2 nursing homes. The resource guide will be used to assist nursing homes to implement, sustain, and continually improve an effective, person-centered resident council.

The Coalition's Resident Engagement

60+ Residents Nationwide

Intentional Outreach

MetaStar
GUIDING CHANGE IN HEALTH CARE SINCE 1973

Barbara Bowers
Steering Committee Member

Resident Councils: Beyond Feedback

✓Welcoming new residents

✓Community building

✓Updating residents on changing policy within the nursing home and beyond

✓Helping residents be self-advocates

✓Evaluating resident satisfaction

✓Supporting community stewardship in changing and emergent situations

✓Celebrating staff and others in the community

CALTCM
California Association of Long Term Care Medicine

Connecticut LTCOP
Long Term Care Ombudsman Program

Establishing a Pilot

The Coalition is working with 3 nursing homes on shaping a resident council guide and is looking to begin testing the guide in those homes in the next few months.

Discussion
Q&A

Thank you!

Discussion Q&A
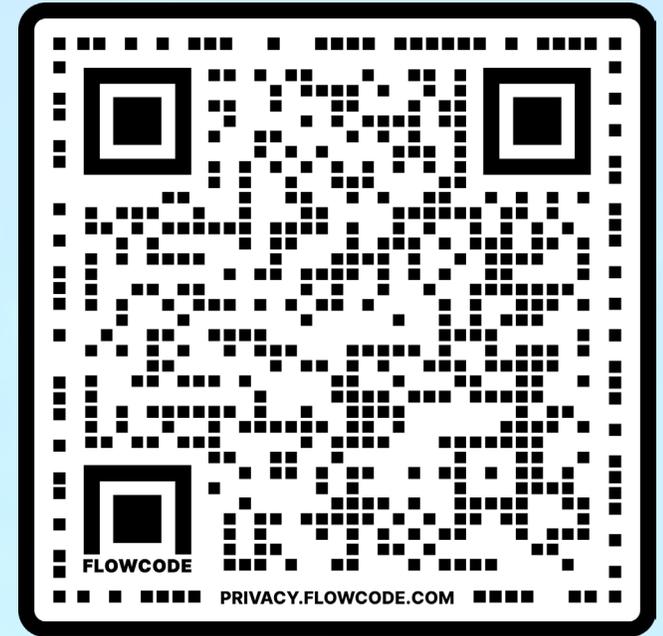
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The Sky Is the Limit!

FLOWCODE
PRIVACY.FLOWCODE.COM