



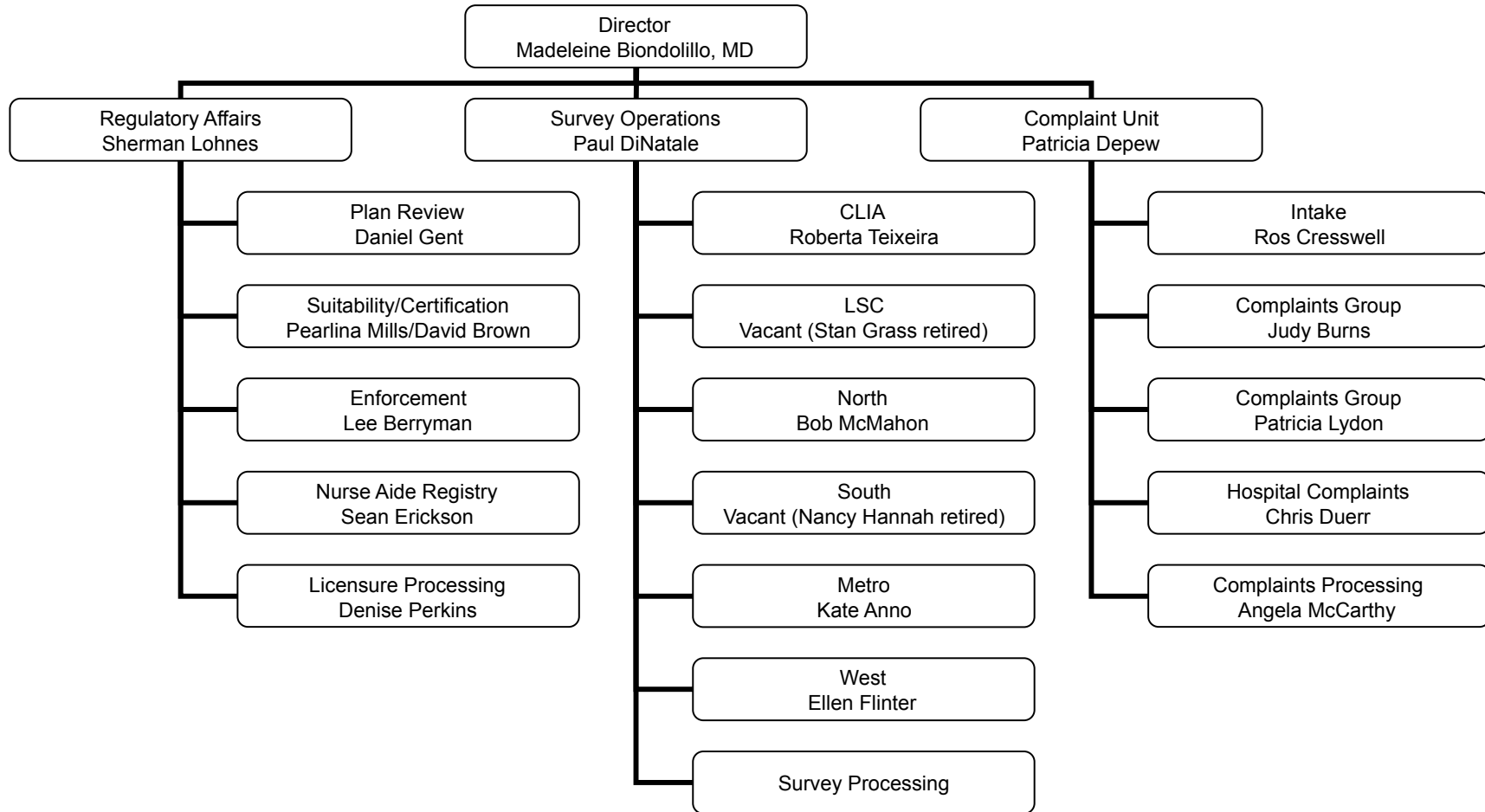
Division of Health Care Quality Licensing & Certification Overview

March 6, 2013

TOPICS TO COVER

- Licensure vs. Certification
- Licensure Processes
- Enforcement
- Nurse Aide Registry

DHCQ



LICENSURE vs. CERTIFICATION

(and other programs)

Licensure:

- Authorization
- Required to Operate
- State regulations
- Facilities = DHCQ
- Individuals:
 - DHCQ: CNA's/NAR
 - DHPL:
 - Bd of NH Administrators
 - Bd of Reg. in Nursing
 - DPL: Social Workers

Certification:

- Reimbursement
- Voluntary Participation
- Federal Regulations
- Medicare = CMS
- Medicaid = MassHealth
- AG Medicaid Fraud Div.

