



the power of community
the power of membership

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Events

November

- 20 **Survey Cabinet Meeting:** IAHSA Office, 1:30p.m.
- 27 **Certified Dementia Training Course: IAHSA Office**

December

- 6 **Quality First Committee Meeting:** IAHSA Office, 11:45a.m.
- 14 **Education Committee Meeting:** IAHSA Office, 10:00-12:00a.m.
- 18 **Survey Cabinet Meeting:** IAHSA Office, 10:00- 11:30a.m.

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Feature

New CMS Survey and Certification Letters

Attached are the links to two (2) new Centers for Medicare and Medicaid Services (CMS) Survey and Certification (S & C) Letters

1. National Special Focus Facility (SFF) Program Improvements for Nursing Facilities, Notice Requirements (11/2/07)

This Letter amends the S & C Letter of 12/16/04
www.cms.hhs.gov/SurveyCertificationGenInfo/downloads/SCLetter05-13.pdf

- The 2004 memo "strengthened" the SFF program by establishing a state-based scale for SFF selection rather than the previous 2 per state; increasing the data used for SFF selection to 3 years of survey history; allowing removal from the list based on significant improvement [no higher than E on 2 successive surveys, with no intervening complaint-based deficiencies of F or higher]; and revising enforcement action to require immediate imposition and increased severity of sanctions over an 18 month period [or 3 standard surveys, whichever is shorter] for SFFs that fail to demonstrate significant progress in correcting deficiencies.

The 11/2/07 Letter further refines the SFF procedures for both newly identified SFFs and those currently in the program that have not significantly improved :

Improved Notification

- All accountable parties, i.e., administrators, governing bodies, owners and operators [holder of the provider agreement], will be notified of SFF selection at the beginning of the SFF period.
- Copies will also be provided to the State Ombudsman Office and the State Medicaid Director.
- Notification will include reasons for SFF selection, what to expect based on the facility's SFF identification, and the consequences

Communiqué

- Jan 7, 2008
- Dec 15, 2007
- Nov 30, 2007
- Nov 15, 2007

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of failure to improve.

- All accountable parties will also be notified of the facility's "graduation" or removal from SFF designation.
- A model notification / "To the Provider" letter, with a cc to all of the parties referenced above, is included.

Public Notice

- CMS will publish on Nursing Home Compare a list of SFFs who fail to make significant improvement [no deficiencies higher than E/no substandard care] after one survey.
- SFFs that make significant progress on the next survey will be removed from the list when it is updated.

Focus on Quality of Care and Quality of Life Deficiencies

- Life Safety Code deficiencies will be excluded from the SFF calculation process.
- LSC surveys will still be conducted with the same frequency as health care surveys, i.e., 2x year for SFFs.
- LSC deficiencies at the level of actual harm will preclude graduation from the SFF program.

www.cms.hhs.gov/SurveyCertificationGenInfo/downloads/SCLetter08-02.pdf

2. Initial Surveys for New Medicare Providers

This Letter sets forth revised survey priorities and procedures for survey and certification activities [Appendix A].

- CMS reiterates its "longstanding policy giving priority to complaint investigations, recertifications, and "...other core work" for existing Medicare providers.
- CMS advises that deemed Medicare status, for those providers that have the option in lieu of Medicare surveys, "...is likely to be the fastest route to certification."
- Delays in initial surveys/new provider certification are attributed to four factors: resource limitations, i.e., limited budget; increased applications; more/additional survey responsibilities; and anti-fraud initiatives.
- Appendix A includes the process for exceptions [Priority Exception Requests for access to care reasons] and a higher priority for providers or suppliers in certain unique circumstances, e.g., transplant centers.
- Appendix B is an "Example of Content for a Potential Provider Communication."
- Appendix C is a list of all of the accrediting organizations (AOs) authorized to deem for Medicare.

