

Enhancing Quality in Rhode Island's Nursing Homes



A report by the
**Rhode Island
Health Care
Association**

... Setting the Pace in
Nursing Home Care

June 2009

rihca

Our Mission

The mission of the Rhode Island Health Care Association is to enhance its members' ability to provide sustainable quality health care and quality of life to the residents of Rhode Island's skilled nursing facilities.

As a state affiliate of the American Health Care Association, RIHCA subscribes to the national association's tenets of representing the skilled nursing care community to government, business leaders, and the general public. It also serves as a force for change within the long term care field, providing information, education, and administrative tools that enhance quality at every level.



Our Commitment to Quality

Through Quality First, a national initiative to enhance quality in long term care, we, as RIHCA members, are collectively and individually committed to healthy, affordable, and ethical long term care. We commit to achieving excellence in the quality of care and services for older persons and strengthening public trust. We recognize that confidence on the part of consumers and policy makers is lacking and must be restored. We are committed to taking bold and deliberate steps, embedded in the principles of the Quality First Covenant to ensure quality. We believe that by doing so, there will be measurable improvements in defined outcomes as well as in ethical, compassionate, and resident-centered practices in the provision of care for those who are frail, elderly, or disabled.

Quality: The totality of service features and characteristics that meet or exceed customer needs and expectations.

The members of the Rhode Island Health Care Association believe that this definition should become the foundation for research, improvement activities, policies, and measures that encourage providers to move toward performance excellence. The definition above recognizes the importance of customer perceptions regarding the value—both benefits and cost—of long term care services and identifies the customer as the principal judge of quality.

At the present time, all of the nationally mandated, standardized tools for nursing home quality are defined by a source other than the customer. Until the end-user is restored as the key figure in judging quality, little can be done to implement a direction to attain their ultimate goals. While it is clear that customers want the government to provide oversight and set minimum performance standards for long term care providers, they do not want the government standards to supplant their individual needs and preferences. Only in meeting their individual needs and goals, can quality truly exist. It is our hope that government agencies, policy makers, and fellow providers can become interdependent stakeholders in shaping a long term care system that is defined by and for the consumer.

How are we doing?

In recent years, Rhode Island's skilled nursing facilities have led the country in terms of quality care according to nationally measured standards.



- Rhode Island's nursing homes scored equal or better than all but four of the 19 quality indicators measured by the Centers for Medicaid and Medicare Services.¹
- Rhode Island's facilities received the fewest number of state survey deficiencies per facility in the country on surveys dated from 2005-2007.
- Rhode Island had the most deficiency-free facilities in the country on those same surveys.²
- Eighty-eight percent of Rhode Island's nursing homes participate in the Advancing Excellence campaign, a national campaign to enhance quality in skilled nursing and rehabilitation facilities, compared to 45 percent nationally.³
- Twelve Rhode Island facilities have achieved the coveted AHCA/NCAL Step 1, 2 or 3 Quality Award, a nationally-recognized benchmark of distinction.
- Rhode Island leads the country in customer satisfaction scores according to My InnerView, which reports the results of more than 27,000 nursing home family, resident and employee satisfaction surveys nationwide.⁴
- Nearly one-third of Rhode Island's facilities received the Excellence in Action award, given to facilities with outstanding scores on the My InnerView surveys. Despite our small size, only one other state received more awards.



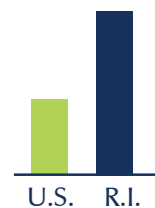
**1. CMS Quality Indicators
4th QTR, 2008**



**2. 2005-2007
Deficiency-Free
Facilities
Dept. of Health
Annual Surveys**



**3. Advancing
Excellence
Campaign
Participation**



**4. R.I. #1 in U.S.
My InnerView
Family & Resident
Satisfaction
Surveys, 2007**

Customer Satisfaction

While we are proud of all of the previous accomplishments, the last two bullets stand out as our crowning achievements. State surveys or government mandated rating systems can provide a snapshot in time, but our customers are able to translate their care experience in its totality to let providers know how they are doing over time. Our top scores on customer satisfaction surveys shows us that Rhode Island skilled nursing facilities are providing top quality care.

Changes to our long term care system are evolving as we speak. At some point, all of us will be touched by the decisions that are made today in designing the health care systems of the future. On behalf of its entire membership, the Rhode Island Health Care Association asks for the cooperation of all stakeholders in assuring that those in need of long term care receive the services they need in a manner which fulfills their expectations for quality.

What the future holds...

As Rhode Island navigates the waters of the new Global Waiver, RIHCA members will continue to push proactively to insure the best care possible. In 2009, the RIHCA Quality Improvement Committee identified the following goals:

- Institute the first annual Quality Symposium Day.
- Market the seven tools of Quality First offered by the American Health Care Association, focusing on key tools.
- Develop Educational programs that support and encourage Continuous Quality Improvement and Culture Change.
- Prepare an ongoing education program that addresses the areas in resident and family satisfaction surveys that need improvement.
- Develop a partnership with Quality Partners to assist in the completion of our goals.
- Encourage facilities to perform employee satisfaction surveys.

