

**Best Practices in the Post-Acute
&
Long-Term Care Continuum 2024
November 2, 2024
2:55 PM – 3:55 PM
State Regulatory Update**

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Agency for Health Care Administration**

Objectives

- Share and discuss the most commonly cited nursing home deficiencies and ways to improve.
- Brief overview of the recent immediate jeopardy findings in nursing homes.
- Discuss emergency preparedness and response requirements and the role of the medical director, nurse leaders, and pharmacists.
- Review the State Adverse Incident Data and Federal Facility Reporting Incidents.
- Discuss Facility Assessment and Medical Directors Role

Facility Assessment Requirements



QSO-24-13-NH Revised Guidance for LTC Facility Assessment Requirements (June 18, 2024)

- Facility Assessment requirements have been revised and moved to 42 CFR 483.71.
- The new requirements were implemented on August 8, 2024.
- Appendix PP has been updated to include the revised regulatory requirements and updated guidance for F838- Facility Assessment.

Overview

- The facility must conduct and document a facility-wide assessment to determine what resources are necessary to competently care for its residents during **day-to-day operations, including nights, weekends, and emergencies.**
- Active involvement from:
 - Nursing home leadership and management, including a member of the governing body, **medical director**, administrator, and director of nursing; and
 - Direct care staff (RN/LPN/CNAs).
 - The facility must also solicit and consider input from residents, resident reps, and family members.

Overview, cont.

- The facility must use this facility assessment to:
 - Inform staffing decisions (ensure a sufficient number with appropriate competencies and skill sets to care for residents' needs).
 - Consider specific staffing needs for each resident unit in the facility.
 - Considering staffing needs for each shift, such as day, evening, and night, and adjusting as necessary.

Overview, cont.

- Develop and maintain a plan to maximize recruitment and retention of direct care staff.
- Inform contingency planning for events that do not require activation of the facility's emergency plan but can potentially affect resident care, such as the availability of direct care nurse staffing or other resources.

Survey Process

- Surveyors will determine whether a facility assessment contains the required components under the regulation.
- The Surveyor is not to evaluate the quality of the assessment.

Survey process, cont.

- Examples of questions the surveyors would consider:
 - Does the facility assessment include an evaluation of the resident population and its acuity based on evidence-based, data-driven methods?
 - Does the assessment address skills and competencies?
 - Was the assessment conducted with input from individuals stated in the regulation?

Now on to the top ten!



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Top Federal Tags: Calendar Year 2022

Rank	Tag	Regulation
1.	F-761	Label/Store Drugs and Biologicals
2.	F-689	Free of Accident Hazards/Supervision/Devices
3.	F-695	Respiratory/Tracheostomy Care and Suctioning
4.	F-684	Quality of Care
5.	F-812	Food Procurement, Store/Prepare/Serve-Sanitary
6.	F-584	Safe/Clean/Comfortable/Homelike Environment
7.	F-656	Develop/Implement Comprehensive Care Plan
8.	F-677	ADL Care Provided
9.	F-880	Infection Prevention and Control
10.	F-842	Resident Records- Identifiable Information

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9.	F-842	Resident Records- Identifiable Information
10.	F-755	Pharmacy Services/Procedures/Pharmacist/Records

Top Federal Tags: Calendar Year 2024 (January to September)

Rank	Tag	Regulation
1.	F-684 F-812	Quality of Care Food Procurement, Store/Prepare/Serve-Sanitary
3.	F-880	Infection Prevention and Control
4.	F-584	Safe/Clean/Comfortable Homelike Environment
5.	F-761 F-695	Label/Store Drugs and Biologicals Respiratory/Tracheostomy Care
7.	F-689	Free of Accident Hazards/Supervision/Devices
8.	F-842	Resident Records- Identifiable Information
9.	F-656	Develop/Implement Comprehensive Care Plan
10.	F-641	Accuracy of Assessments

Summary of Top Ten

- **A few thoughts**
 - F880- Infection prevention and control is back in the top 3.
 - F761- Storage of drugs and biologicals, two years ago, was top-cited and now is down to #5; however, it is still in the top 10.
 - F584-Homelike Environment; F695-Respiratory/Tracheostomy Care and Suctioning; and F689-Free of Accident Hazards/Supervision/Devices continue to stay in the top ten year after year.

