



150 YEARS
OF ADVANCING
PUBLIC
HEALTH

Massachusetts Department of Public Health

Department Efforts to Address Quality of Care in Massachusetts Nursing Homes

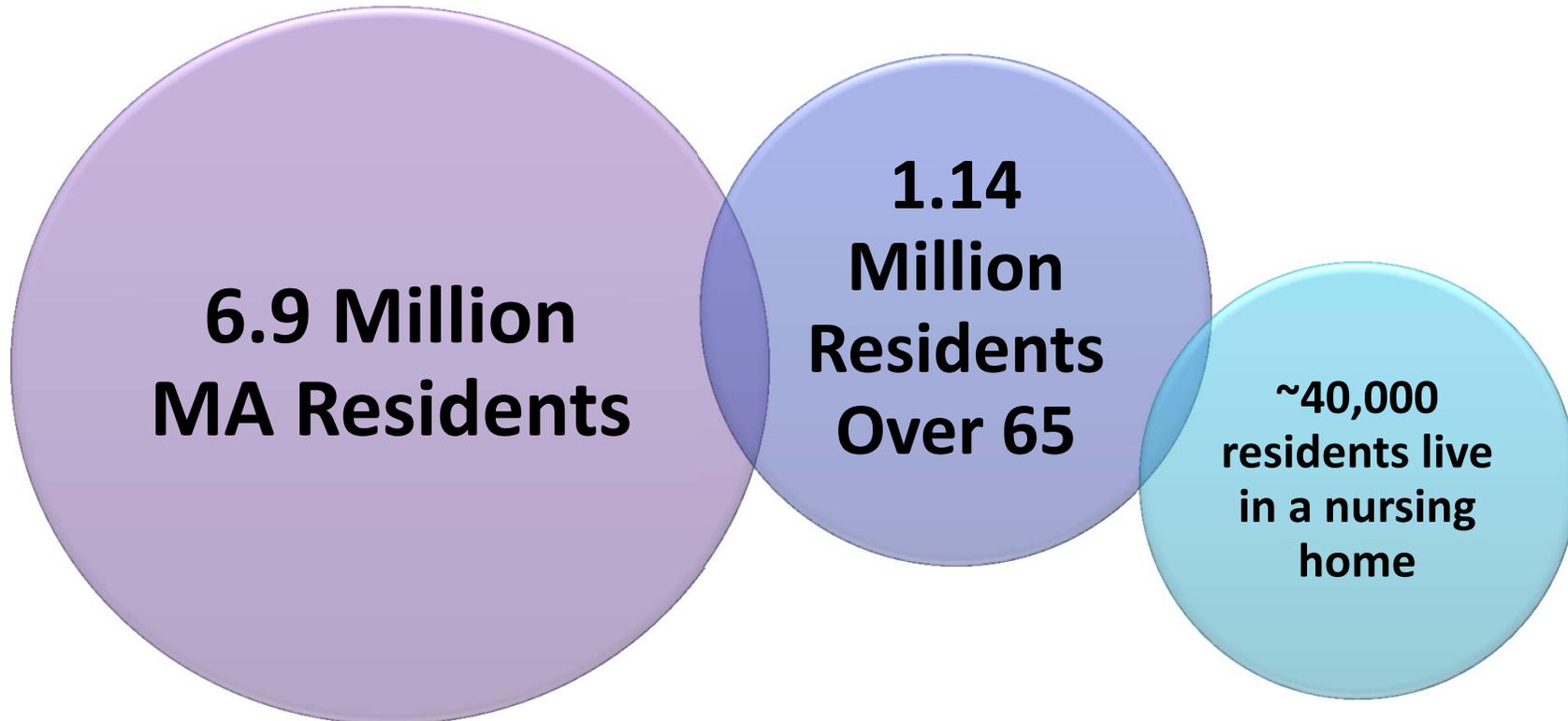
Public Health Council
February 13, 2019

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Director, Bureau of Health Care Safety and
Quality

Agenda

- Massachusetts population and nursing home overview
- Survey process and federal rules changes
- Transparency, Safety and Quality Commitment
- Nursing Home Survey Performance Tool
- Quality improvement initiatives:
Supportive Planning and Operations Team (SPOT)

