

Asia Forum on Ageing 09

National Standards

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Vision

Residents-First Policy

Quality



Taking care of our elders, of other people's parents and loved ones, is the highest moral work that we can do...

Bill Thomas

What are Traditional Ways of Measuring Quality?

- Regulation/Licensure
- Accreditation
- Risk Management
- Quality Control
- Quality Assurance

Regulation

- Mandated by government
- Sets a “floor” or baseline of performance that all must meet
- Can be perceived as punitive
- Usually measures the absence of quality

US Regulation of Nursing Homes

- Federal system and a state system
- Payment (reimbursement) is dependent on compliance with standards.
- Nursing homes are the second most regulated industry in the nation.
- Regulation started because of poor care and “horror stories.”

1/8/19 188 regulations – some are prescriptive and

Mapping & Directions

Overall Rating


 3 out of 5 stars
Health Inspections

 3 out of 5 stars

Total Number of Health Deficiencies	20
Date of Last Standard Health Inspection	01/18/2008
Quality Indicator Survey	No
Dates of Complaint Investigations	07/01/2007-09/30/2008
Range of Health Deficiencies in Maryland	0-48

[View Health Inspections Details](#)**Nursing Home Staffing**

 2 out of 5 stars

RN Staff Only ¹	 1 out of 5 stars
Total Number of Residents	237
Total Number of Licensed Nurse Staff Hours per Resident per Day	1 hour 32 minutes
RN Hours per Resident per Day	20 minutes
LPN/LVN Hours per Resident per Day	1 hour 12 minutes
CNA Hours per Resident per Day	2 hours 35 minutes

[How to Read Staffing Chart | About Staff Roles](#)**Quality Measures**

 4 out of 5 stars
 Select All**Long-Stay Residents****Note:** For the following measures, **higher percentages are better.**[Read why Quality Measures are important to you](#)

<input type="checkbox"/> Percent of long-stay residents given influenza vaccination during the flu season	86%
<input type="checkbox"/> Percent of long-stay residents who were assessed and given pneumococcal vaccination	83%

Note: For the following measures, **lower percentages are better.**[Read why Quality Measures are important to you](#)

<input type="checkbox"/> Percent of long-stay residents whose need for help with daily activities has increased	5%
<input type="checkbox"/> Percent of long-stay residents who have moderate to severe pain	0%

Step 3: Compare Nursing Homes

[Return To Previous Page](#)

The 1 nursing home you selected to compare is displayed in the table below. To view more detailed information about a specific nursing home, click on the name of the nursing home.

[Show All](#) | [Hide All](#)

Your Selected Nursing Homes

KESWICK MULTI-CARE CENTER
 700 WEST 40TH STREET
 BALTIMORE, MD 21211
 (410) 235-8860

[Mapping & Directions](#)

Overall Rating	☆☆☆ 3 out of 5 stars
Health Inspections	☆☆☆ 3 out of 5 stars
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Select All

Long-Stay Residents

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Note: For the following measures, lower percentages are better. [Read why Quality Measures are important to you](#)

<input type="checkbox"/> Percent of long-stay residents whose need for help with daily activities has increased	5%
<input type="checkbox"/> Percent of long-stay residents who have moderate to severe pain	0%

<input type="checkbox"/> Percent of high-risk long-stay residents who have pressure sores	14%
<input type="checkbox"/> Percent of low-risk long-stay residents who have pressure sores	2%
<input type="checkbox"/> Percent of long-stay residents who were physically restrained	3%
<input type="checkbox"/> Percent of long-stay residents who are more depressed or anxious	4%
<input type="checkbox"/> Percent of low-risk long-stay residents who lose control of their bowels or bladder	45%
<input type="checkbox"/> Percent of long-stay residents who have/had a catheter inserted and left in their bladder	3%
<input type="checkbox"/> Percent of long-stay residents who spend most of their time in bed or in a chair	0%
<input type="checkbox"/> Percent of long-stay residents whose ability to move about in and around their room got worse	6%
<input type="checkbox"/> Percent of long-stay residents who had a urinary tract infection	13%
<input type="checkbox"/> Percent of long-stay residents who lose too much weight	7%