- - -

Ombudsman Program

DPH "REPORT CARD"


Nursing Home Survey Tool - Windows Internet Explorer

http://webapps.ehs.state.ma.us/nursehome/FacilityOverall.aspx?Facility=0852

File Edit View Favorites Tools Help

Convert Select

Favorites Nursing Home Survey Tool

Health and Human Services 

March 23, 2012 **HOME** CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT

[Mass.Gov Home](#) [State Agencies](#) [State Online Services](#)

Town/Facility Name	Complaints	Enforcements	Administration	Nursing	Residents Rights	Food Service	Environment	Total
STATEWIDE AVERAGE	Y/N	Y/N	36	30	26	12	19	123
MAXIMUM SCORE POSSIBLE	Y/N	Y/N	39	33	27	12	21	132
SPRINGSIDE REHAB & SKILLED CARE CTR	YES	Yes	34	29	24	10	12	109

[New Search](#) [Search Results](#)

SPRINGSIDE REHAB & SKILLED CARE CTR
 255 LEBANON AVENUE
 PITTSFIELD , MASSACHUSETTS 01201
 TELEPHONE: (413)499-2334

Standard Survey Dates:	01/06/2011	01/06/2010	12/09/2008
Complaint Investigation(s):	10/12/2010	09/03/2010	08/17/2010
Change of Ownership:	04/01/2011		
Enforcement:			
Jeopardy	08/17/2010		
Substandard Quality of Care	08/17/2010	07/28/2010	
Termination	No Termination Actions in reported time period		
Denial of Payments			
Imposed	08/17/2010		
Lifted	09/09/2010		
Admission Freeze			
Imposed	08/17/2010		

CMS “NURSING HOME COMPARE” (FIVE STAR)

Medicare.gov - Nursing Home Compare - Select Nursing Homes - Windows Internet Explorer

http://www.medicare.gov/NHCompare/Include/DataSection/Questions/HomeSelect.asp

File Edit View Favorites Tools Help

Medicare.gov - Nursing Home Compare - Select Nursin...

Nursing Homes with Resident and Family Councils

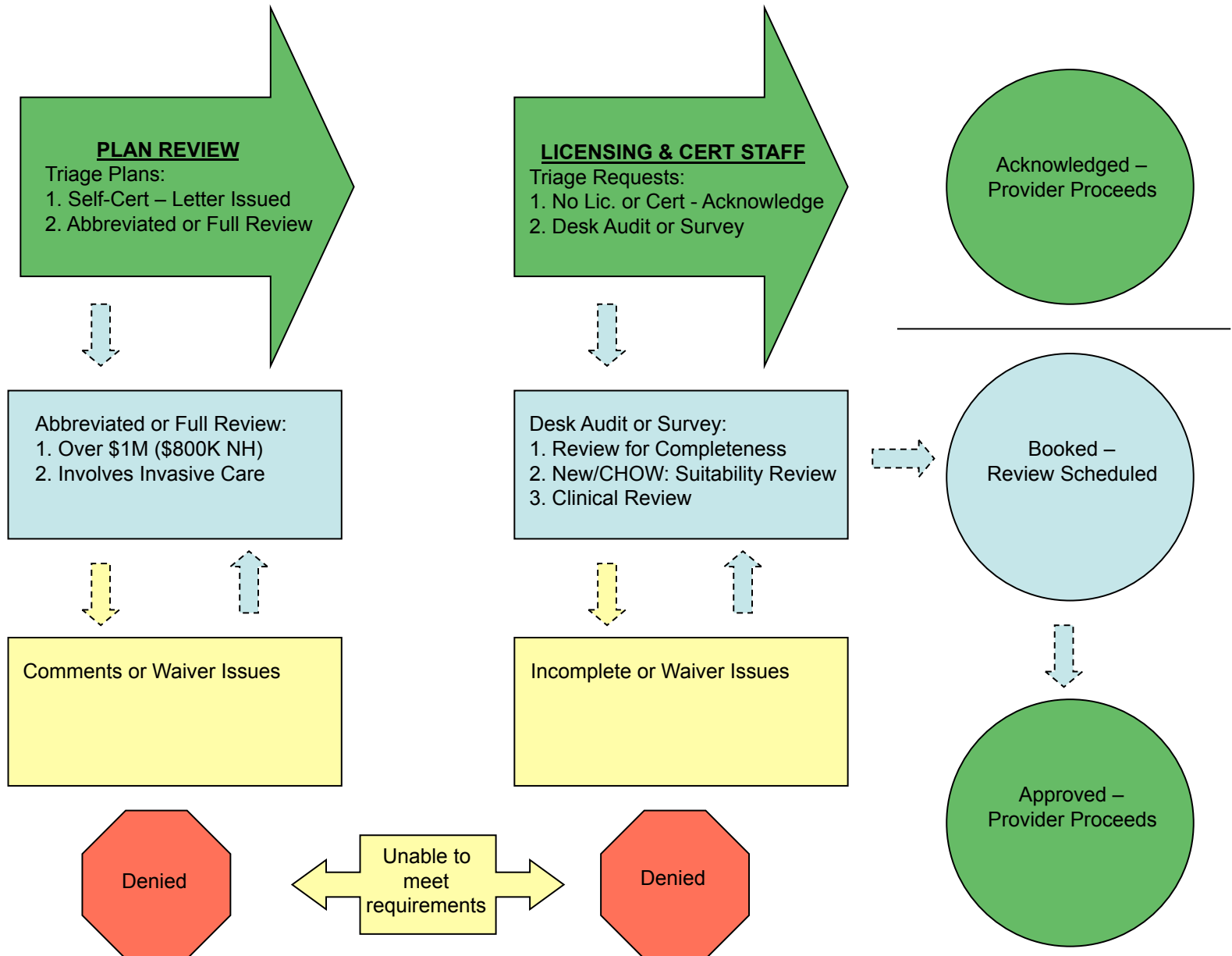
Show Information View Nursing Home Locations on a Map What is this?