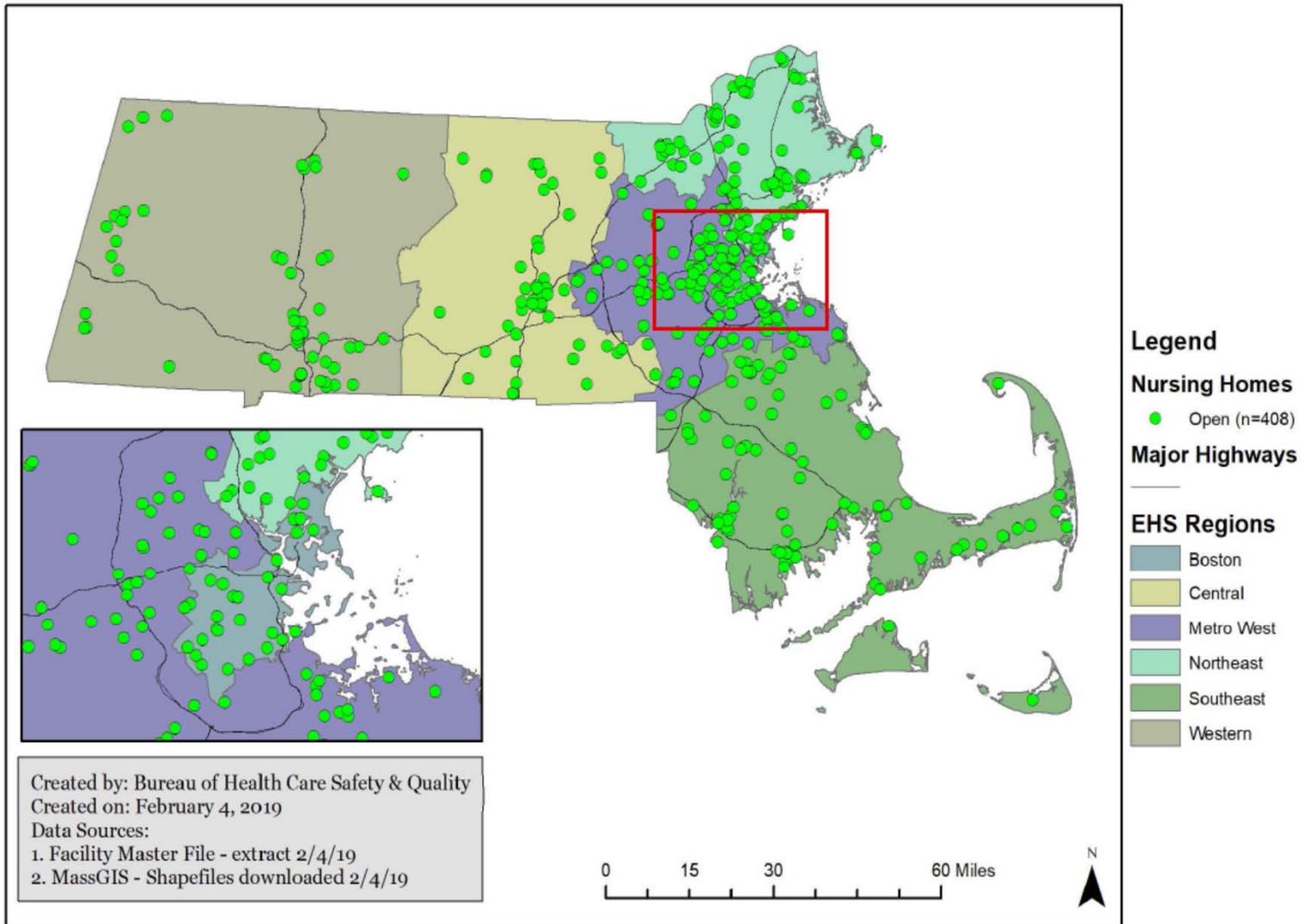
Massachusetts Population



¹US Census Estimates 2018 <https://www.census.gov/quickfacts/ma>
Donahue Institute, UMass, Massachusetts Population Estimates, 2018
[CMS Provider Information for 2017](#)

Operating Nursing Homes in MA

As of February 2019



Background: DPH Oversight

The Bureau of Health Care Safety and Quality (BHCSQ) ensures compliance with federal and state regulations through its three oversight units:

- **Licensure:**
 - Oversees transfer of ownership and suitability determinations
 - Conducts initial licensure visits and evaluates changes to licensure as appropriate
- **Survey Operations/Certification:**
 - Conducts an onsite recertification inspection of all nursing homes every 9-15 months
 - During the onsite inspection, surveyors evaluate life safety, administration, nursing, resident rights, food service, and environment
- **Complaints:**
 - Receives and responds to consumer allegations and facility-reported incidents, conducting onsite complaint investigations when necessary

New Resident-Centered Process and Rules for Surveying Nursing Homes

- On November 28, 2017, DPH surveyors began surveying Massachusetts nursing homes using a computer based, resident-centered inspection process
- Specific changes include:
 - More surveyor floor time to interview residents and conduct direct observations of care
 - Surveyors independently tour the nursing home upon start of the survey
 - Use of software to improve efficiency and workflow
 - Updated regulations where surveyors observe, evaluate and document a wider range of care areas and issues

Nursing Home Survey Performance Tool

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Town/Facility Name	Complaints	Enforcements	Administration	Nursing	Residents Rights	Food Service	Environment	Total
STATEWIDE AVERAGE	Y/N	Y/N	34	31	26	11	19	121
MAXIMUM SCORE POSSIBLE	Y/N	Y/N	39	33	27	12	21	132
ALLIANCE HEALTH AT ABBOTT	NO	NO	36	32	25	10	20	123

Facility Performance

ALLIANCE HEALTH AT ABBOTT
28 ESSEX STREET
LYNN , MASSACHUSETTS 01902
TELEPHONE: (781)595-5500

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<u>Standard Survey Dates:</u>	05/17/2018	03/02/2017	04/07/2016
<u>Complaint Investigation(s):</u>	No key deficiencies cited as a result of complaint investigation		
<u>Change of Ownership:</u>	No Change of Ownership in reported time period		
<u>Enforcement:</u>			
<u>Jeopardy:</u>	No Jeopardy Actions in reported time period		
<u>Substandard Quality of Care</u>	No Substandard Quality of Care Actions in reported time period		
<u>Termination</u>	No Termination Actions in reported time period		
<u>Denial of Payments</u>	No Denial of Payments Actions in reported time period		
<u>Admission Freeze</u>	No Admission Freeze Actions in reported time period		

OVERALL PERFORMANCE SUMMARY

RESULTS : Standard Survey - 124 of 132 Met Complaint Investigation Deficiencies - 0
Score after adjustment for Scope and Severity : 123

