

Background

- The Residential Care Services (RCS) Division is responsible for the licensing and oversight of Nursing Homes, Assisted Living Facilities, and Adult Family Homes.
- RCS conducts inspections and complaint investigations in Assisted Living Facilities and Adult Family Homes to determine provider compliance with state licensing statutory and regulatory requirements.
- RCS conducts surveys and complaint investigations in Nursing Homes to determine provider compliance with state licensing statutory and regulatory requirements and to determine compliance with conditions of participation in the federal Medicare and Medicaid programs.
- Fines, stop placement orders, conditions, revocation, summary suspension, and temporary management are examples of state licensing enforcement actions. Denial of payment for Medicare and Medicaid, civil monetary penalties, and termination of Medicare and Medicaid contracts are examples of federal enforcement actions.
- Enforcement action must be fair, timely, accurate, impartial, justified, and procedurally consistent and correct per RCS enforcement operational principles and procedures and statutory and regulatory authority.
- The stakes are high in terms of ensuring resident safety as well as ensuring accuracy of work to avoid litigation. Many parties review and use RCS enforcement action decisions such as: stakeholders, Assistant Attorneys General, administrative law judges, courts, appellant attorneys, Long-Term Care Ombuds, federal agencies, legislators and elected officials, auditors, contractors, and provider association.

Goals & Objectives

Find and eliminate inefficiencies (waiting, over-processing, re-work, defects, etc.) with in the current process, create a standardized/streamlined/improved process, and identify an action plan to get from the current process to the future process.

Expected Workshop Outcomes

- Move from a paper-based process to an electronic system. While the long-term solution will evolve with interconnectedness to current data bases, the interim solution is to use SharePoint as a central repository for these documents. This allows for smoother transition, better coverage, and creation of standard templates, resident lists and workflow processes & notifications.
- Revise policies to reflect clarified roles and responsibilities.
- Redesign and sustain training to address writing skills as well as content requirements in alignment with revised policies.
- Procure necessary tools for the field such as cell-phones, tablets and/or lap-tops.

Touch Time Per Referral



Action Plan

The team came up with 56 individual action items to improve the enforcement process. By October 2014, they expect to have most, if not all, of those action items completed. It is estimated that with the new processes and improvements in place, we will achieve the projected "Workshop Outcomes" noted on the bottom left side of this document. Here is a summary of what will be accomplished with completion of the action items:

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| 1 | We will improve our training around Statements of Deficiencies, WAC, writing skills & principles of documentation. | <ul style="list-style-type: none"> • Eliminates significant and multiple amounts of rework • Ensures we are within our required timeframes • Standardizes our work |
| 2 | We will improve the tools staff have to do their work such as checklists, grids, tablets for the field, and cell phones for Compliance Specialists. | <ul style="list-style-type: none"> • Improves communication to improve workflow and create a better product • Saves time • Increases consistency and accuracy |
| 3 | We will improve workflow and communication by: <ul style="list-style-type: none"> • Creating a SharePoint site, moving towards more formal IT solutions; • Establishing regular meetings; • Communicating in "real time" (phone) around rework issues. | <ul style="list-style-type: none"> • Improves communication to improve workflow, better product • Saves time • Increases consistency and accuracy • Improves enforcement implementation • Increases ability to gather and use data in quality assurance |
| 4 | We will revise policies and procedures to streamline requirements, clarify WACs and then train staff to revised policy. | <ul style="list-style-type: none"> • Improves communication to improve workflow, better product • Standardizes work process • Eliminates significant and multiple amounts of rework Statements of Deficiencies • Ensures work and policies align |
| 5 | We will assess the roles and responsibilities of our administrative structure to ensure best utilization of resources. | <ul style="list-style-type: none"> • Increases efficiency/flow • Reduces duplication of effort |

Evaluate Results, Standardize, then Repeat