Federal Facility Reported Incidents And State Adverse Incident Data



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Federal Facility Reported Incidents

	2023	2024 (1/1-9/30)
Abuse	7,560	6,243
Neglect	3,245	2,897
Misappropriation	1,235	991
Injury of Unknown Origin	867	661
Total Number of Reports	12,907	8,268
Total Number of Complaints	999	541

State Adverse Incidents

	2023	2024 (1/1-9/30)
Death	22	24
Brain or Spinal damage	4	4
Permanent disfigurement	3	1
Fractures	310	224
Resulting Limitation	6	4
No Consent	23	16
Transfers	444	333
Law enforcement involvement	259	264
Elopement	106	91
Total Number of Reports	764	621
Total Number of Complaints	148	56

Reporting Reminders

- Seeing greater transparency with reporting.
- Some facilities are still struggling with showing a complete investigation.
- Document the medical director's involvement in system failures. Sometimes, there's a note that will say "Medical Director in agreement," but that doesn't show how the Medical Director was involved.
- Verified reports with system failures don't always include appropriate corrective action.

Have Questions??

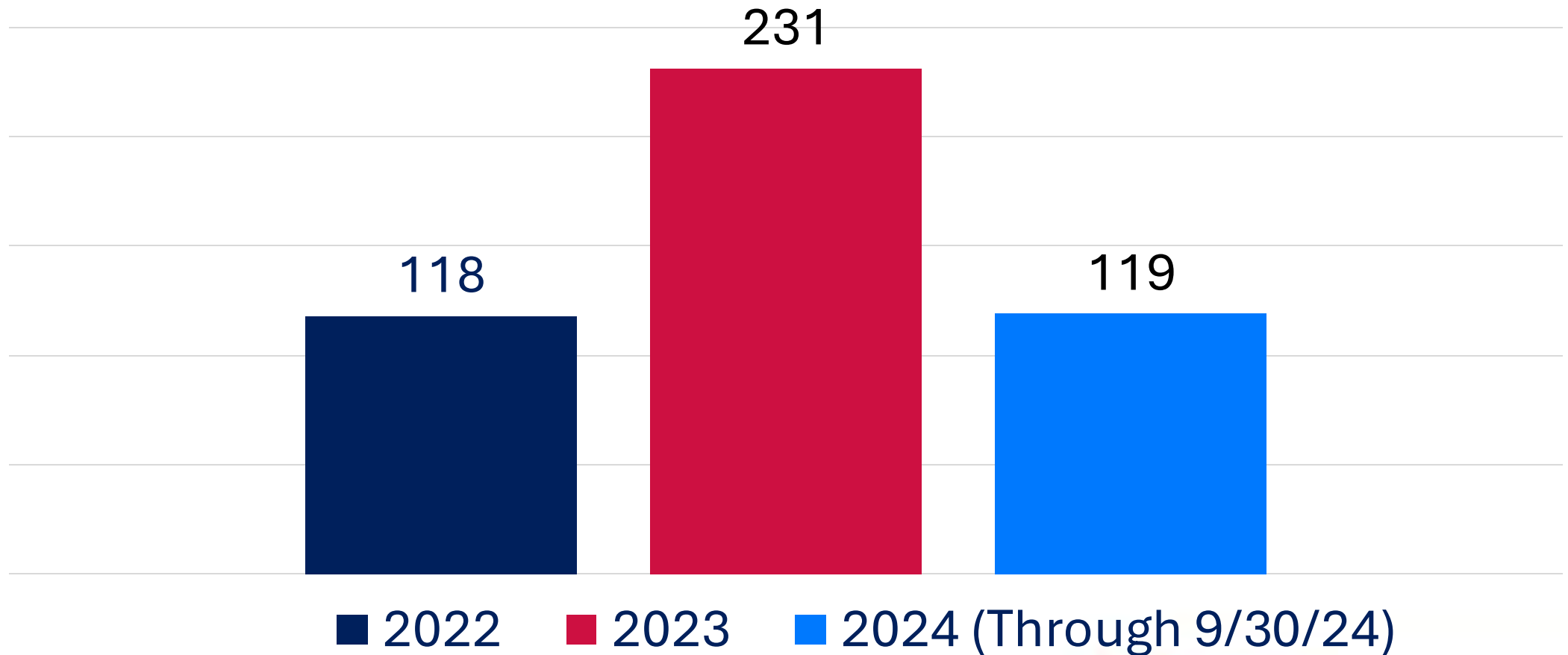
- Please contact the Office of Risk Management and Patient Safety directly at (850) 412-4489 Or (850) 412-4577 Or by email at **FEDREP@AHCA.myflorida.com**
- **Office of Risk Management and Patient Safety (myflorida.com)**