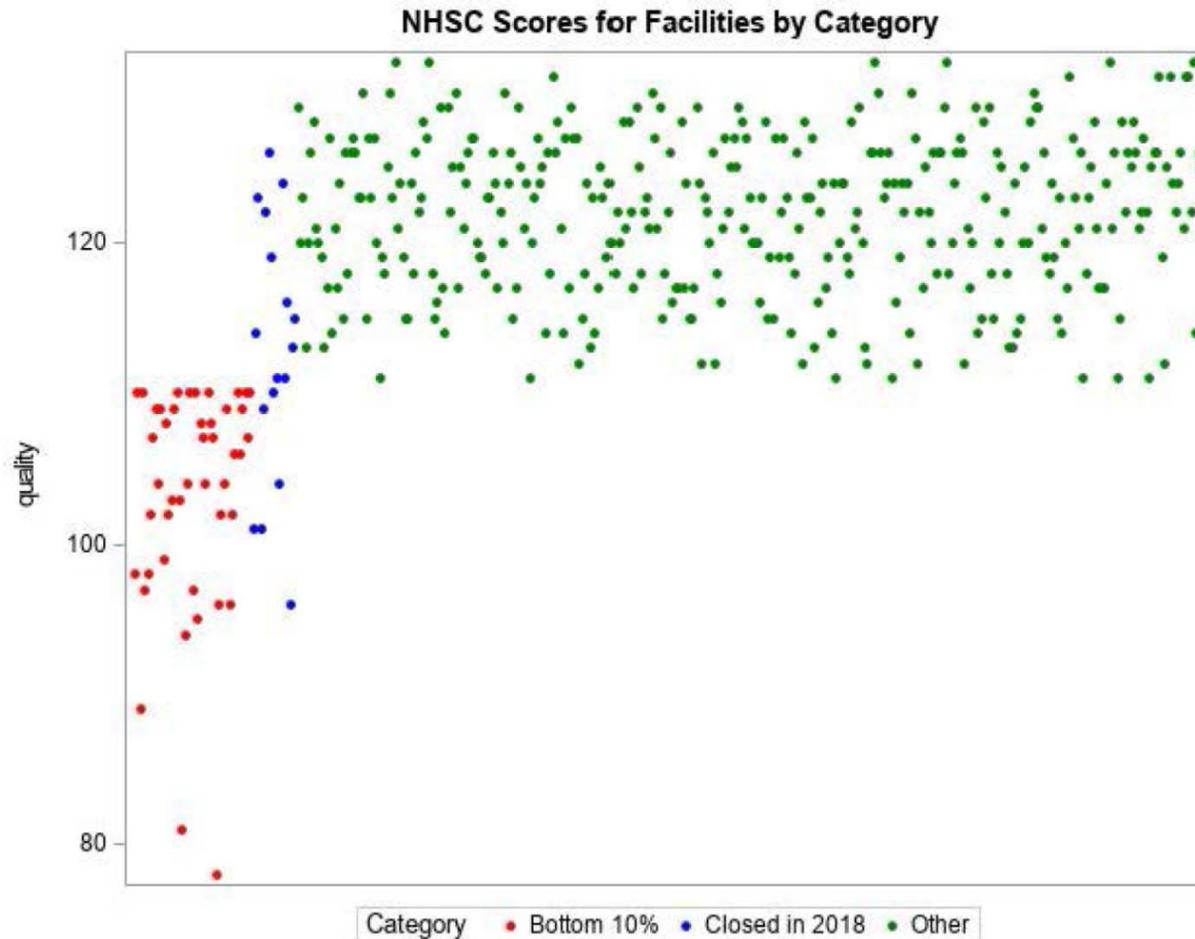
This nursing facility met 124 out of the 132 key requirements in all five categories in its last three surveys. The number of deficiencies not met as a result of complaint investigations is: 0. The facility's score is 123 after adjustment for scope and severity. 55% of all facilities had a score of 123 or lower. The statewide average facility score is 121.

[More Details on this Facility](#) [Long Term Care Ombudsman](#)

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- Aids consumers in selecting and evaluating a nursing home by sharing survey findings and relevant information on the Department's website
- Uses findings from the three most current standard surveys as well as complaint survey findings from the previous year
- Updated on a weekly basis
- Improved explanations in 2017 to be more consumer friendly

Quality of MA Nursing Homes



Data extracted for surveys completed until January 18, 2019, and includes recertification surveys only. Excludes surveys prior to November 2017.

