

March 21, 2024

# Echoes from Administrators



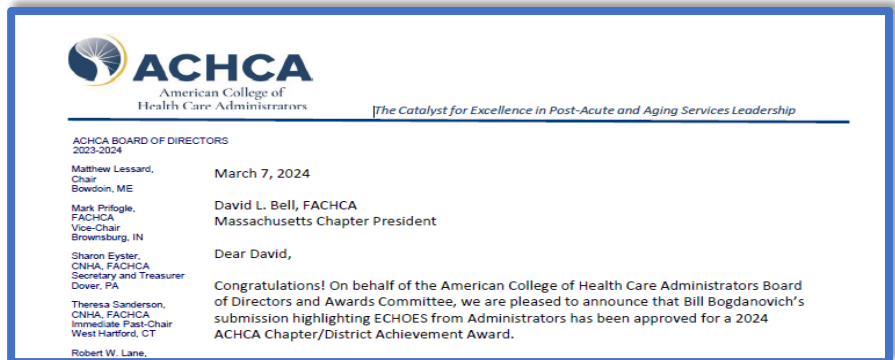
ACHCA MA Chapter welcomed practicing administrators to another live gathering of our virtual community of peers leading facilities across the Commonwealth.

**Registrant Facilities Included:**

- Alliance Health & Human Services
- Baker Katz
- BaneCare
- Bay Path at Duxbury
- Bear Mountain at Andover
- Berkshire Place
- Bethany Health Care
- Brandon Woods of New Bedford
- Brighton House Rehabilitation and Nursing Center
- Broad Reach /Liberty Commons
- Careone
- Christopher House
- Dwyer Home
- Elizabeth Seton Residence
- John Scott House
- Katzman Family Center for Living
- Kimwell Nursing and Rehab
- Laurel Ridge Rehab
- LCB Senior Living
- LCCA
- legacy lifecare
- Life Care Centers
- Oakhill Healthcare
- Our Island Home
- Pine Knoll Nursing Center
- Pond Home
- RegalCare
- Salterhealthcare
- sandy river Center
- Sarah Brayton Nursing Care Center
- SouthPointe
- Sterling Village
- Strategic Care Solutions
- Teresian House
- The Boston Home
- The Pavilion Rehabilitation and Nursing Center
- Westfield Gardens

Once again, there were registrants from over 50 different facilities, both those with their “licenses on the wall” and corporate/regional folks.

The check-in and update are an informal opportunity to convene and hear what colleagues had happening in their buildings.



While hardly an innovative idea, ACHCA National is recognizing the MA Chapter for the ECHOES program at the upcoming convocation in Myrtle Beach.

Click [here](#) to see details on all the award recipients, and thanks to all whose participation has given this some staying power!

**@ Future ECHOES – Bringing SME’s to the virtual table:** We’ll be due for another in June, but meanwhile, if there are particular subject areas you’d like to hear from subject matter experts about, click [here](#) to submit your request, and we’ll see what we can do!



And special thanks to our longtime colleague and friend, Tom Lavalley, who will be co-facilitating future ECHOES sessions. His insights, experiences, and candor have enhanced many of our meetings thus far, and will help ensure we stay on the cutting edge of what matters most. In addition to serving as [Alliance Health and Human Services COO](#), Tom is also MSCA's Board Chair, and the MA Chapter ACHCA's Vice-President.

## ECHOES 3/21 Highlights:

**The Survey & Regulatory discussion** continued to be one of greatest focus and interest.

Talking about surveys, these experiences were noted:



- A 5 day survey where team was on site every day until evening (7:30 PM). A great deal of surveyor emotion to the point of crying was present from one of the team members, which left the facility with challenges in how to appropriately respond.
- Surveyor copying of records extracts seemed to be happening in a way that felt like it was “sneaking around”.
- Tags on annual education, especially dementia training.
- The frustration of being stuck in the enforcement cycle when on-site resurvey clears the original tag, but then yields something altogether new.

**There was a great deal of discussion about IDR and IIDR**, with common concerns including:



- Whether it's a “waste of time” to submit an IDR/IIDR when the Committee's recommendation is to delete the deficiency, but DPH / CMS overrules the vote. There is uncertainty as to who is really “calling the shots” – DPH versus CMS. The sense is that DPH makes the recommendation to CMS, and CMS goes with the DPH request.
- Submission of IDR/IIDR rebuttals that reference successful appeals at DAB by an administrative law judge. These cases seem especially relevant in matters where facility sanctions for the actions of a single employee result in an incident despite the facility “having done everything right” (sometimes even stated as such by DPH) – impacts of this imposition of “strict liability” noted to have devastation impacts even if they might be [years] later reversed by an ALJ.