Immediate Jeopardy Review

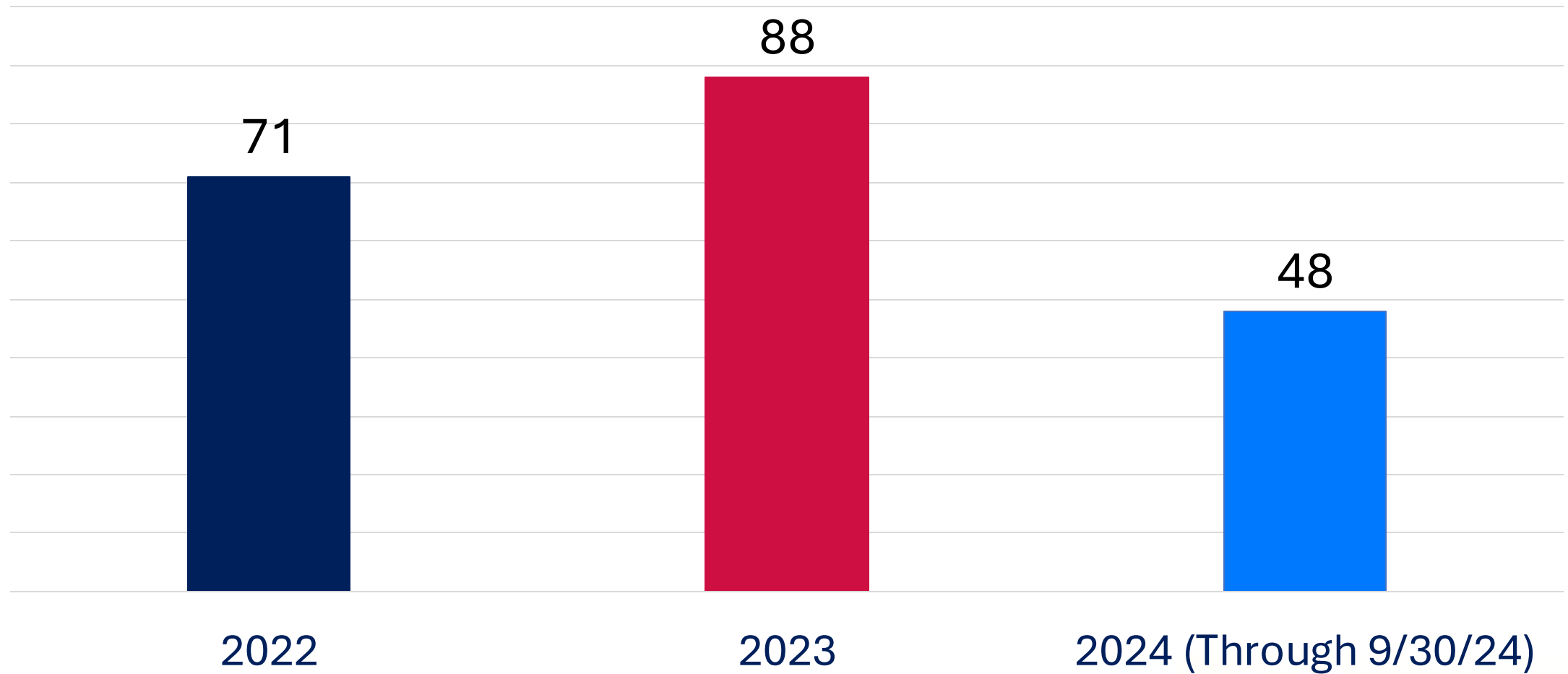


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