



Weekly Roundup

...Reporting the state and national long term care news

Please disseminate relevant information to the appropriate department.

- Administration Nursing Dietary Activities Social Services
 Rehabilitation Housekeeping Maintenance Laundry

Friday, March 28, 2014

ANHA NEWS

Mid-Year Convention: Online Registration Open

Modified Scramble Golf Tournament, Mexican Fiesta Beach Bash New for 2014!

Great things are in store for ANHA's Mid-Year Convention! We've planned informative seminars and ample time to visit with your friends and colleagues. New for 2014, the Golf Tournament will feature modified scramble play and the Beach Bash will have a Mexican flare with more healthy food options. *Please see the attached preliminary brochure for more information.*

Online Registration:

[Member Nursing Home Registration](#)

[Associate Member/Vendor Registration](#)

Hotel Rooms Going Fast: Reserve Yours NOW

Hotel rooms are booking up at the Perdido Beach Resort for the 2014 ANHA Mid-Year Convention. Friday, April 25 is sold out and just a few rooms remain for Saturday, April 26. However, plenty of rooms remain for Sunday through the end of the week. To ensure availability of rooms, all participants are encouraged to make overnight reservations by March 28, 2014.

The following rates have been negotiated for Mid-Year Convention Attendees:

- \$174.00 per Standard/Double Room
- \$229.00 per Gulf Front Single/Double Room

To make a reservation, call 800-634-8001 or visit www.perdidobeachresort.com. ANHA's group code is 8680. Look for convention registration details soon.

MONDAY, March 31 is the Deadline for 2014 ANHA Dues

Monday, March 31 is the deadline for payment of the 2014 ANHA membership dues. Facilities that have not paid their dues in full or have not established a payment plan may be dropped from the membership. Please contact Pat Williams at the Association Office at (334) 271-6214 or pwilliams@anha.org if you have any questions or want to set up a payment plan.

“Playing By the Rules for the Medicaid Nursing Home Program and Conducting an Effective Medical Record Audit” Educational Seminar April 2

Sponsored by Gericare Medical Supply and Senior Care Pharmacy

Please mark your calendars for April 2, as ANHA will present a seminar entitled “Playing By the Rules for the Medicaid Nursing Home Program and Conducting an Effective Medical Record Audit” sponsored by Gericare Medical Supply and Senior Care Pharmacy. This seminar will be held at Hyatt Regency- Wynfrey Hotel. This program has been approved for 6 continuing education units (CEUs) for nursing home administrators and social workers and 7.2 hours for nurses. *Please see the attached flyer for more information. Attendees should check www.anha.org approximately one week prior to the seminar to download the handouts.*

“ICD-10- CM Boot Camp for Long Term Care Providers” Educational Seminar May 12 and 13

Sponsored by Gericare Medical Supply and Senior Care Pharmacy

Please mark your calendars for May 12 and 13, as ANHA will present a seminar entitled “ICD-10-CM Boot Camp for Long Term Care Providers” sponsored by Gericare Medical Supply and Senior Care Pharmacy. This seminar will be held at The Embassy Suites in Montgomery. ANHA has a limited block of rooms at the hotel for a reduced rate of \$99. This seminar has limited seating and a registration cut-off date of April 11. This program has been approved for 11 continuing education units (CEUs) for use in fulfilling the continuing education requirements of the American Health Information Management Association (AHIMA).

The seminar will be conducted by Tamela S. McQuiston, RHIT, RAC-CT, AHIMA approved ICD-10-CM trainer and AHIMA Ambassador.

Participants will receive training material to include a 2013 ICD-10 Draft coding manual and ICD-10 training workbook which will be included in the cost of the seminar. At the conclusion participants will receive an AHIMA certificate of completion. ***In order to have the manuals prior to the seminar, the registration deadline is April 16th!*** *Please see the attached flyer for more information. Attendees should check www.anha.org approximately one week prior to the seminar to download the handouts.*

Less than One Month Left to Submit Your Best Practice

Will you share your Best Practice? You are invited to share your knowledge, positive ideas, creativity and communicate with other professionals as we continue to strive to meet the needs of our long-term care residents. *Attached is the 2014 Alabama’s Best Practices’ Call for Nominations.* Each facility is encouraged to look over the nomination form and submit its Best Practice. This year’s Best Practices Program is scheduled for Thursday, August 28, 2014.

