

# Syllabus – Module 1

## Partnerships

### Introductions

Explain the QIO program, the SIP program, our relationship with the State Survey Agency, and the objectives of the module.

At the end of this education, attendees will have a better understanding of:

1. New Survey Process and Scope and Severity Grid (Briefly)
2. Resident Rights/Resident and Family Engagement
3. Eden Alternative Domains of Well-Being
4. QAPI/RCA/5 Whys
5. Quality Measures
6. Leadership/Teamwork

### Provide attendees with the Pre- and Post-Test.

Reiterate that they are not expected to know all of the answers, yet.

### Resources

Resource links from the internet were added to this page on 9/14/18. Please check for more current/updated versions of the tools and resources.

#### 1. Nursing Home Survey Process and Scope and Severity Grid

##### Nursing Home Survey Process

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/GuidanceforLawsAndRegulations/Nursing-Homes.html>

- Revision History for LTC Survey Process Documents and Files
- LTC Survey FAQ
- Appendix PP State Operations Manual
- List of Revised F Tags
- F-Tag Crosswalk
- New Long-term Care Survey Process – Slide Deck and Speaker Notes
- LTC Survey Pathways
- LTCSP Procedure Guide
- LTCSP Initial Pool Care Areas
- Survey Resources
  - F-Tag-Crosswalk
  - List of Revised F Tags
  - Scope and Severity Grid
  - Etc.
- CMS\_802
- LTCSP Interim Revisit Instructions
- Initial Surveys

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**State Operations Manual Appendix Q - Guidelines for Determining Immediate Jeopardy**

[https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap\\_q\\_immedjeopardy.pdf](https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_q_immedjeopardy.pdf)

**Surveyor Training – LTC Survey Process SME Videos - Course Menu**

[https://surveyortraining.cms.hhs.gov/pubs/CourseMenu.aspx?cid=0CMSLTCSME\\_VID](https://surveyortraining.cms.hhs.gov/pubs/CourseMenu.aspx?cid=0CMSLTCSME_VID)

**CMS Finalizes New Regulations for Facilities: Part 1**

<https://www.hallrender.com/2016/10/07/cms-finalizes-new-regulations-for-facilities-part-1/>

### **2. Resident Rights/Resident and Family Engagement**

**Your Rights and Protections as a Nursing Home Resident**

[https://downloads.cms.gov/medicare/Your\\_Resident\\_Rights\\_and\\_Protections\\_section.pdf](https://downloads.cms.gov/medicare/Your_Resident_Rights_and_Protections_section.pdf)

**Person and Family Engagement Strategy**

<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Downloads/Person-and-Family-Engagement-Strategy.pdf>

**Resident and Family Engagement in Nursing Home Quality**

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/Downloads/QAPI-Consumer-Factsheet.pdf>

**CMS - Patient and Family Engagement**

[https://partnershipforpatients.cms.gov/p4p\\_resources/tsp-patientandfamilyengagement/tsppatient-and-family-engagement.html](https://partnershipforpatients.cms.gov/p4p_resources/tsp-patientandfamilyengagement/tsppatient-and-family-engagement.html)

**Partnering with Patients and Families to Enhance Safety and Quality A Mini Toolkit**

<http://www.ipfcc.org/resources/Patient-Safety-Toolkit-04.pdf>

**Family Involvement in Residential Long-Term Care: A Synthesis and Critical Review**

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2247412/>

### **3. Eden Alternative Domains of Well-Being**

**The Eden Alternative Domains of Well-Being**

<https://www.edenalt.org/wp-content/uploads/2016/02/EdenAltWellBeingWhitePaperv5.pdf>

