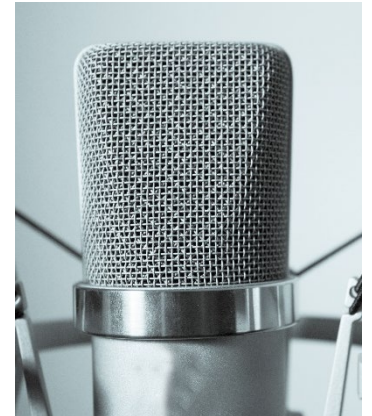


Reception Room

- **Good morning!** The meeting will start shortly.
- **Participants are muted** on entry.
- **Check the chat box:** Information about the training, including information about how to access captions and view the slides, is available there.
- **To view captions for this event:** You can view captions in Teams by clicking the More (...) button in the Teams window, then “Language and Speech,” and choose “Turn on live captions.”
- **If you have any technical issues,** please visit the [Microsoft support page for Teams](#) or email Health.HRDCommunications@state.mn.us.





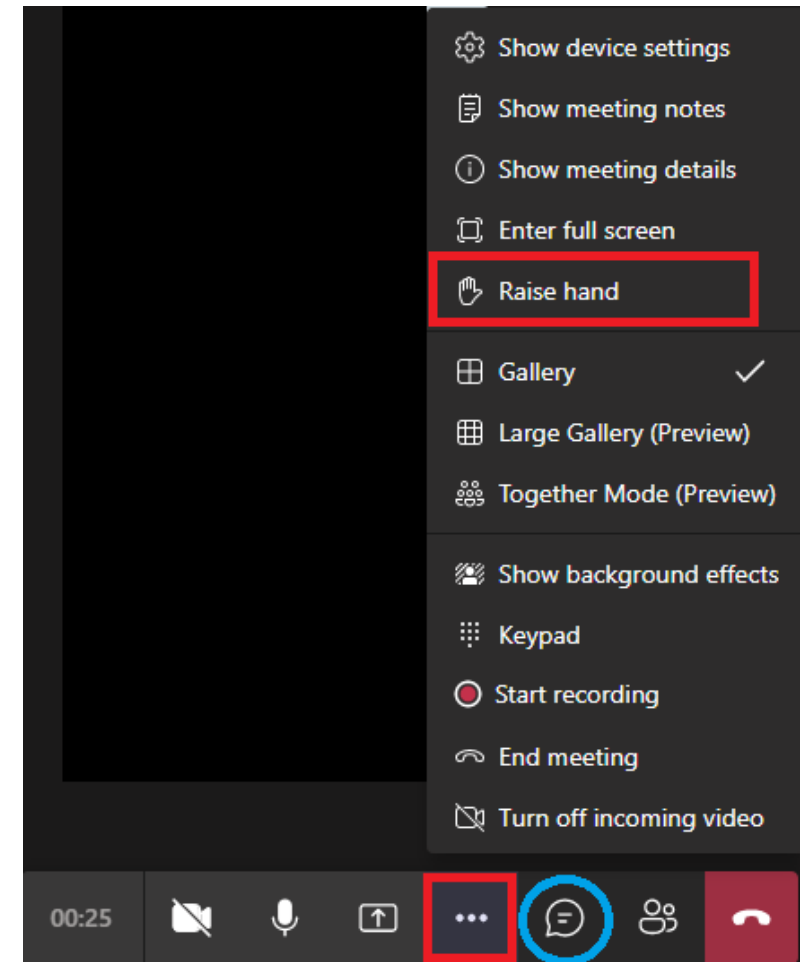
Nursing Home Regulatory Updates October 2024

Tennessees Warning

- **The Minnesota Department of Health is hosting this joint regulatory training for providers of long-term care and Health Regulation Division staff.**
- **Your comments, questions, and image, which may be private data, may be visible during this event.** You are not required to provide this data, and there are no consequences for declining to do so.
- **The virtual presentation may be accessible to anyone** who has a business or legal right to access it. By participating, you are authorizing the data collected during this presentation to be maintained by MDH.
- **To opt out of the presentation, please exit now.**

How to Ask a Question

- **Participants are muted.** We will answer as many questions as we can at the end of the presentation.
- **Two ways to ask a question** or provide a comment:
 1. Raise your hand (**outlined in red**).
 2. Click the Chat bubble (**circled in blue**) to open the chat.
- For phone attendees, press ***5** to raise your hand, and ***6** to unmute/mute yourself.
- **We will select speakers** in order and add questions from the chat at the end of the presentation.



