

FHCA 2019 Annual Conference & Trade Show

CE Session #66 – Deficiency Free: Fact or Fiction

Thursday, August 8 – 1:00 to 2:00 p.m.

Celebration 9-10 – Legal/Regulatory/Survey

Upon completion of this presentation, the learner will be able to:

- Destroy the myth of survey preparation and create a day to day environment that enhances survey, regulations and satisfied customers in the process
- Destroy the fear of surveyors as the bad guys by clearly defining the definition of their roles in the survey process, surveyors are guests sent to enhance our delivery of good and services to our residents, families and community
- Destroy the philosophy of achieving good surveys to just comply, the goal is to develop a sense of pride in the staff and families of the work we do and how regulatory agencies reward us for performing well.

Seminar Description:

Providers are now called to respond to a mix of traditional and QIS survey methods. In addition, dollars are now tied to the Quality Measure Improvements under the Prospective Payment System. This session will share one provider's methods and techniques for dealing with these and other changes and delivering three deficiency-free surveys. The question and answer period will provide an opportunity to deal with specific challenges and day-to-day programs that add up to daily, weekly, monthly and finally, yearly goals.

Presenter Bio(s):

Connie Bend has been a licensed Nursing Home Administrator for over 30 years. She has successfully managed over six centers achieving Superior Rated to Five Star centers along the way. She has been an active member of Florida Health Care Association during this entire period. Her caring heart and conviction of seeing her job as nursing home administrator as a ministry has certainly lead her to these successes. She has served as Secretary, Assistant President and President during her tenure in District X and IX. She also served as Regional Vice President. Connie is well recognized in the community for her ability to freely communicate with family members. Her biggest and most noted accolade is her "open door policy" and the sharing of her personal cell phone number with all residents, family members and employees. She is a sought after speaker in her church, local business community.



DEFICIENCY FREE: FACT OR FICTION

Connie Bend, MBA, LNHA
Licensed Nursing Home Administrator
Certified Preceptor



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Learning Objectives

- Destroy the myth of survey preparation to produce desired results
- Destroy the fear of surveyors as the bad guys by clearly defining the definition of their roles in the survey process
- Destroy the philosophy of achieving a good survey just to comply.



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The Long Term Care Survey Phase 2



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STEP 2

- Meet with Residents Council for 3 consecutive months
- Address all concerns as usual
- Hold Monthly cookout, etc.
- Get to know each resident
- Maintain open door policy
- Give each resident Administrator's phone number



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STEP 3 FAMILY COUNCIL

- Meet with each family during first week of admission
- Give Administrator's Cell phone
- Note all questions and respond as necessary with appropriate department head
- Start Family Advisory Board
- Appoint Ambassadors for each wing
- Place pictures up of Advisory Council



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STEP 4 BE DEDICATED TO THE PROCESS

- Work closely with each department and review The Long Term Care Survey binder, weekly.
- Each department director is responsible for reviewing their section
- Administrator be prepared to chime in and don't let the director be embarrassed.



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LIFE SAFETY SURVEY



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STEP 5 LIFE SAFETY

• PREPARATION

- Preparation is KEY!
 - 6 months prior to anticipated date of survey
 - Review Federal/State Regulations and NFPA codes and standards
 - Know where to locate your books/manuals



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BINDERS

- Organized/Labeled Binder examples:
 - Fire Disaster & Elopement Drills
 - Inspection Reports
 - State CEMP
 - Federal CEMP
 - Biomedical Waste
 - NFPA
 - Water Management



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LIFE SAFETY GUIDE

- Survey Process for Health Care Facilities (Handout)
- Disclaimer: this list is not all-inclusive and is in no particular order.
- Effective as of 7/9/2018



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WORK ORDER REQUESTS

- Maintenance Department-
 - Work Order Request Sheets created with carbon copy
 - Located at each nurses station and other prominent locations throughout facility
 - Reconciled weekly



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