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### 4. QAPI/RCA/5 Whys

#### Process Improvement Handbook

 <http://atomalliance.org/download/process-improvement-handbook/>

#### QAPI Companion Guide

 <http://atomalliance.org/download/qapi-companion-guide/>

#### QAPI at a Glance

 <http://atomalliance.org/download/qapi-at-a-glance/>

#### QAPI 5 Elements: Overview and Tools

 <http://atomalliance.org/download/qapi-5-elements-overview-and-tools/>

#### QAPI Written Plan How-To Guide

 <http://atomalliance.org/download/qapi-written-plan-guide/>

#### QAPI Making a Difference (HealthInsights-QAPI Presentation for CNAs)

 <https://www.youtube.com/watch?v=UOoVUKSyEpE>

#### PDSA Written Examples

 <http://atomalliance.org/download/pdsa-examples/>

#### Using PDSA for Quality Improvement

 <http://atomalliance.org/download/using-pdsa-for-quality-improvement/>

#### Fishbone Diagram

 <http://atomalliance.org/download/qapi-at-a-glance/>

#### Guidance for Root Cause Analysis

 <http://atomalliance.org/download/guidance-for-rca/>

#### Root Cause Analysis Process

 <http://atomalliance.org/download/root-cause-analysis-process-2/>

#### RCA – Five Whys

 <http://atomalliance.org/download/rca-five-whys/>

### 5. Composite Score/Quality Measures

#### CMS - MDS 3.0 RAI Manual

<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/NursingHomeQualityInits/MDS30RAIManual.html>

#### CMS - Quality Measures

<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/NursingHomeQualityInits/NHQIQualityMeasures.html>

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### Five-Star Quality Rating System

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/CertificationandCompliance/FSQRS.html>

## 6. Leadership/Teamwork

### Creating a Strong Team

<http://atomalliance.org/download/creating-a-strong-team/>

### TeamSTEPPS® 2.0 for Long-Term Care

<https://www.ahrq.gov/teamstepps/longtermcare/index.html>

- Course Overview and Table of Contents.
- Fundamentals Instructional Modules, Evidence-based documentation, Slides, Videos, and Exercise Worksheets:
  - Module 1 – Introduction.
  - Module 2 – Team Structure.
  - Module 3 – Communication.
  - Module 4 – Leading Teams.
  - Module 5 – Situation Monitoring.
  - Module 6 – Mutual Support.
  - Module 7 – Summary—Pulling It All Together.
- Trainer/Coach Instructional Modules, Slides, Videos, and Exercise Worksheets:
  - Module 8 – Change Management.
  - Module 9 – Coaching Workshop.
  - Module 10 – Measurement.
  - Module 11 – Implementation.
  - Module 12 – Practice Teaching Session.
- Essentials Course Instructor Guide, Slides, and Videos.
- Supplemental Materials:
  - Course Management Guide.
  - Measurement tools.
  - Specialty scenarios.

## Activities

### Play the Domestic Lean goddess video (run time 6 minutes):

[http://www.youtube.com/watch?v=jsp-19o\\_5vU](http://www.youtube.com/watch?v=jsp-19o_5vU)

The Domestic Lean goddess video (6 minutes) shows how the Plan-Do-Study-Act (PDSA) cycle, a common quality improvement method, can be used in an everyday domestic situation (why the children are always late for school). This six-minute video shows how applying the four steps of the PDSA cycle pinpoints the root cause and allows effective action to take place. This video helps nursing homes consider the multitude of ways in which the PDSA structure can improve processes.

### Play the QAPI: Making a Difference Video

<https://www.youtube.com/watch?v=UOoVUkSyEpE>

### Complete the Pieces of the Puzzle Exercise.

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Short daily stand-up meetings or huddles on each shift can be effective for sharing information needed for care. For larger issues, use Learning Circles (mentioned in Module 2). Cross train, even if people will not be fully certified in a discipline. It is helpful to understand what responsibilities others have and how that fit together in the larger picture.

### **Play the Wisdom of Geese (Motivational)**

<https://www.youtube.com/watch?v=5rOg4WfNDfM>

### **Play the Employee engagement Penguins Teamwork Together We're Better-Engage & Prosper Video**

<https://www.youtube.com/watch?v=bXji0yjYObo>

### **Present Case Study for Failure to Assess and Failure to Notify Physician Group Discussion** –What other thoughts, questions, or concerns do you have?

**Use the One Interview Question sheet** - This activity will get coworkers talking to each other and gets them working with one another. (Example: use as a guide to work with your Administrator and/or HR Director to develop meaningful questions for the hiring process.)

### **Action Item:**

**As you go what do you know?** – What can you, as an organization or an individual, do to make an improved change by next Friday?

### **Provide attendees with the Pre-and Post-Test and Satisfaction Survey**