

# **Long Term Care Provider Survey Results**

## **“Refresher”**

November 13, 2003

Minnesota Department of Health

# RESULTS:

- Received 136 Responses from Providers
- AARP
- Long Term Care Imperative
- Minnesota Director of Nurses Association
- Interested Parties

# Survey Related Concerns

- Cross referencing of tags
- Look at outcomes, not paper
- Adversarial survey process
  - “Gotcha”
  - Lessen the tension
  - Intimidation of staff
  - Fear of reprisal/retaliation
  - Collaborative, not punitive
  - Surveyors to be a consultant
  - Respect and understand each other
- Inconsistency in regulation interpretation
- Daily update during survey
- Timeliness of survey results to facility
- Provider/Surveyor joint training sessions

# Survey Related Concerns (cont.)

- Nursing Homes with quality concerns to be surveyed more frequently, those with no concerns to be surveyed every 2-3 years
- No ability to refute a citation until 2567 issued
- Question surveyor knowledge and training
- Flexibility and timing of surveys (help in staffing and planning during survey)
- Don't use survey process to inform providers of new regulations/surveyor expectations. Provide explanation when they change.
- Differences in surveys among different teams and within teams; rotate surveyors to different parts of the state.
- Surveyors questioning physician orders
- No follow up with other individuals when regarding a deficiency
- Citations not to be issued until a corrective plan of action is not satisfactory

# Increased cost

- Availability of insurance and insurance premiums rising are due to surveys
- Is there a way to credit unused drugs in stead of destroy
- Can a PA do an H&P on admission and do admission orders

# Reimbursement

- Surveyors to understand reimbursement
- Additional reimbursement for nursing assistant education
- Increasing regulations and decreasing reimbursement is the right way of thinking
- Inadequate reimbursement i.e. dentist shortage/availability
- Adequate reimbursement

# Miscellaneous

- Dual survey standards, federal vs. state
- IDR process to be independent
- Level "C" should not be labeled as a deficiency
- Resident review to coincide with admission/significant changes
- Nursing homes chart for Dollars
- Recognize culture differences of staff/surveyors to be culturally diverse
- Registered dietician should do dietary survey
- Nursing registry needs to be up-to-date
- Surveyor should be prohibited from surveying former employer
- Alzheimer's, dementia, transitional care units are different
- Waiver process is flawed
- Acceptance of deemed status when JCAHO accredited
- Quarterly review of meds by pharmacist
- Enforcement of immediate sanctions when found guilty of a second offense