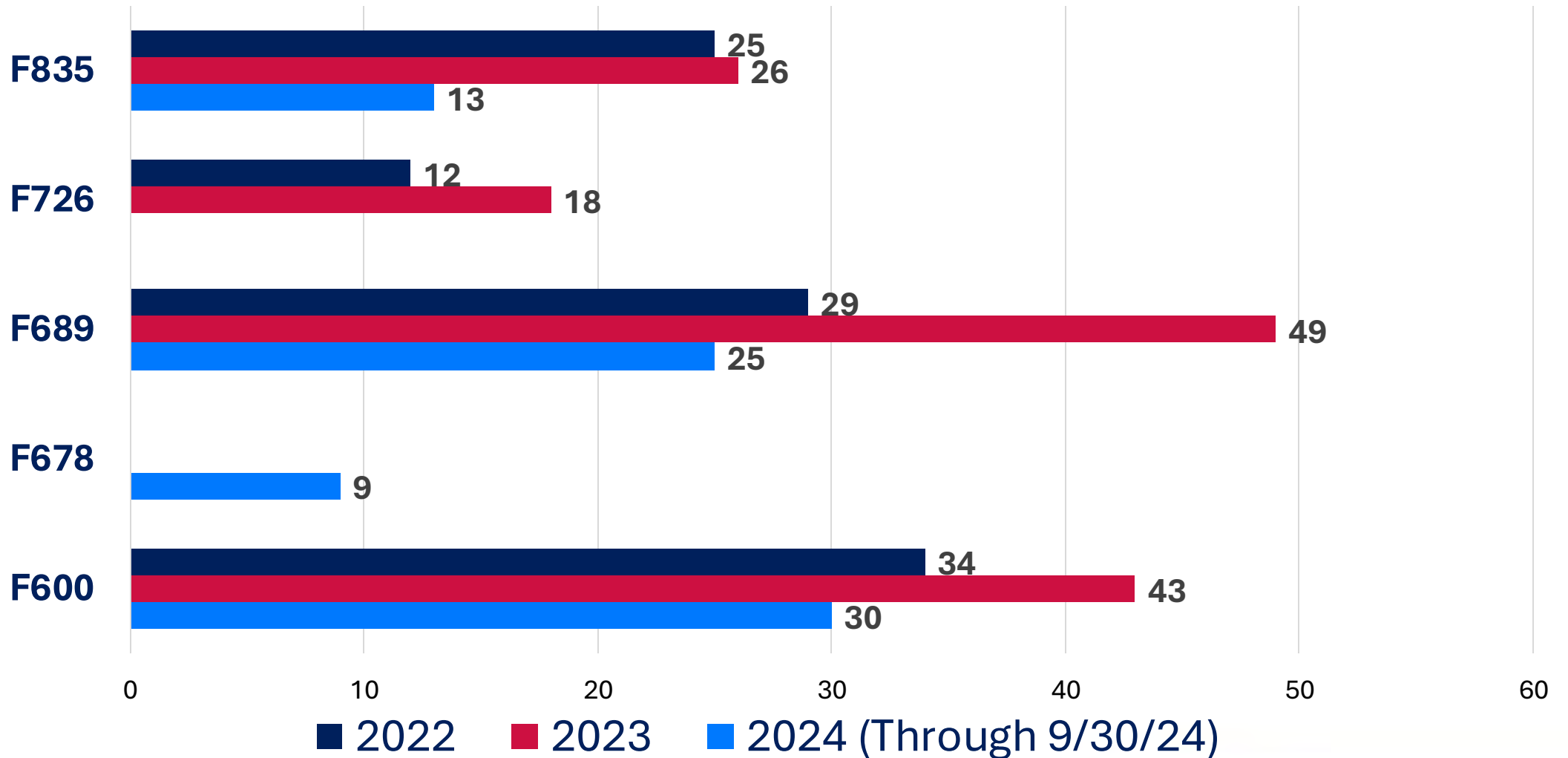
Total Number of IJ Citations by Calendar Year 2022 Through 2024