Welcome & Updates

Citations | Complaint Quarterly Review

Working with the QIO | Stratis Health

Welcome

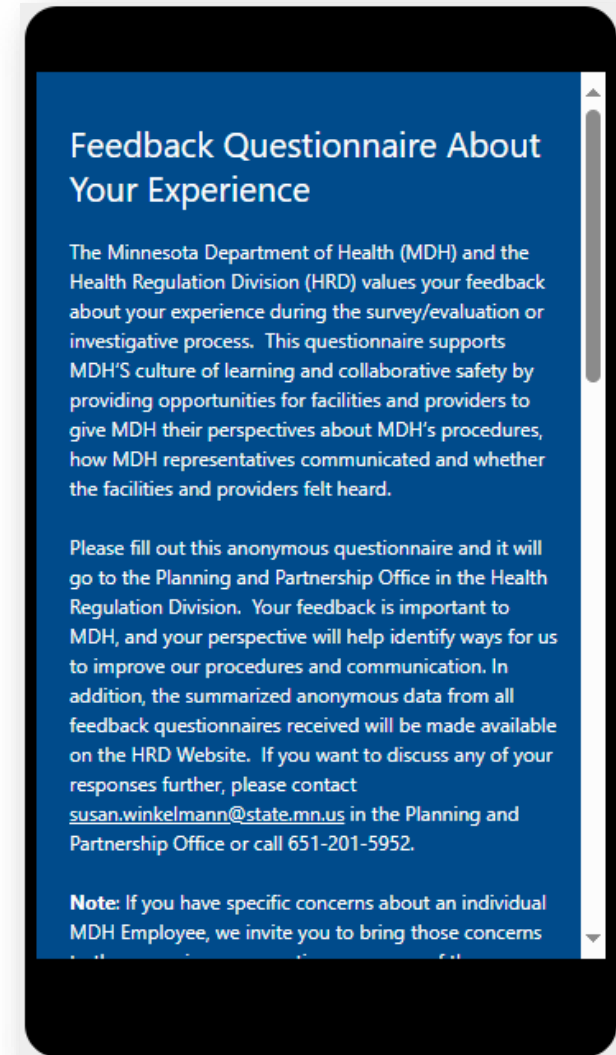
Maria King
Health Regulation
Division Director

Sarah Grebenc
Executive Regional
Operations Manager



Provider Feedback Questionnaire

- Thank you for continuing to complete HRD's Feedback Questionnaire!
 - Provided during recertification and complaint surveys on the Federal and State side.
 - Goal is to expand to other federal provider types.
- MDH uses the information to make improvements to our processes.





Internet Quality Improvement & Evaluation System

Beginning in May 2021, State Survey Agencies (SAs) and CMS locations began a phased transition to the Internet Quality Improvement and Evaluation System (iQIES), which is an internet-based system that includes survey and certification functions.

Election and Voting Guidance for Long Term Care Facilities.

Collaboration Between MDH, Office of Ombudsman for Long-Term Care, Long Term Care Imperative, and Office of the Secretary of State.

- [Nursing Homes - MDH](https://www.health.state.mn.us/facilities/regulation/nursinghomes)
(<https://www.health.state.mn.us/facilities/regulation/nursinghomes>)
- [Election and Voting Guidance for Long-Term Care Facilities](https://www.health.state.mn.us/facilities/regulation/nursinghomes/votingguide.html)
(<https://www.health.state.mn.us/facilities/regulation/nursinghomes/votingguide.html>)



Citations | Complaints

Sarah Grebenc | Federal Executive Operations Manager

Top Tags Cited in 4th Quarter FFY24

- F880 Infection Control
- F684 Quality of Care
- F689 Accidents/Supervision
- F812 Food Procurement
- F758 Free from Unnecessary Medications
- F609 Reporting Abuse
- F677 ADL Care for Dependent Residents
- F686 Treatment of Pressure Ulcers
- F883 Influenza and Pneumococcal Immunizations
- F761 Label/Store Drugs and Biologicals