www.cms.hhs.gov/SurveyCertificationGenInfo/downloads/SCLetter08-03.pdf

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State News

DIA Provides Clarification/Guidance to Surveyors for Exit Interviews
Iowa State Fire Marshal Releases Holiday Decorations Guidance
Governor Chet Culver proclaimed the week of October 7- 13 as Nursing Home Culture Change Week.
DHS Releases Legislative Package
Help the State of Iowa Learn About Employee Turnover
IAHSA Influences RCF Policy in Iowa

[DIA Provides Clarification/Guidance to Surveyors for](#)

Exit Interviews

The exit interview process applies to annual, complaint, and self-reported incident surveys. During exit interviews from surveys, general complaint investigations and revisits involving any program type:

The surveyor should share findings, if he/she has findings to share, but the final supervisory review may identify other concerns. If the supervisory review finds other concerns, the program coordinator will be in contact with the facility. Scope and severity may not be identified at the exit interview; however, the facility should have an understanding of the areas of concern from the surveyor.

If the surveyor does not have findings to share, DIA recommends the surveyor note and say that "things look pretty good", "keep up the good work". However, the final supervisory review may identify other concerns. If the supervisory review finds other concerns, the program coordinator will be in contact with the facility.

During exit interviews from abuse investigations, the surveyor is to note that all the gathered information needs to under go a supervisory review in the office and the facility will receive a follow up letter in approx 30 days.

If the surveyor feels pressure on stating whether the complaint is founded or not, the surveyor is to reinforce that all the gathered information needs to undergo a supervisory review in the office and the facility will receive a follow up letter in approx 30 days.

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Iowa State Fire Marshal Releases Holiday Decorations Guidance

Jim Kenke, the Iowa State Fire Marshal, released a memo in reference holiday decorations. This memo covers items such as Christmas trees, Christmas lights, wreathes, decorations, etc.

The Fire Marshal would like to see consistent enforcement across the state. [Click Here](#) for a copy of the memo.

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Governor Chet Culver proclaimed the week of October 7-13 as Nursing Home Culture Change Week.



Recognizing that nursing homes are staffed by caregivers who are there to help their residents live lives of meaning and joy, the proclamation encourages all Iowans to support efforts to transform nursing homes to a more home-like environment.

The Iowa Person Directed Care Coalition is shown with the proclamation, along with guest Barbara Frank. Barbara is a nationally known expert on person directed care who recently spoke with the coalition about how providers can improve their care outcomes by individualizing care to residents and support to staff.

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DHS Releases Legislative Package

The Iowa Department on Human Services released its proposed legislative package for the 2008 General Assembly. Two proposed changes may affect IAHS members:

1. DHS proposed to amend the Iowa Code to allow access to dependent adult abuse information to persons who have signed release of information from the person whom they wish to inquire as to whether or not the person has been found to have abused a dependent adult, for the purposes of employment, volunteering, or reenrolling in school. According to DHS, this change would make access to dependent adult abuse information comparable to access to child abuse and criminal history information.
2. DHS also proposed to add language to the Iowa code-defining persons employed by hospitals that are required to have a Record Check Evaluation. The following language would be added: "Employees, whose primary job responsibilities are wing a hospital unit licensed under 135C, are required to complete Record Check Evaluations."

Hospitals are licensed under Iowa Code Chapter 135B. Under 135B, hospitals have access to running record checks, but there is no provision for a record check evaluation completed by DHS. This is similar schools and other entities that may check a prospective employee's history and make their own decision about employability.

Some hospitals have units or "wings" also licensed under Iowa Code 135C. Employees in these facilities licensed under 135C must have a record check evaluation completed by DHS if they have a criminal or abuse history. According to DHS, some hospitals have taken advantage of the way the law is currently written, and run all of their employees, not just the one working in units licensed under 135C, through the record check evaluation process. If all hospitals did this, there would be a substantial need for additional financial resources.

According to DHS, this clarification would allow hospitals the opportunity to more quickly employ individuals not covered under 135C and still maintain access to child abuse and criminal history information.