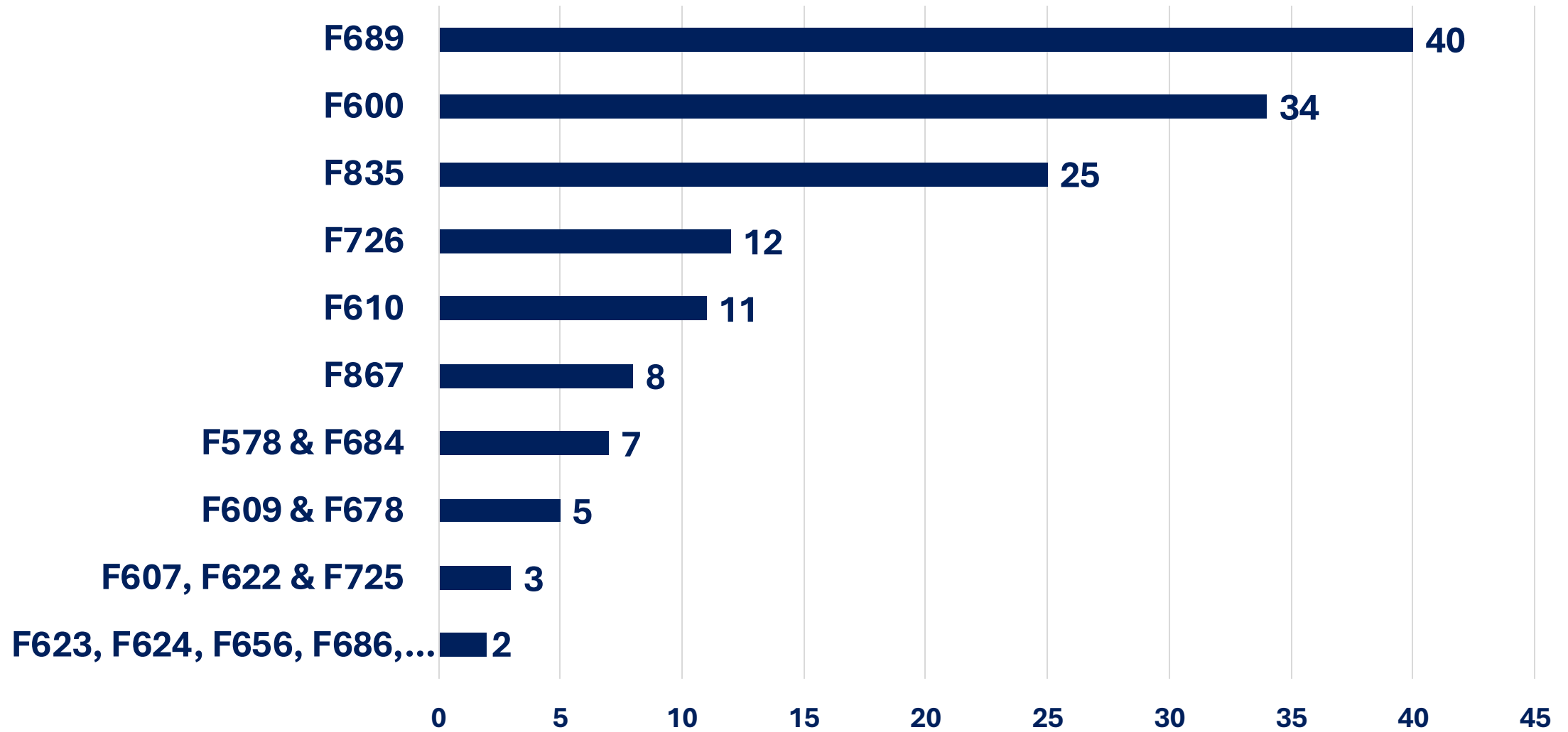
Total Number Nursing Homes with IJ Surveys Per Calendar Year, 2022 Through 2024