Complaints 4th Quarter FFY24

- 2,302 Total **Complaints** and **Facility Report Incidents (FRI's)** received for all provider types.
- Nursing homes received 744 **Complaints** and 974 **FRI's**
- 319 Triaged as an **Immediate Jeopardy (IJ)** complaints for all provider types.
- 252 Were triaged as **IJ for Nursing Homes**
- 23 IJ's were called in nursing homes
 - 1 called on recertification surveys
 - 22 called on complaint investigations



IJs cited in 4th Quarter FFY24

F689 Accidents (L)

F678 CPR and Following Advanced Directive

F684 Quality of Care

F689 Free from Accidents/Supervision

F578 Formulate Advance Directives

F660 Discharge Planning

F695 Respiratory/Trach Care

F806 Resident Allergies, Preferences, Substitutions

F600 Abuse



Working with the QIO



**Quality Improvement
Organizations**

Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

SUPERIOR HEALTH
Quality Alliance

Nursing Home Regulatory Statewide Webinar

Oct 15, 2024

Tabitha Meyer, MHA, LNHA

Lisa Olson, RN

Overview: Quality Improvement Organizations

QIO Program initiatives include:

- Beneficiary and Family Centered Care-Quality Improvement Organizations (BFCC-QIOs)
- Quality Innovation Network-Quality Improvement Organizations (QIN-QIOs)
- Hospital Quality Improvement Contractors (HQICs)
- The American Indian Alaska Native Healthcare Quality Initiative (AIANHQI)
- The Opioid Prescriber Safety and Support initiative (OPSS)

Superior Health Quality Alliance

Three Quality Improvement Organizations

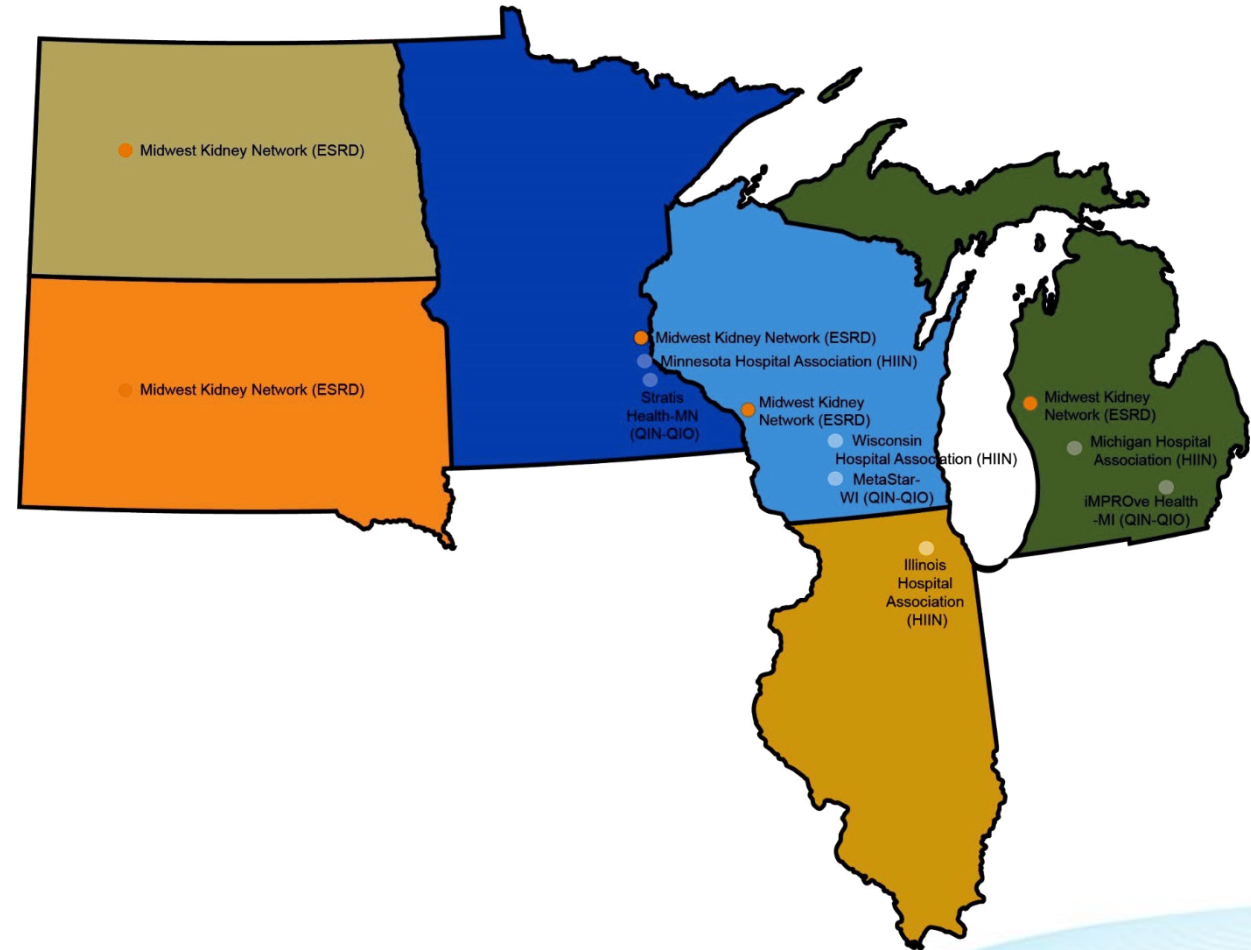
- IMPROve Health - MI
- Stratis Health - MN
- MetaStar – WI