RIHCA promotes the following to enhance quality in nursing homes:

AHCA/NCAL Quality Award Participation – This rigorous 13-year old Quality Award is a three-step program with tougher standards at each successive level. Adopting the processes and systems critical for improvement and performance excellence has been shown to enhance quality of care in award-winning facilities.

Advancing Excellence – Advancing Excellence is a nursing home initiative to measure outcomes and establish numerical targets and benchmarks. Participants are asked to follow a set of steps in each of eight goal areas as a way to introduce a systems approach to care practices and organizational procedures. In 2008 there was measurable progress at participating nursing homes in reducing the incidence of pressure ulcers, reducing the use of physical restraints and managing pain.

My InnerView Resident/Family Satisfaction Assessment – My InnerView's (MIV) turnkey system pinpoints strengths and weaknesses based on responses to the survey so facilities can take action where necessary.

My InnerView Staff Satisfaction Assessment – The My InnerView (MIV) staff satisfaction survey can objectively identify specific areas to improve. Taking action to stabilize and increase retention rates is a very positive way to increase customer satisfaction.

LTC Trend Tracker™ – LTC Trend Tracker™ helps identify the most appropriate operational initiatives to work on to sustain a quality improvement system. LTC Trend Tracker™, a web-based data collection and analysis tool, can analyze performance; assess it against chosen peer groups, and benchmark progress toward your quality, staffing, and survey goals.

Quality Symposium – The most efficient way to learn is by learning from others, not through trial and error, and the Quality Symposium is all about providers and facility leaders enhancing their greatest asset – themselves. In addition to promoting attendance at the American Health Care Association Quality Symposium, RIHCA will host its first statewide event in 2009.

Corporate Compliance Program – Today, all providers should consider implementing a voluntary Corporate Compliance Program (CCP). When this occurs, experience demonstrates a marked improvement in the care and services to residents. A CCP is a written, operational plan to achieve organization-wide compliance with all applicable federal and state laws; specifically focusing on key “risk areas,” such as quality of care, billing and cost reporting, etc.

While RIHCA endeavors to provide its members with the tools they need for continued enhancement of quality and services at the association level, we will continue to advocate on behalf of consumers to insure that their interests and concerns are heard at the State level and above. If you would like more information about the Rhode Island Health Care Association and its members, please visit www.rihca.com.

Rhode Island Health Care Association Members

Bayberry Commons	Grandview Center	Pine Grove Health Center
Berkshire Place	Greenville Health Care & Rehabilitation Center	Riverview Healthcare Community
Briarcliffe Manor	Harborside Healthcare/Greenwood	Sakonnet Bay Manor
Charlesgate Nursing Center	Harborside Healthcare/Pawtuxet Village	Scallop Shell Nursing & Rehabilitation Center
Cherry Hill Manor	Heatherwood Nursing	Silver Creek Manor, Inc.
Chestnut Terrace Nursing & Rehabilitation Center	Hebert Nursing Home, Inc.	South County Nursing & Rehabilitation Center
The Clipper Home, Inc.	Heritage Hills Nursing Centre	South Kingstown Nursing & Rehabilitation
Cortland Place	Holiday Retirement Home	Summit Commons Skilled Nursing & Rehab. Center
Coventry Health Care & Rehabilitation Center	Hopkins Manor Ltd.	Sunny View Nursing Home
Cra-Mar Meadows	Kent Regency Center	Village House Convalescent Home
Crestwood Nursing & Conv. Home	Mansion Nursing Home	Warren Health Care & Rehabilitation Center
Eastgate Nursing & Recover Center	Morgan Health Center, Inc.	Watch Hill Care & Rehabilitation
Elmhurst Extended Care Facility	Nancy Ann Nursing Home, Inc.	Waterview Villa Nursing & Rehabilitation
Elmwood Health Center	North Bay Manor	West Shore Health Center
Emerald Bay Manor	Oak Hill Nursing & Rehabilitation Center	West View Health Care Center
Epoch Senior Health Care	Oakland Grove Health Care Center	Westerly Health Center
Evergreen House Health Center	Orchard View Manor Nursing & Rehabilitation	Woodland Convalescent Center
Forest Farm Health Care Center	Overlook Nursing & Rehabilitation Center	Woodpecker Hill Health Center
The Friendly Home, Inc.	Pawtucket Health Care & Rehabilitation Center	
Golden Crest Nursing Centre		
Grace Barker Nursing Center, Inc.		
Grand Islander Center		



Rhode Island Health Care Association

57 Kilvert Street, Warwick, RI 02886 401.732.9333

www.rihca.com