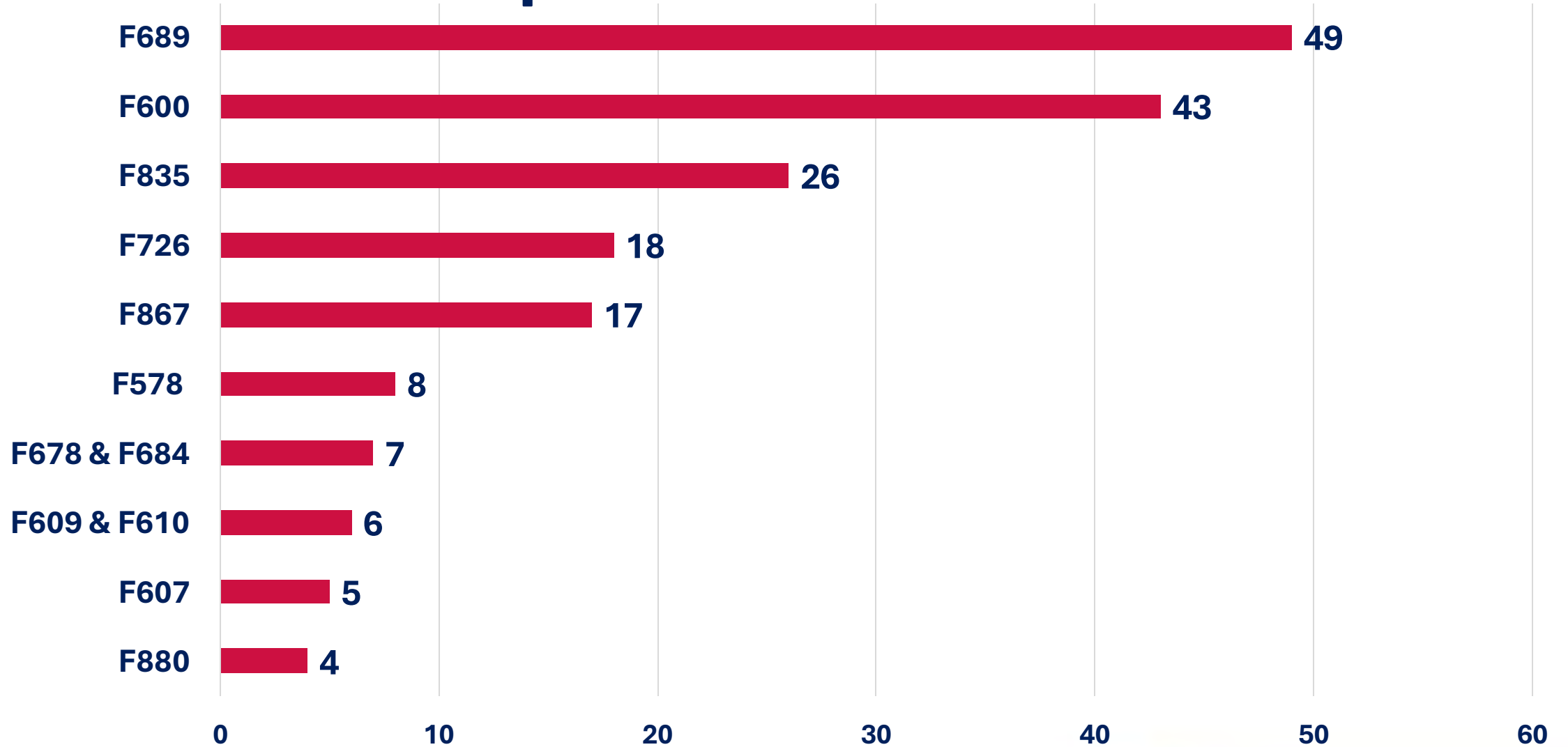
Top Four IJ Citations By Year from 2022 Through 2024