Four Hospital Associations

- Illinois Health and Hospital Association
- Michigan Health and Hospital Association
- Minnesota Hospital Association
- Wisconsin Hospital Association

End Stage Renal Disease Network

- Midwest Kidney Network



We Make Lives Better



Lead collaboration and innovation in health care quality and safety and serve as a trusted expert in facilitating improvement for people and communities.

Core expertise is designing and implementing improvement initiatives across the continuum of care.

Organizational priorities include advancing rural health, health equity and addressing the opioid crisis.

Stratis Health Strategies

Co-design system changes that connect health care and community organizations to improve health.

Advance a safe and compassionate health care environment for those receiving and those providing care.

Accelerate evidence-informed and culturally responsive care and services.



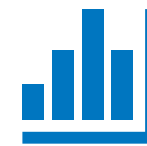
Age 65 and older.



In rural places.



Experiencing substance use disorder (SUD).



Experiencing health disparities.

Support Stratis Health can provide

Consulting Services through Stratis Health

- Strengthening Organizational Capacity
- Redesigning Care Delivery
- Building Bridges Between Health Care and Community

Current Initiatives examples include:

- Social drivers of health (SDOH)/Health-related social needs (HRSN)
- PATH
- Rural health
- Medications for opioid use disorder (MOUD)

Offered Supports

Nursing Home Focus Areas:

- Chronic Disease Management and Prevention
- Patient Safety
- Care Coordination
- Infection prevention and control
- Behavioral Health and Substance Use Disorder

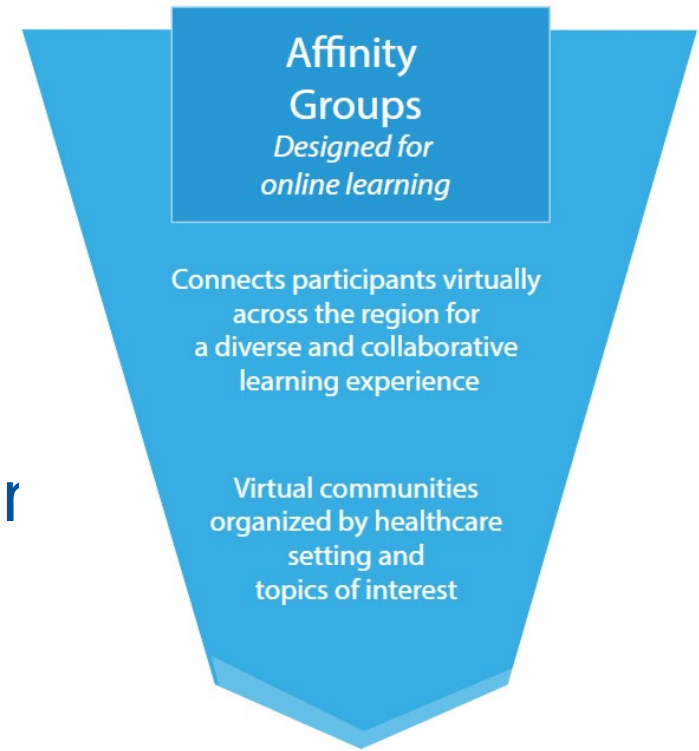
Structured Collaboratives

- Highest level of technical assistance.
- Cohorts of structured learning through a teleECHO or virtual training that allows for sharing and networking.
- Will likely require several sessions (weekly, biweekly, monthly) to view progress over time.