Select All

Short-Stay Residents

Note: For the following measures, **higher percentages are better.** [Read why Quality Measures are important to you](#)

<input type="checkbox"/> Percent of short-stay residents given influenza vaccination during the flu season	60%
<input type="checkbox"/> Percent of short-stay residents who were assessed and given pneumococcal vaccination	46%

Note: For the following measures, **lower percentages are better.** [Read why Quality Measures are important to you](#)

<input type="checkbox"/> Percent of short-stay residents who have delirium	1%
<input type="checkbox"/> Percent of short-stay residents who had moderate to severe pain	3%
<input type="checkbox"/> Percent of short-stay residents who have pressure sores	16%

Fire Safety Inspections

0 Fire Safety Deficiencies

Automatic Sprinkler Systems in All Required Areas	Fully Sprinklered
Date of Last Standard Fire Inspection	01/18/2008
Dates of Complaint Investigations	07/01/2007-09/30/2008
Range of Fire Safety Deficiencies in Maryland	0-20

[View Fire Safety Inspection Details](#)

Nursing Home Characteristics

Program Participation	Medicare and Medicaid
Number of Certified Beds	242 Certified Beds
Type of Ownership	For profit - Individual
Continuing Care Retirement Community	No
Resident & Family Councils	Resident & Family Councils
Located in a Hospital	No

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Accreditation

- Voluntary
- Standards of performance are set by external coalitions of stakeholders
- Standards are developed by consensus
- Compliance may be uneven
- Considered a “Stamp of Approval”

Quality Assurance

- Makes sure that care meets certain criteria that are pre-defined or pre-selected
- Comparison is to a standard that is frequently external and reflects current norms
- Quality improvement and quality assurance are complementary
- Not sure how much it does to improve quality

Risk Management

- Focused on an adverse event or mistake
- Purpose is to minimize financial liability to the provider
- Quality improvement is restricted to reported and or identified events or to those that someone knows about

1/8/09 May or may not improve quality 12/12

Quality Improvement

- Involves staff at all levels in the organization to understand problems and the processes of work
- Includes collecting and analyzing data
- Generates and tests hypotheses about the causes of problems,
- Uses data, and

Quality Improvement

- Focus is on enhancing quality, “raising the bar”
- Routine, ongoing, structured (makes it *continuous*),
- Focus is on processes,
- Based on benchmarks, data and measurement

Defining National Standards

- Unfortunately we define standards because something is not happening...
- Standards are usually written for those that do not comply rather than those that do

• The Public is concerned

All kinds of standards...

- Number of pillows per person
- Length of time between meals
- Number of people per bedroom
- How medications are dispensed
- Types of food
- Nutritional assessments

1/8/09

• Emergency preparedness plans

Types of Standards

- *Prescriptive*: The nursing home shall maintain a staffing ratio of 4.0 certified nursing assistant hours per day.
- *Outcome –based*: The nursing home shall have sufficient staff to meet the needs of the residents.

Domains of Care

- Environmental
 - Number of Pillows
 - Width of hallways
 - Life Safety/ Fire Safety
- Quality of Care
 - Pressure Ulcers
 - Restraints/Falls

The Challenge is to create national standards that ...

- Demonstrate accountability and transparency
- Are reasonable and ensure quality of care and life
- Promote creativity and flexibility and
- Emphasize continuous quality

As you develop standards,

- Always, always focus on what is best for the resident or individual.
- Don't create a system that is focused on survey and fear.
- Remember quantity of anything does not mean quality.
- Have a balance of quality assurance

1/8/09 (regulation or national standards) and internal

Using Data

- Make sure that it is valid, accurate and says what you want it to.
- Standardize reporting methods
- Reward accurate reporting

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“ In long-term care, love matters. And the heart of the problem is, institutions can't love. When we rethink our mass institutionalization of elders, when we do these things, we're not just making a better life for the elderly, we're making life better for everybody in every part of society.”

Bill Thomas