Nominations are due by April 18, 2014.

STATE NEWS

Montgomery Medicaid District Office Moving

The Montgomery District Office will be moving to the Montgomery Health Department on April 1, 2014. Please make a note of the changed contact information.

Montgomery District Office of Alabama Medicaid
Covering Chilton, Autauga, Elmore, Lowndes, Montgomery, and Butler counties

Address and Phone Numbers:
3060 Mobile Highway
Montgomery, Alabama 36108
Office: (334) 293-6400

Rosetta McCall – (334) 353-4955
Katrina Atkins-Crusoe – (334) 353-4899
Christine Thomas – (334) 353-4661

Directions:

From I-65, take the Fairview Avenue exit (exit 170). Drive west (left from I-65 if you are traveling North, right from I-65 if you are traveling South). Drive past Carver High School. The road curves left and the name changes to Mobile Highway. The Health Department is located on the right. It is approximately 1 mile from the Fairview Avenue Exit.

Beneficiary Services Staff, District Office Recognized For Customer Service, Productivity

A Medicaid District Office and eight Beneficiary Services employees were recognized March 27 for outstanding customer service to Medicaid recipients, providers and the general public. Deputy Commissioner for Beneficiary Services Lee Rawlinson presented the awards to the Dothan District Office and recognized the following staff members: Dothan DO: Jane Arwood, Beryl Hill, and Elizabeth (Lisa) Johnson; Gadsden DO: Ashley Ledbetter; Huntsville Customer Service Center: Pearlita Garrett; Opelika DO: Jamie Stephens; Selma DO: Mary Miller and Beth Mott.

The Dothan District Office received two awards: One for customer service excellence and one for Best Performing Office for 2013, both accepted by Dothan District Office Manager Paige Mims. The second award recognizes the managers and staff at the Dothan District Office for outstanding service to their Beneficiary Services colleagues. The customer service award is based on nominations submitted by the Alabama Nursing Home Association while the Best Performing Office award is based on nominations by Beneficiary Services staff at Medicaid's Central Office.

“The Dothan District Office stands out because they consistently help other District Offices with backlogged cases, volunteer for special projects and pilots, face challenges with a “can-do” attitude, are solution-focused, they get accolades from ALL the nursing homes in their district, and achieve the standard of promptness,” Rawlinson said.

“Alabama Medicaid has one of the highest caseloads in the country due to budget and hiring limitations. These eligibility professionals have worked in a very challenging environment yet still exceeded in both customer service and productivity,” she added.

Medicaid Update

Expedite Online Web Portal:

1. In order to be accepted, all applications submitted on Expedite must be accompanied by the following two separately attached forms to the Sponsor, Legal and Veteran Status page:
 - i. Attachment 1: a completed **Form 202 Appointment of Representative** document assigning Appointment of Representative to the Nursing Home Facility submitting the online application (if you are assisting the family by submitting the application online, submit the signed family sponsor form too at this time)
 - ii. Attachment 2: a signed **Agreement and Affirmation** signature page.

If you indicate in the *status* of a page that a form *is* attached, make sure you attach the 202 and agreement/affirmation forms to that page as separate pdf attachments.

2. Status matters! “Saved” status just means you have saved it in the queue to return to later. “Submitted” status means you have submitted the application to Medicaid for processing.
3. Use Internet Explorer version IE-9 or newer.
 - i. If you have an old operating system, you may have to use work-arounds or update the operating system.
4. If you are submitting for more than one nursing home facility, you will need multiple facility codes so that Expedite will route the application to the appropriate Medicaid District Office. You may want to have different user names to keep up with the different facilities. E.g. first initial of your name, last name, and short name for nursing facility.
5. Mr. Paul McWhorter, Medicaid’s Policy Director is available to answer any questions. His direct line is 334 242-5660. If your nursing home changes ownership, please let Medicaid LTC know.

Two important concerns have been brought to Medicaid’s attention. The **first** is that some offices are receiving a paper nursing home application from the family at the same time they receive an Expedite application for the same applicant. Please ask the nursing home application counselors to communicate and coordinate with the families regarding the submission of the nursing home application. Two applications are not better than one. It requires the worker to review both applications, discern and inquire with both sponsors about the differences and causes delays in getting the client approved. The **second** is somewhat isolated to one particular district but has to do with the family providing the nursing home with a fully completed application and the nursing home submitting an Expedite application, with only the first page, signature page, and sponsor and affirmation forms attached. When the worker calls the family sponsor, they are being told that they provided the nursing home with a fully completed application including bank and other records. With coordination and communication, these issues should clear up quickly.