Affinity Groups

- Builds a virtual community by connecting individuals, health care organizations and community-based organizations across our region
- Participants work together to achieve common goals and improve health.
- All-teach-all-learn environment where best practices are identified and spread.
- Activities within the group are determined based on input from the participants.
- Moderate level of technical assistance.



Independent Implementation

- Lowest level of technical assistance.
- Great for self-guided learners.
- Ability to use these resources at your own pace.
- Could be:
 - Checklists
 - Educational resources
 - One-time webinars
 - Self-guided learning modules



Chronic Disease Management Initiatives

**Cardiovascular
disease
including
hypertension**

Diabetes

**Chronic kidney
disease (CKD)**

**Cardiac
rehabilitation
participation**

**Tobacco
cessation
activities**

Chronic Disease Management Activities and Outcomes

Self-measured Blood Pressure (SMBP) Program

21.3% ↑

- Controlled blood pressure

Diabetes Affinity Group

57.9% ↑

- Controlled blood sugar

Chronic Kidney Disease Collaboratives

24% ↑

- Screening & diagnosis

Patient Safety & Care Coordination Initiatives

Prevent adverse
drug events
(ADEs)

Improve
Emergency
Preparedness

Reduce
hospitalization &
re-hospitalization

Patient Safety & Care Coordination Activities & Outcomes

Promote medication safety best practices

Short Stay: 5.3% ↓
ADEs

Long Stay: 3.0% ↓
ADEs

Emergency Preparedness

Table-Top Exercises
• 216 NH attendees

9-Part EPP Learning Series
• 191 Registered participants
• 1,366 video views

EPP Reviews
• 852 plans reviewed

Performance Improvement Plans

31.5% ↑ IPC
compliance

20.4% ↓ of
hospitalizations due
to CDI in Long Stay
residents

Infection Prevention & Control Initiatives

Improve
Infection
Control
Practices

Increase
Immunization
Rates

Decrease
harmful
infections

Infection Prevention & Control Activities & Outcomes

Front Line Forces Modules

96% Users satisfied

7,486 completed
quizzes

25+ Topics

Immunization clinics and education

Residents: 77.1% ↑

Staff: 90.7% ↑

Nursing Home Leadership Roundtables

5,668+ video views

600+ registered
participants

- Average 45 participants per event

Behavioral Health & Substance Use Disorder Initiatives

Increase
knowledge about
stigma

Decrease opioid
related ADEs

Behavioral Health and Substance Use Disorder Activities & Outcomes

Shine a Light on Stigma

188 total pledges

- 20 organizations
- 168 individuals
- 19 states
- 356 podcast plays

Ensuring MOUD Through the Care Continuum

775+
attendees

70+ evaluation
surveys

Alternatives to Opioids (ALTO)