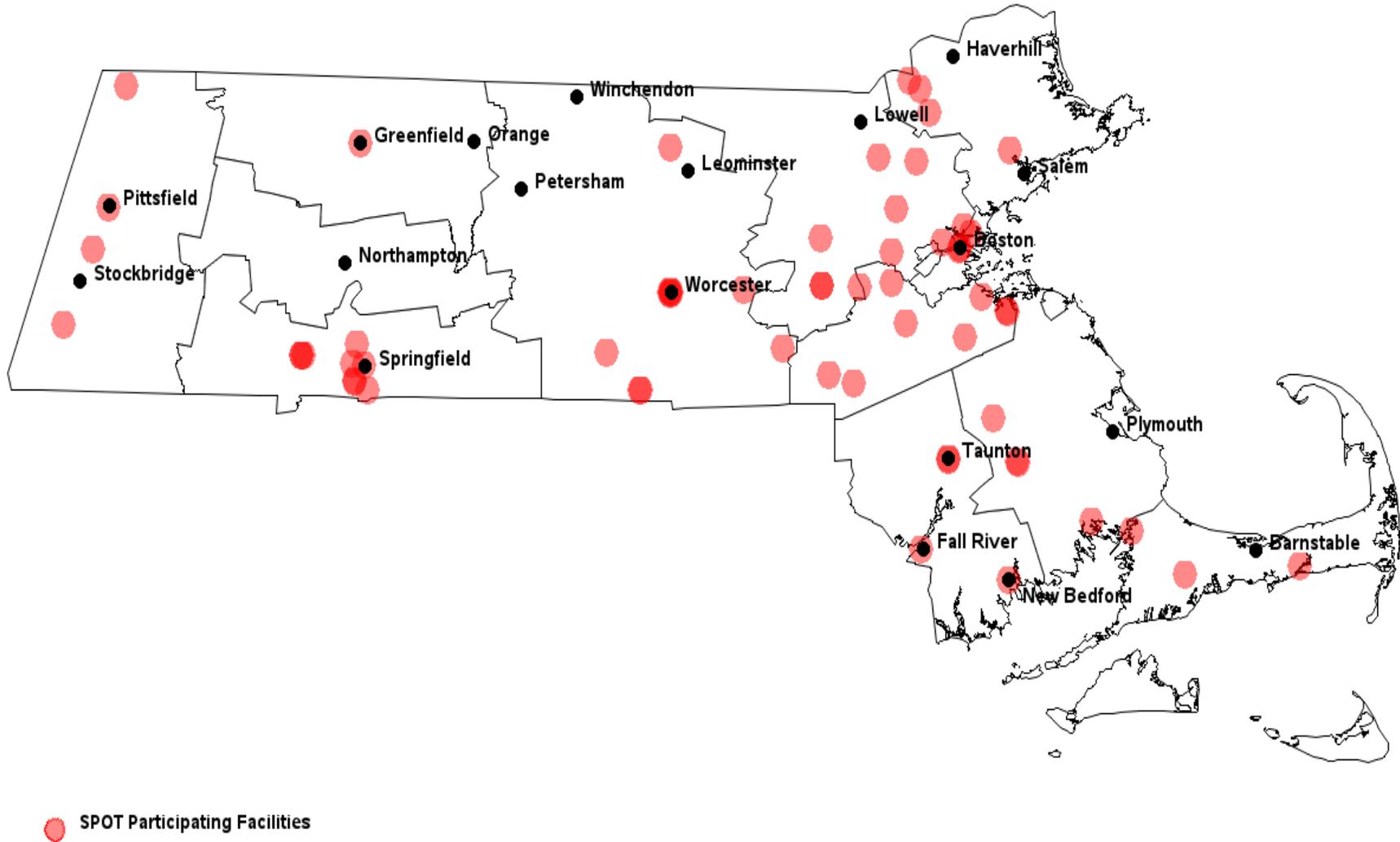
Issues: Transparency, Safety and Quality

- At the February 2016 Public Health Council meeting, BHCSQ shared plans to address transparency, safety and quality issues in nursing homes
- BHCSQ committed to:
 - Add requirements to Suitability Notice of Intent to Acquire application
 - E.g. Criminal history & financial issues, attestation for owner & property owner, in state & out of state
 - Operationalize imposition of state fines for findings of deficiency
 - Ensure information transparency
 - Create resource page for complaints
 - Post nursing home data dashboard
 - Strategic regulatory review in response to a shifting industry, focusing on:
 - Quality
 - Staffing
 - Suitability
 - Appropriate oversight of individual vs chain
 - Effectively hire & train staff
 - Engage interagency and external stakeholders for collaboration
 - Create a Supportive Planning and Operations Team

Supportive Planning and Operations Team (SPOT): Quality Assurance and Performance Improvement Engagement

- SPOT Initiative's objective was to facilitate quality assurance and performance infrastructure in nursing homes identified as needing assistance
- SPOT was funded for the maximum of three years from federal civil monetary penalties (CMP) collected from nursing homes
- Launched in 2016 with 40 nursing homes selected to receive technical assistance
- 20 more nursing homes were added in 2017, and all received individualized support
- 2018 SPOT activities included:
 - Three regional learning sessions
 - Onsite technical assistance visits
 - Telephone outreach and email support