Annual Renewals:

Beginning in September 2013, facilities began to receive a letter addressed to the *Medicaid Application Counselor* that contains a list of the residents in the facility whose annual renewals are coming due the next month. Please make sure that letter goes to the staff who track and monitor Medicaid eligibility and assist families with applications and renewals. The application counselors may assist the family in gathering any information needed to submit the annual renewal; remind family sponsors that Medicaid is up for renewal; or assist in other ways to ensure continued eligibility and care.

For facilities to get signed up there is a multi-layered process explained in detail in the document, “Steps for Accessing ePOC” which is attached. One of the difficulties some facilities are having is not completing the "activation" process which consists of three multi-layered steps.

1. Facilities must submit the names and emails of facility staff who will participate in the ePOC program to CMSNet.
2. For the individuals requested, log in and passwords from CMSNet are sent to those individuals.
3. Facilities return to CMSNet and activate their ePOC account with CMSNet by using the secure log in provided.
4. The state agency "enables" the facility in the CMS ePOC program once the facility has activated their account.

Some facilities are getting the email from CMSNet with their log in and passwords and stop and don't complete the process by returning to CMSNet and activating their ePOC account. If you have completed the first three steps, please send an email with your facility's name to epoc.signup@adph.state.al.us. ADPH check's this inbox daily and will respond as your facility is enabled or if problems persist.

NATIONAL NEWS

CMS Announces another Medicare Auditing Program

In late 2013, the U.S. Department of Health and Human Services (HHS), Centers for Medicare & Medicaid Services (CMS), announced yet another Medicare auditing program – i.e., the Supplemental Medical Review Contractor (SMRC) audits. According to CMS' information, SMRC's will perform and provide support for a variety of tasks aimed at lowering the improper payment rates and increasing efficiencies of the medical review functions of the Medicare and Medicaid programs. The SMRC's primary task will be to conduct nationwide medical reviews as directed by CMS. The review will be performed on Part A, Part B and DME Providers and suppliers, and will focus on medical records and documents that will help them determine whether Medicare claims were billed in compliance with coverage, coding, payment and billing practices. The focus of the reviews may include vulnerabilities identified by CMS internal data analysis, the Comprehensive Error Rate Testing (CERT) program, professional organizations and federal oversight agencies. Strategic Health Solutions is the CMS SMRC, and has the responsibility to notify CMS of any identified improper payments and noncompliance with documentation requests. Obtain more detailed information on SMRC audits please visit <http://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-PRograms/Medical-Review/SMRC.html>.

New QAPI Tools

We have been informed that in a collaborative effort with the University of Minnesota and Stratis Health, subject matter experts, consumer groups, and nursing home stakeholders, the Centers for Medicare and Medicaid Services (CMS) created “process” tools that may be used to implement and apply some of the basic principles of QAPI. A Process Tool Framework has been created to crosswalk each CMS Process Tool to the QAPI Five Elements. This framework

includes a description of the purpose or goal for each tool that is hyperlinked within the framework.

For more information: <http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/NHQAPI.html>, click on tools.

FACILITY NEWS

Facility News is now posted on ANHA's news website: news.anha.org.

Here are some of the articles posted this week:

- Congressman Rogers Visits Northeast Alabama Nursing Home
- Nursing Home Employees Inspired to Walk for a Cause

To submit stories from your facility, contact John Matson at the Association Office at (334) 271-6214 or jmatson@anha.org.

“Seriously Hawaiian” National Nursing Home Week 2014



National Nursing Home Week® (NNHW), which begins on Mother's Day May 11 and ends May 17, 2014, is a special week in the year for our members. This year's theme is "Living the Aloha Spirit," which provides for flexible programming and family involvement. This year's theme revolves around the "Aloha Spirit" from the Hawaiian culture -- it encompasses the qualities of being *patient, kind, respectful, and compassionate*. We hope you will join others during this week to honor and entertain everyone you serve, and the staffs that care for them! This special attention

will make for a remarkable week, especially if you order NNHW-themed gear to spice up the festivities. Visit Facebook (www.Facebook.com/NursingHomeWeek) and "Like" us. Be sure to post your favorite pictures to the Facebook page so others can enjoy your fun and creativity.

