



## FOCUS POINT NEWSLETTER – FEBRUARY 2020



**Coronavirus** – The news has been full of potential cases of the novel Coronavirus across the nation including Virginia. The VDH website offers some good education on the virus including things that all of us can do to be more proactive in prevention. The entire handout can be found at <http://www.vdh.virginia.gov/epidemiology/epidemiology-fact-sheets/coronaviruses/>. If you suspect a resident has the Coronavirus, immediately notify their physician and contact your local epidemiologist at your local health department for additional guidance.

A vaccine to prevent coronavirus infection is not currently available. People should follow these tips to help prevent respiratory illnesses of any kind:

- Wash your hands often with soap and water for at least 20 seconds, and help young children do the same. If soap and water are not available, use an alcohol-based hand sanitizer.
- Wash your hands especially after coughing and sneezing, before and after caring for an ill person, and before preparing foods and before eating.
- Cover your nose and mouth with a tissue when you cough or sneeze and then throw the tissue in the trash.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Avoid close contact (such as kissing, sharing cups, or sharing eating utensils) with people who are sick.
- Clean and disinfect frequently touched surfaces and objects, such as toys and doorknobs; especially if someone is sick.
- Stay home when you are sick, except when you need to get medical care.
- Wash hands after animal contact and after visiting farms, markets, barns, petting zoos, and agricultural fairs.
- Avoid contact with animals who are sick.



### **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.



**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](http://www.hqin.org)

## Skilled Nursing Facility Prospective Payment System



CMS has revised and updated the Skilled Nursing Facility Prospective Payment System booklet. The booklet provides education and resources related to PDPM (Patient Driven Payment Model). Download from the following link <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/snfprospaymftshst.pdf>

This is an excellent resource and great refresher for yourself or to use when training new MDS staff.



## Communication Matters

Communication significantly impacts our daily lives, at home and at work. How we effectively communicate affects our residents, families, staff, and overall organizational success. Communication is only effective when the receiver receives and understands the message the sender intended. Sometimes communication takes a little extra effort.

One key element to effective communication is active listening. **Active**

**Listening** is the process of paying close attention to the message so effective communication occurs.

### **Tips to improve your listening skills:**

- *Actively listen*- stop talking and take notes if needed
- *Focus on the speaker or sender of the message*- this may include but is not limited to: turning off your cellphone or computer, shutting the door, or sitting closer to the person you are talking with.
- *Ask questions to clarify*- after the person has expressed their thoughts.
- *Repeat the take-a-way points* for clarity, understanding, and possible follow up.



## February is American Heart Month

**Congestive heart failure (CHF)** remains as one of the top 5 hospital readmission diagnoses. CHF occurs when the heart muscle no longer pumps blood as well as it should. One way to prevent CHF is to prevent other conditions that lead to CHF such as coronary artery disease, high blood pressure, diabetes, and obesity. Being aware CHF signs and symptoms can help in avoiding readmissions to the hospital.

### **Know the signs and symptoms of CHF:**

Shortness of breath, fatigue and weakness, swelling of legs, ankles and feet, rapid or irregular heartbeat, persistent cough or wheezing, increased urination at night, swelling of the abdomen, rapid weight gain, decreased alertness and chest pain.

An ounce of prevention can help reduce CHF readmissions!