SPOT Participating Nursing Homes

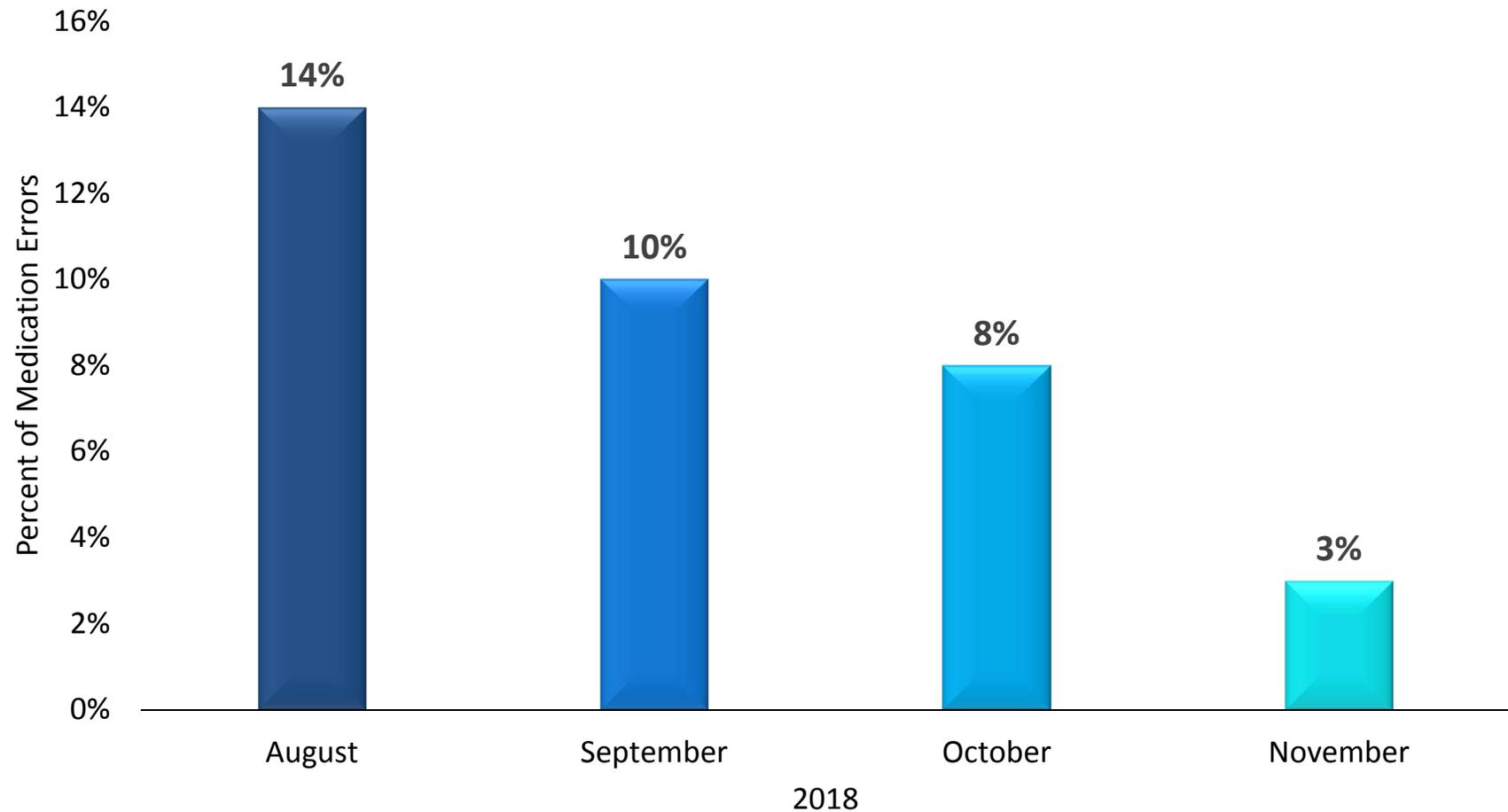


SPOT Participant Improvement Projects

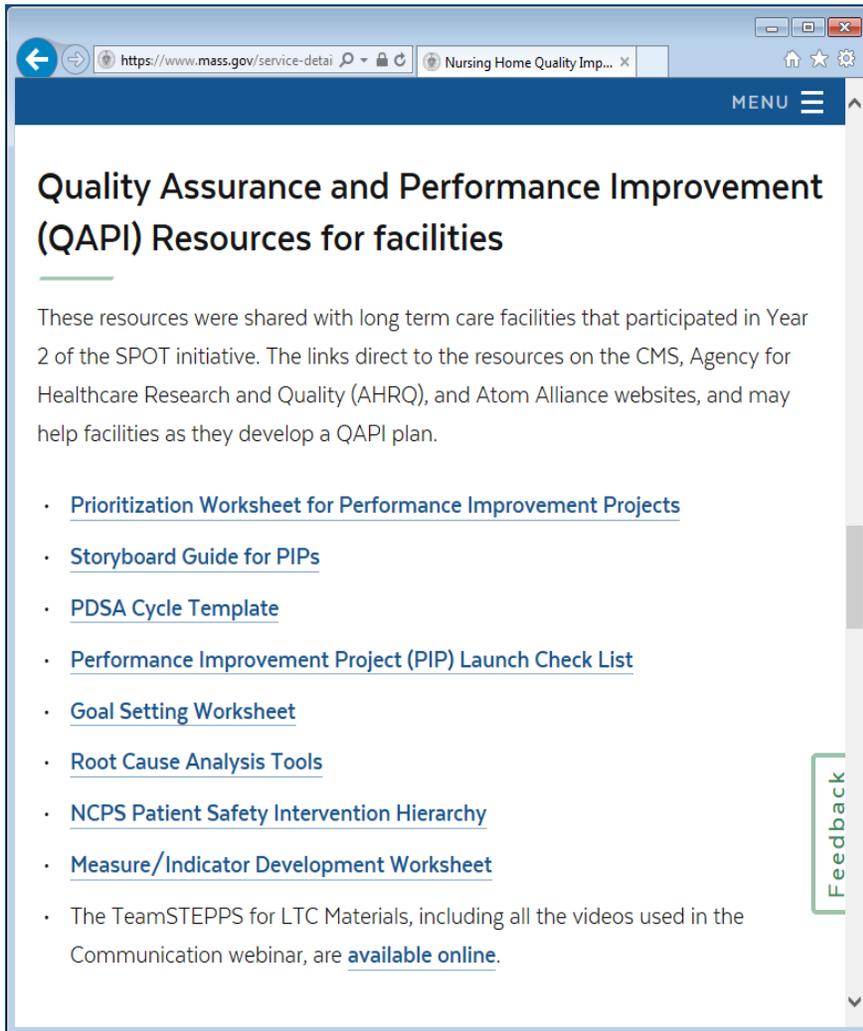


Note. Response were categorized into 28 themes. This graphic presents the five most common themes reported.

SPOT Participant Project Example: Addressing Medication Error Rate



Resources for All Nursing Homes



The screenshot shows a web browser window with the URL <https://www.mass.gov/service-detail>. The page title is "Quality Assurance and Performance Improvement (QAPI) Resources for facilities". The content includes a paragraph explaining that these resources were shared with long-term care facilities that participated in Year 2 of the SPOT initiative. Below the paragraph is a list of resources:

- [Prioritization Worksheet for Performance Improvement Projects](#)
- [Storyboard Guide for PIPs](#)
- [PDSA Cycle Template](#)
- [Performance Improvement Project \(PIP\) Launch Check List](#)
- [Goal Setting Worksheet](#)
- [Root Cause Analysis Tools](#)
- [NCPS Patient Safety Intervention Hierarchy](#)
- [Measure/Indicator Development Worksheet](#)
- The TeamSTEPS for LTC Materials, including all the videos used in the Communication webinar, are [available online](#).

A "Feedback" button is visible on the right side of the page.

- SPOT webinars and toolkits available online for all nursing homes to access and use in their facilities
- Information and resources on past quality improvement projects

Updated State Regulatory Requirements to Improve Quality and Safety

- Ensure residents with disabilities or for whom English is not their primary spoken language have access to facility activities
- Added protections for all residents, regardless of year the facility where they live was constructed. Key changes include prohibiting the use of handbells as a call system and requiring handrails on both sides of indoor and outdoor stairways.
- Require a public hearing in advance of a transfer of ownership, if requested by at least 10 individuals, and broaden the notice requirements to include both the State and Local Offices of the Long Term Care Ombudsman
- Require facilities in a license revocation action to notify residents, as is currently required in the case of a voluntary closure or change of ownership

Questions and Comments