National Nursing Home Week Products Now Available

The American Health Care Association has put together a group of fantastic products that reflects this vibrant theme so that you and your staff can bring Hawaiian joy and happiness to your residents. Visit AHCA's online store at www.ahcapublications.org to view the colorful and fun product line for National Nursing Home Week®. *Please see the attached flyer for a list of items and prices.*

National Nursing Home Week T-Shirts

Jones Sportswear is offering National Nursing Home Week t-shirts. *Please see the attached flyer from Jones Sportswear for more information.*

OTHER NEWS

AQAF Offers INTERACT III Training

AQAF, Alabama's QIO, is offering INTERACT III training on the following dates:

- April 15, 16 and 17 – Region(s) 5,6 and 8 – Turenne and Associates, Montgomery
- May 13, 14 and 15 - Region(s) 2,3,and 4 – AQAF offices, Birmingham
- June 11 and 12 - Regions(s) 1 and 9 – AQAF offices, Birmingham
 - All training sessions are from 10:00 am to 3:00 pm.

INTERACT (Interventions to Reduce Acute Care Transfers) is a quality improvement program designed to improve the identification, evaluation and communication about changes in resident status. INTERACT's goal is to reduce the frequency of transfers to the acute hospital setting. Transfers to the hospital can be emotionally and physically difficult for residents, and result in numerous complications of hospitalization, and they are costly.

Suggestions for who should attend the INTERACT training:

- Appoint a Facility Champion for the INTERACT III implementation in your nursing home. It could be the DON, ADON, Quality leader, Administrator or other clinical leadership staff that can supervisor the process from a facility standpoint.
- Appoint a Lead CNA Champion to lead the efforts to implement and encourage the use of the STOP and WATCH communication tool.
- Appoint a Lead Nursing Champion to lead the efforts to implement and encourage the use of the SBAR communication tool.
- Appoint a Lead Champion to initialize the Quality Improvement tools, to track and measure admissions and readmissions by the month.

INTERACT training has been approved for three CEUs for nursing home administrators and four CEUs for nurses and social workers. This training has been endorsed by ANHA. To register go to www.aqaf.com/interact, or call Rose Finkelstein at (205) 970-1600, ext. 3107.

Get Recognized for Meeting Quality Initiative Goals



The American Health Care Association (AHCA) has opened submissions for the 2014 Quality Initiative Recognition Program. Nursing homes have the opportunity to be recognized for demonstrating achievement of the AHCA/NCAL Quality Initiative goals. Members have until Thursday, May 1, 2014, to submit their data qualifying them for recognition. All members recognized through the program will be honored at AHCA/NCAL's 2015 Quality Symposium in

Austin, Texas, and additional honors will be bestowed to those achieving multiple goals.

[Learn more about the recognition levels, eligibility requirements and submission steps on AHCA's website.](#) E-mail qualityinitiative@ahca.org with any questions about the Recognition Program.

Please see the attached document for more information.

Guidance on Conserving IV Fluids

The American Society of Health-System Pharmacists and the University of Utah Drug Information Service developed a document entitled “*Intravenous Solution Conservation Strategies.*” *The attached document* is a helpful resource for healthcare facilities developing coping strategies for spot shortages.

The document summarizes the status of the current acute shortage of certain large-volume intravenous solutions and provides conservation and inventory control strategies for organizations to consider while managing the current situation. It is important to note that healthcare professionals should use their professional judgment in deciding how to use this information, taking into account the needs and resources of their individual organizations.

Participate in AHCA's Staffing Survey

The American Health Care Association (AHCA) is conducting its annual, nationwide staffing survey to examine retention and turnover rates for nursing center employees. The 2013 Staffing Survey is being sent to all nursing centers in the United States. All centers are asked to complete and return the survey by Thursday, May 1, 2014. Individual center and company responses to the survey will be kept confidential. Published results will appear in the aggregate form only.