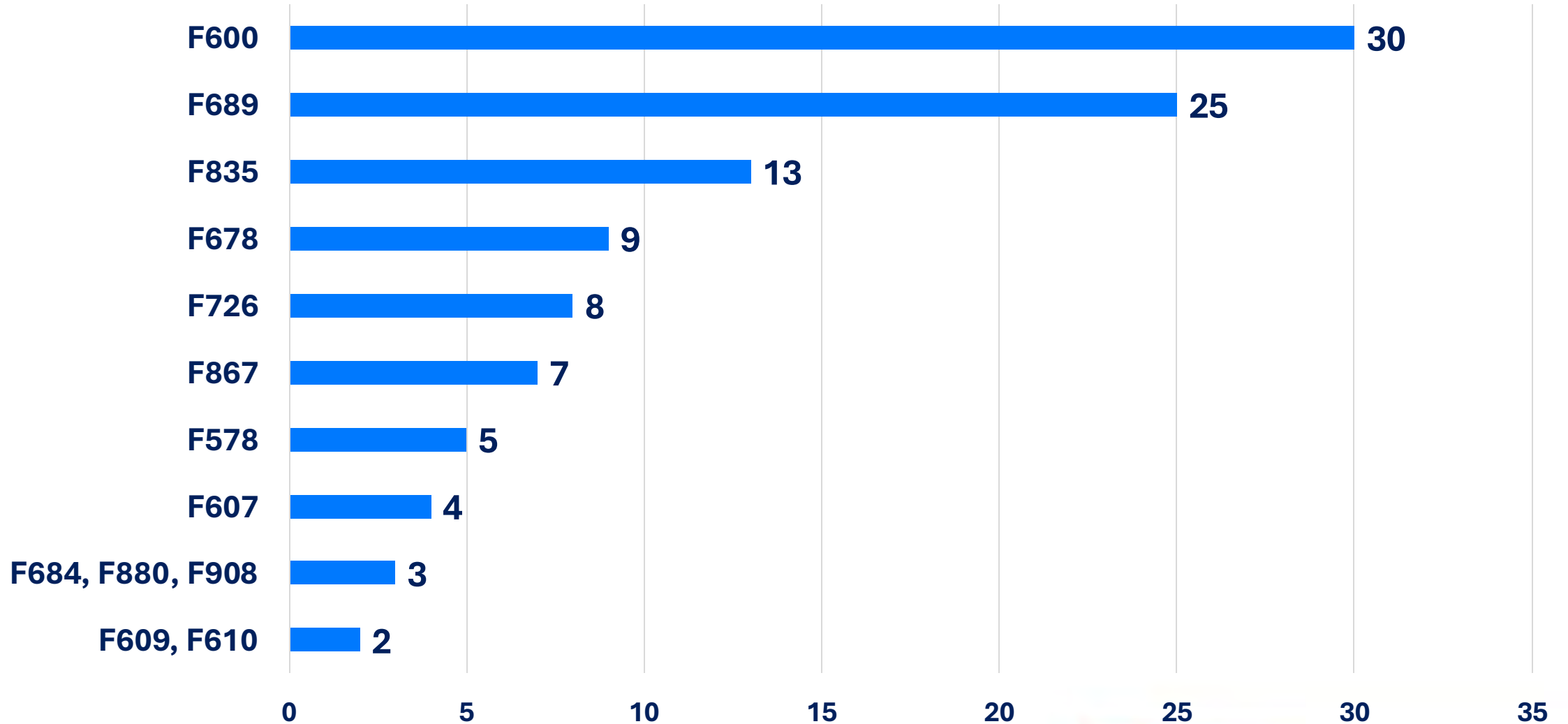
Top 10 IJ Citations in 2022



Top 10 IJ Citations in 2023



Top 10 IJ Citations in 2024 (Through 9/30/24)



Emergency Preparedness and Response



Emergency Preparedness

- What is the Medical Directors' Role?
 - Engage in emergency response and preparedness planning.
 - Effective emergency Response and Preparedness Planning must include active participation from a facility's Medical Director.

Active Role of Medical Director

- Emergency planning requirements:
 - Providing continuity of care in an emergency, including care when contracted services, supplies, etc., cannot be fulfilled during the event.
 - Assessing the impact on residents when power is lost to the facility for patient care equipment and heating and cooling the facility for the safety of residents.
 - Engaging and coordinating with the community to meet public health emergencies.

Active Role, cont.

- Reviewing the feasibility of the facility's plan as part of cooperation and collaboration with/ Emergency Preparedness officials, including types and duration of energy sources available in an emergency.
- Ensuring any environment where residents are provided care is a safe setting.

Resident Safety

- The Medical Director has an important role in resident safety.
- According to federal requirements, the Medical Director is responsible for:
 - Implementation of resident care policies.
 - The coordination of medical care in the facility
- Go back to Facility Assessment requirements.

Emergency Response Reminders

- For Nursing Home Leaders
 - Keep the lines of communication open (before, during, and after the event)
 - Provide ongoing support for staff
 - Be available to staff during storms
 - Work hand-in-hand with other healthcare providers
 - Hold a debriefing session after the storm passes

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THANK YOU



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