Choose up to 3 nursing homes to Compare Sort Table By: Distance Sort

	Nursing Home Name and General Information	Overall Rating [What is this?]	Health Inspections [What is this?]	Nursing Home Staffing [What is this?]	Quality Measures [What is this?]	Program Participation	Number of Certified Beds [What is this?]	Type of Ownership
<input type="checkbox"/>	PIETY CORNER NURSING HOME  325 BACON STREET WALTHAM, MA 02154 (781) 894-5264 Distance: 0.99 miles Resident Council Mapping & Directions	★★ 2 out of 5 stars	★ 1 out of 5 stars	★★ 2 out of 5 stars	★★★★★ 5 out of 5 stars	Medicare and Medicaid	34	For profit - Individual
<input type="checkbox"/>	BROOKHAVEN AT LEXINGTON 1010 WALTHAM STREET LEXINGTON, MA 02421 (781) 863-9660 Distance: 2.17 miles Resident Council Continuing Care Retirement Community Mapping & Directions	★★★★★ 5 out of 5 stars	★★★★★ 5 out of 5 stars	★★★★★ 5 out of 5 stars	★★★★ 4 out of 5 stars	Medicare and Medicaid	49	Non profit - Corporation
<input type="checkbox"/>	MARISTHILL NURSING HOME 66 NEWTON STREET WALTHAM, MA 02453 (781) 893-0240	★★★★★ 5 out of 5 stars	★★★ 3 out of 5 stars	★★★★ 4 out of 5 stars	★★★★★ 5 out of 5 stars	Medicare and Medicaid	123	Non profit - Church related

Internet 100%

LICENSING PROCESS OVERVIEW



ENFORCEMENT CYCLES

- Scope and Severity
- Jeopardy – 23 Days
- 3 Month/6 Month Rule
- Additional Sanctions
 - DPNA (vs. Freeze on Admissions)
 - CMPs
 - Per Day
 - Per Instance
 - “Double G”

ENFORCEMENT

SCOPE AND SEVERITY MATRIX

JEOPARDY	*J*	*K*	*L*
HARM	G	*H*	*I*
NO ACTUAL HARM/ POTENTIAL HARM	D	E	*F*
NO HARM/ MINIMAL POTENTIAL	A	B	C
	ISOLATED	PATTERN	WIDESPREAD

***SUBSTANDARD QUALITY OF CARE IF: RESIDENT BEHAVIOR AND FACILITY PRACTICE (F221-F225), QUALITY OF LIFE (F240-F258) OR QUALITY OF CARE (F309-F333).**

LTC SURVEY CYCLE

“EID”

- Re-certification, licensure or complaint survey:
 - SOD if not in compliance
 - POC from facility if SOD

2 MN

- Subsequent follow-up survey/s (on-site if “G” or higher):
 - SOD if not in compliance
 - POC from facility if SOD
 - Denial of payment for new admissions

3 MN

- Final follow-up survey (on-site if “G” or higher):
 - Termination/license revocation if not corrected

6 MN

NOTE: Termination occurs on or before Day 23 if jeopardy is not removed.

PLANS OF CORRECTION

POC Submission:

- Mailed Copy (no longer the process)
- Email (interim process)
- ePOC (Massachusetts will pilot)

INFORMAL DISPUTE RESOLUTION (IDR) INDEPENDENT IDR (IIDR)

IDR:

- 7 Member Committee
- 5 year deletion rate of 36%
- “Bottom line up front”
- “Less is more”
- Observation permitted
- Hard copy and .pdf required

IIDR:

- 5 Member Committee
- Only available if CMS offers
- Cites with CMP in escrow
- Few cases to date – mixed outcome
- CMS reviews deletions
- Observation permitted
- Hard copy and .pdf required

NURSE AIDE REGISTRY

NURSE AIDE TRAINING

- NAR Conversion
 - Web Based
 - April 2013
- Nurse Aide Training Curriculum
 - What should be added?
 - What should be kept?
 - What should be changed/deleted?