How to Access the 2013 Survey - www.ahcancal.org/research_data/staffing

As a multi-facility company, you may:

- Opt to direct your centers to fill out individual surveys ([xls-zipped](#)) or ([PDF](#)), or
- Have your corporate office complete the multi-facility survey questionnaire ([xls-zipped](#)), which is designed specifically for multi-facility operations. *Please note that the corporate survey, like the individual center survey, also collects relevant data for each of your centers. AHCA changed the format for ease of use by corporate staff that may complete the survey.*

AHCA will notify all nursing homes about this survey through a direct mailing. If you prefer to have your corporate office complete this survey on behalf of all your centers, then you may wish to let your centers know they do not need to fill out this information.

If you prefer each of your centers to complete individual facility surveys, you may wish to forward the instructions for completing/returning the survey to each center's Administrator, Human Resources Manager, or other appropriate contact, as many of the survey questions pertain to payroll data.

It is preferred that completed surveys may be emailed to research@ahca.org. However, you may also fax: (202) 454-1299; or mail:

AHCA 2013 Nursing Facility Staffing Survey
c/o American Health Care Association
1201 L Street, NW
Washington, DC 20005

Why Participate?

Participation in this survey is of benefit to your organization. Reporting your 2013 staffing trends can help your company identify areas of improvement and assist you on your quality journey. AHCA member may also be recognized for their staff turnover results through the 2014 Quality Initiative Recognition Program. *Note that for the AHCA 2014 Quality Initiative Recognition Program Staff Stability component, achievement will be based on the data submitted in this staffing survey. In order to be considered for this goal, you must complete the survey by the May 1, 2014, deadline. Survey data submitted after this deadline will not be considered.*

In addition, AHCA members can access their survey results online through LTC Trend Trackersm. Members can compare their staffing data to national and state averages, as well as local peers in aggregate.

If you participated in the 2012 Staffing Survey and you are a user of LTC Trend Tracker, you may access that information now. You may also access the 2012 Staffing Survey Report on the AHCA website through the Research - Staffing page.

Please note: If your organization is a registered user of LTC Trend Tracker, retention and turnover information for your company's individual centers can be made available to users within your organization for quality improvement and benchmarking purposes. No one else will be able to see your individual center data. If your organization uses LTC Trend Tracker, and you do not wish to allow users within your organization to have access to the retention and turnover information submitted by your organization, please check the check box on the survey form.

Please email any questions that you may have regarding AHCA's 2013 Staffing Survey to research@ahca.org. Thank you in advance for returning the survey by May 1, 2014.

CALENDAR OF EVENTS

<u>Date</u>	<u>Event</u>	<u>Location</u>	<u>Time</u>
March 28	ANHA Region VII Act/SS Auxiliary Meeting RSVP: JoAnn Smily (334) 636-5614 or (334) 637-3239	Felix's Fish Camp Mobile	11:30 a.m.
March 28	ANHA Life Safety Code/Physical Plant Committee Meeting	ANHA Offices Montgomery	10:00 a.m.
April 2	Seminar: Playing by the Rules for the Medicaid Nursing Home Program & Conducting an Effective Medical Record Audit"	Hyatt Wynfrey Birmingham	8:30 a.m.

- | | | | |
|---------|--|---------------------------------------|------------|
| April 2 | ANHA Region IX Act/SS
Auxiliary Meeting
RSVP by March 31: Debra Dixon (205) 932-1173
Speaker Topic: Caring for Combative Patients
Lunch will be provided | Hospice of West Alabama
Tuscaloosa | 12:00 p.m. |
| April 2 | ANHA Region III Act/SS
Auxiliary Meeting
RSVP: Endya Gibbs (205) 796-0214, egibbs@ballhealth.com | Golden Corral
Hoover | 12:30 p.m. |
| April 3 | ANHA Region III Meeting
RSVP: Kevin Ball (205) 788-6330, kball@ballhealth.com
Guest Speaker: ANHA's John Matson
Topic: How to Share Good News about Nursing Homes
Lunch will be provided | Arlington Rehab & Health | 12:00 p.m. |

Alabama Nursing Home Association

4156 Carmichael Road ♦ Montgomery, AL 36106 ♦ PH: (334) 271-6214 ♦ FAX: (334) 244-6509

Links:

Alabama Nursing Home Association <http://www.anha.org>

AL Board of Examiners of Nursing Home Administrators <http://www.alboenha.state.al.us>

AL Dept. of Public Health <http://www.adph.org>

CMS <http://cms.gov>