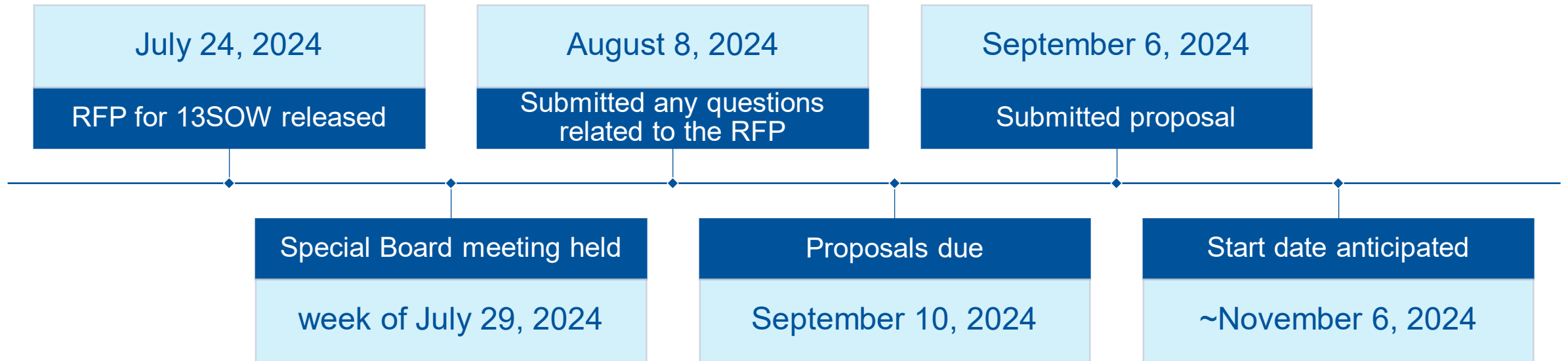
4-part webinar

- 76+ registrants

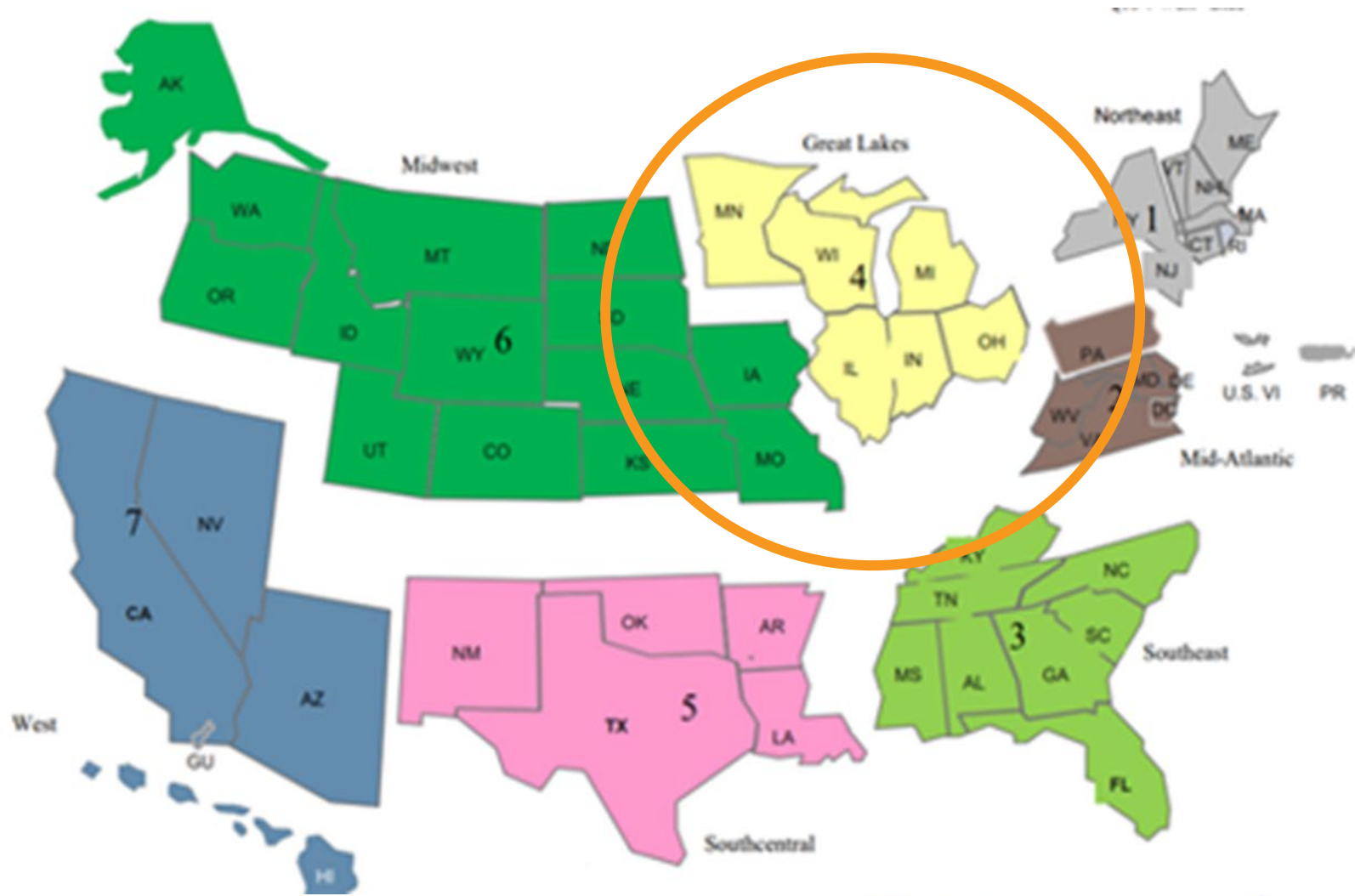
CMS QIN-QIO 13th Statement of Work

Superior Health submitted a bid for the new CMS Region 4:

- Michigan, Minnesota, Wisconsin, Illinois, Indiana, Ohio



CMS Pre-Defined Regions for 13th Scope of Work



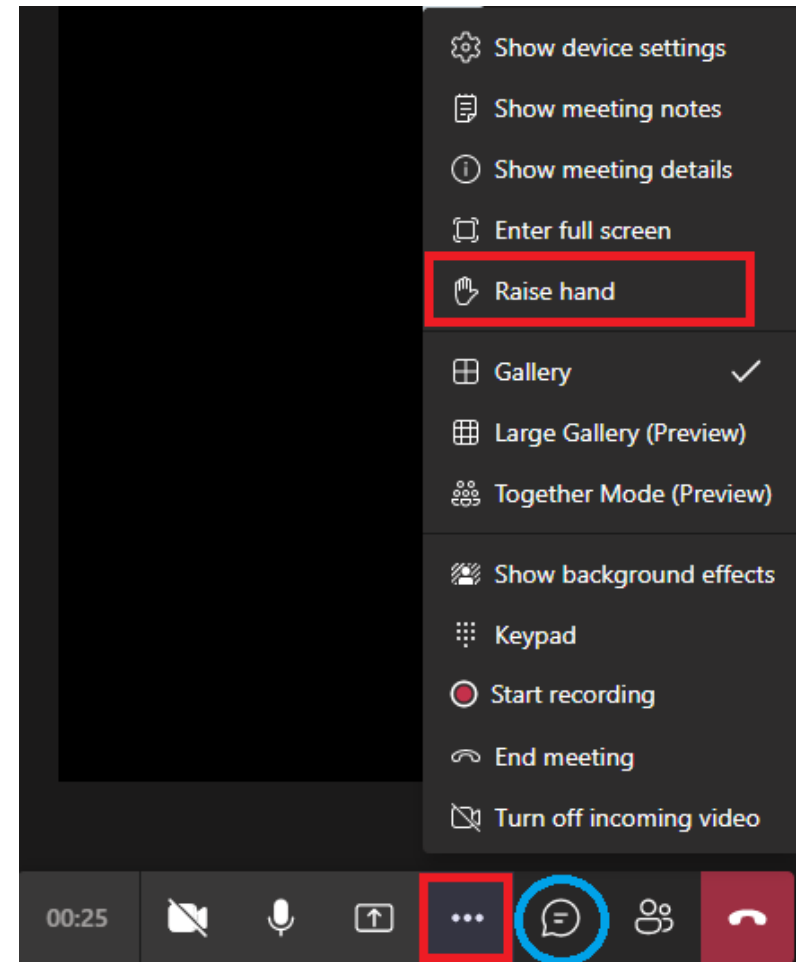
Resources

Superior Health Resources

- [Resource Library - Superior Health Quality Alliance \(superiorhealthqa.org\)](https://www.superiorhealthqa.org)
- [Home Health Within-Stay Potentially Preventable Hospitalization \(PPH\) \(pdf\) \(https://www.superiorhealthqa.org/wp-content/uploads/Home Health PPH 508-1.pdf\)](https://www.superiorhealthqa.org/wp-content/uploads/Home_Health_PPH_508-1.pdf)
- [Vaccination Clinic Toolkit for Pharmacy and Nursing Home Partnerships \(pdf\) \(https://www.superiorhealthqa.org/wp-content/uploads/VaccinationClinicToolkit_August24.pdf\)](https://www.superiorhealthqa.org/wp-content/uploads/VaccinationClinicToolkit_August24.pdf)

How to Ask a Question for Q & A

- **Participants are muted.** We will answer as many questions as we can at the end of the presentation.
- **Two ways to ask a question** or provide a comment:
 1. Raise your hand (**outlined in red**).
 2. Click the Chat bubble (**circled in blue**) to open the chat.
- For phone attendees, press ***5** to raise your hand, and ***6** to unmute/mute yourself.
- **We will select speakers** in order and add questions from the chat at the end of the presentation.



Thank You!!!

Sarah Grebenc | Sarah.Grebenc@state.mn.us