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FOCUS POINT NEWSLETTER – January 2020



CHC team members will be presenting the VHCA/VCAL annual survey program on January 15, 2020 at the Hilton in Short Pump, Richmond – ***“Unpacking 2019 Survey Results and Strategies for 2020”***. 2019 was a tumultuous year for survey outcomes. Virginia’s nursing facilities have witnessed a significant increase in the number as well as the scope/severity of deficiencies. These results have been costly in financial penalties, staff retention and turnover, and customer satisfaction. During this day-long program, we will help you take an in-depth look at new challenges and explore strategies and systems you can employ to reduce risks and to enhance quality of life for your residents and your teams. Register for this exciting conference at:
<https://www.vhca.org/events/events-calendar/>

Bridge The Gap – Infection Control Training February 27-28, 2020

On behalf of APIC Virginia, Health Quality Innovators (HQI), Virginia Department of Health (VDH) and Virginia Hospital and Healthcare Association (VHHA), we are happy to announce that the APIC Virginia Bridge the Gap LTC Infection Prevention Education has been approved for another session in February to assist Nursing Homes to comply with the current CMS regulations requiring a designated trained infection preventionist. Registration information may be found at <https://www.eventbrite.com/e/bridge-the-gap-specialized-training-for-ltc-infection-preventionists-registration-80340948941>. Register now as this class fills quickly.

New CHC Team Associate - Carey H. Peerman, Ph.D., MBA, RN, FACHE

Please help the CHC team welcome their newest team associate – Carey Peerman. Dr. Carey Peerman has served in various roles in the acute care, assisted living, and nursing home industry for over 20 years. She has a passion for long term care and the vital services that are provided to those in need. She believes in the good work that our profession does each and every day and looks forward to supporting those efforts. Carey will be assisting the CHC team with COR calls, education, and other supportive activities. Carey may be contacted at Carey@chileshealthcare.com



Health Quality Innovators (HQI) CHC supports and endorses the Health Quality Innovation Network (HQIN) and we encourage you to join nursing homes across the United States receiving no-cost support for quality improvement. ***How the Medicare***

Total Quality Score Affects Your Star Rating—and what you can do about it?

Your total quality score directly affects your star rating and with it the ranking that influences hospital referrals and whether families choose your facility for loved ones. Getting a handle on your Total Quality Score is essential; read more and we will show you how. The Five-Star Quality Rating System is made up of three domains that are scored, weighted and summed to produce a total that corresponds to a specific number of stars:

1. Total Quality Score
2. State survey results
3. Staffing levels

While you can't control when an inspector shows up or when staff call in sick, you can elevate your facility's quality performance. By providing the right tools, training and subject matter expertise, HQI can help you improve your Total Quality Score and even your star rating. HQI breaks down improvement into smaller, achievable steps. You will learn to integrate new data-driven approaches into daily activities to make a positive impact on resident care. As quality steadily climbs, you and your team will be building the confidence and skills to take on even bigger quality improvement challenges. Get started today! For more information and to sign up for the HQIN nursing home quality improvement initiative, visit the website at www.hqin.org



CHC 2019 QAPI Manual

If you have not ordered your 2019 CHC QAPI Manual, this is the time to do it. This comprehensive 500+ page manual was updated mid-2019 and contains a great deal of information to assist you and your teams toward your quality assurance and quality improvement program. The manual consists of eight different sections or chapters that

are comprehensive, thorough and easy to follow, offering discussions on implementing, fine-tuning, and modifying a successful QAPI program. The manual has over 58 audit tools and multiple examples of how to conduct the audits. The manual has 7 investigative tools that guide the user in a new approach to conducting investigations. The tools provide direction on determining the root cause of the incident being investigated. The tools are offered in hard copy as well as electronic “fill-in” versions. The manual has multiple staff development and education resources including competencies, handouts, templates, and PDF versions of extensive PowerPoint presentations. Email Mary at Mary@chileshealthcare.com with your request.

QAPI - Clinical Operations Reports [COR] for Healthcare and Assisted Living Facilities

For years CHC has assisted facilities [nursing homes and assisted living facilities] in enhancing and refining their quality improvement systems through a monthly analysis of “key indicators” across multiple facility departments and operations. The system is designed to create a culture of being proactive in monitoring and responding to key areas of operation from a system perspective. The COR spreadsheet and instructions are updated annually to keep focus with regulatory and survey changes. The systems create a sense of partnership between the provider and CHC in which the facility submits a monthly report to CHC for analysis and this is followed by a scheduled conference call monthly with the client. If you are interested in this process, contact Mary at mary@chileshealthcare.com for additional information.

If you are currently participating in COR with a CHC associate, the 2020 spreadsheets and instructions for use for nursing home and assisted living facilities have been finalized and will be e-mailed to you. We will also be contacting you to confirm the day of month and time that is best for you and your team.

Aim FOR Success — 2019 Update

Target Skills for Long Term Care Leaders - Manage for the Mission and Lead for Long Lasting Loyalty

Intent: In today’s healthcare environment we are constantly faced with daily stressors that challenge the management and leadership skills of long-term care nursing professionals. As a result, there are both a shortage of nurses at all levels and a high turnover of facility leadership within the long-term care industry. The intent of this program is to assist the organization in ensuring that facility leadership has the knowledge and skills to establish and maintain a positive environment focused on:

- Creating a continuous quality assessment and performance improvement program
- Administering and monitoring effective systems that will enhance daily operations and promote a sense of professionalism and quality outcomes for residents
- Instilling a desire for growth and commitment within the organization / facility.
- Supplemental outcomes of this investment include enhanced compliance with regulatory requirements and industry standards and organizational efficiencies.

If you are interested in this program, please contact Mary at mary@chileshealthcare.com for further discussion.

Mock Surveys – If you have not booked your mock survey for 2020, now is the time to do it to reserve your spot on the CHC calendar. Please contact Mary@chileshealthcare.com for more information and to schedule your visit.



A new year inspires us to define our new goals; it motivates us to make new commitments; it encourages us to live up to our promises. All of us at CHC appreciate and value the relationships we have built over the years and we wish you and your teams a new year filled with hope, new aspirations and many new successes.