In addition to the demoralizing effect on providers at the front line, these were all mentioned as particular concerns:

- CMS 5 star penalties,
- ACO exclusion,
- CMP's
- Loss of NA Training Program (NATP) participation (2 years).

The ability to apply for a waiver of the NATP exclusion was discussed, though it was also reported that some were not successful in that effort.

**Reportables, Self-Reports and Complaint Unit Activity/Experiences** discussed included:

- What feel like an increase in the frequency of follow-up requests in HCFRS.
- More “desk audits” (and perhaps less on site?).
- A “funky anonymity” when DPH initiates outreach to the facility on a report it has received external, but has the administrator open the complaint in HCFRS.
- That the process lacks closure, as even those cases with extended discourse between DPH and facility do not result in a determination being conveyed to the facility (unless there is a deficiency cited). i.e. does that really mean the “no news is good news” or could it be different?

**Our Workforce**



Elevator talking points on what’s being experienced are that:

- ◆ Agency use is down.
- ◆ Hiring and application action levels are up.
- ◆ The prospect of graduate nurse waiver provisions enabling them to work before NCLEX is favorable.
- ◆ Particular trouble spots mentioned:
  - CNA’s: Western MA, Cape Cod
  - Nurses: Nantucket
- ◆ No one reported any experience with bringing migrants into our workplaces. One report of learning that contractors such as HK and laundry wanted to but could not (because the employees are not employed by the facility).
  -

**Reimbursement / Financial**

**The transition from MMQ to PDPM-based Medicaid payments** do not seem to be yielding significant pain points.

Several facilities report having had audit experience, particularly noting:

- Same auditors that had been doing MMQ audits.



- A few surprises, but nothing specific, and nothing too bad.
- Audit focus noted specifically around behavioral add-on.
- Compliance technique: a weekly meeting to be sure ducks are in a row on key areas and being reviewed.

## Admissions and Hospital Discharge Planning



- ❖ There is a sense that with hospital discharge pressures, rehospitalization from SNF after admission are occurring with increasing frequency – “patient is not ready”.
- ❖ There is a sense that there is an abundance of referrals, though certain elements make it challenging to be sure the necessary care can be provided. Lack of payer source is also found to be a barrier that hospitals don’t seem to understand.
- ❖ A common request to hospitals would be that there be greater honesty – especially with regard to psych/mental health issues. With specific reference to psych and mental health:
  - Better resources and options would be a huge benefit.
  - There seem to be virtually no options for available acute psych hospital beds.
  - The psych aspects of the SUD and younger patient population are the biggest struggle.

# Mark your Calendars!

**MA Chapter ACHCA Annual Conference and Trade Show** is at **Gillette Stadium on April 11, 2024.**

ACHCA members should have received a special link by email to register for \$75, which includes Six (6) CEUs, lunch, tradeshow. Click [here](#) to see the full conference agenda. If you need the member registration link, email [Bill McGinley](#).

**ACHCA National Convocation** in **Myrtle Beach, SC is on May 6-9, 2024** and offers up to 22 CEUs. It is the largest gathering of exclusively LTC and post-acute care administrators in the country. Once again your MA Chapter will pay 100% of the early bird registration fee for active members who register online for Convocation at the early bird rate. Early bird deadline is April 5<sup>th</sup>!

To receive your FREE early bird registration you must [register online](#). Active members whose primary chapter is MA received a separate email on 12/8 with a code to use. If you missed it, and need the code, email [Bill McGinley](#).

**MA Senior Care Association's Spring Conference** will be held on **April 25<sup>th</sup>** . at the **DCU Center in Worcester**.

- ➔ The morning session features Steven Littlehale and a team from Zimmet Healthcare will offer attendees an analysis of the PDPM Medicaid reimbursement transition in the Commonwealth and other states, along with effective strategies for facilities to utilize data analytics and technology to improve performance.
- ➔ The afternoon session will feature Jerald Cosey, who will delve into the core principles of Five STAR leadership, a methodology that emphasizes Strategic thinking, Transformational actions, and Results-driven outcomes.

Click [here](#) to register!

**The New England Alliance** is hosting another jam-packed multi-day educational event in **Newport May 22-24**. The conference agenda is at [Newport-2023-Flyer.pdf \(thenealliance.org\)](#). Register by clicking [here](#)!

**CEU Certificates for the March 21<sup>st</sup> ECHOES have been sent (separately) to all participants.**



[Follow the ACHCA MA Chapter on LinkedIn](#) so you don't miss the notice on the next ECHO in your email!

**Stay up-to-date on future events** at <https://achca-machapter.org/upcoming-events/>

**Information on previous events** (including handouts when available) are posted at <https://achca-machapter.org/previous-events/>.

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