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Help the State of Iowa Learn About Employee Turnover

The long-term care profession continues to face a significant workforce shortage. However, the State of Iowa does not have data to know what the Iowa Turnover Rate is. According to the Iowa Foundation for Medical Care, the Medicare Quality Improvement Organization for Iowa, under contract with the Centers for Medicare and Medicaid Services (CMS) the national turnover rate for CNAs is 71.7%. Help Iowa find out what the turnover rate is in Iowa.

The Nursing Facility Accountability Measures Workgroup is recommending nursing facilities receive accountability measure points if the turnover rate is at or below an established benchmark. However, there is no benchmark. Please fill out the attached form for calendar year 2007 and mail to the IME. [Click Here to View the Form.](#)

IME
Attn: Provider Cost Audit and Rate Setting Unit
100 Army Post Road
PO Box 36450
Des Moines, IA 50315

The DHS/IME plans to require this form to be filled out for Calendar Year 2008. Get a head start and help establish the benchmarks with your 2007 data.

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IAHSA Influences RCF Policy in Iowa

The RCF system is complex. IAHSA held a roundtable to discuss the issues. **Charlie Leist, Bureau Chief - Funding and Budgets, Division of Mental Health and Disability Services, Iowa Department of Human Services**, joined the discussion. The Division of Mental Health does not have a position on RCFs in Iowa.

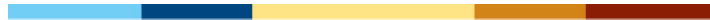
IAHSA is in a great position to influence the State of Iowa's position on RCF funding and policy issues. The Division of Mental Health and Disability Services plans to hire an "Adult Mental Health and Disability Bureau Chief." IAHSA's RCF members will follow-up with the new hire to let Iowa know that RCFs fit into the continuum of care for the mentally ill and the elderly. In the past RCFs have been forgotten.

Be a part of IAHSA's new RCF network!

The group also discussed future meetings for IAHSA's new RCF Network. The goal of this IAHSA network is to increase opportunities for members to receive information and education relevant to their particular responsibilities. The network gatherings, as they are scheduled, will provide the opportunity for RCF members to receive information, education, and communication that is responsive to their particular issues. These important networking opportunities will also facilitate increased resource assistance by and between individual members. Join the RCF Network and let your voice be heard.

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National News

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OSCAR Q3 2007 Data

The Medicaid and Medicare Survey Certification third quarter data for 2007 is available.

- Iowa facilities are 100% in substantial compliance compared to 93.76% nation wide.
- Immediate jeopardy was cited in Iowa once at .22% compared to 2.17% nationally.
- Deficiency free facilities in Iowa number 49 (10.77%) compared to 8.35% nationwide.

The most frequently cited deficiency nationally is F323 Accidents at 35.2%, and Iowa's most frequently cited Iowa deficiency is also F 323 Accidents at 50.9%. The second most frequently cited deficiency is F281 Professional Standards at 47.7% compared to 26.9% nationally.

All OSCAR Data for the Third Quarter may be found on the IAHSA website. [Click here to view.](#)

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Nearly 14 Percent of U.S. Seniors Suffer from

Dementia As reported by myziva.info, according to an article in the journal Neuroepidemiology, 13.9 percent of seniors aged 71 and older suffer from dementia and 9.7 percent have Alzheimer's disease. This data was derived by researchers in the Aging, Demographics and Memory Study through use of a nationally representative sample of 856 seniors aged 71 and older from the Health and Retirement Study. The prevalence of dementia was found to increase with age, climbing from 5 percent among those ages 71 to 79 to 37.4 percent for those

ages 90 and older. According to the authors of the study, this is "essential information for effective planning for the impending healthcare needs of the large and increasing number of individuals at risk for dementia as our population ages."

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Planning for an Emergency

A jury recently found Sal and Mabel Mangano not guilty of 35 charges of negligent homicide and cruelty charges. They were accused for not evacuating their St. Rita's nursing home before Hurricane Katrina hit in which 35 residents drowned. They still face more than 30 civil lawsuits. Their long ordeal through the criminal courts is a loud wake up call to any long term care facility about their obligations to their residents in times of emergency. As a result of Katrina and the aftermath, CMS has clarified that providers carry the primary responsibility to evacuate unless ordered by the government.

IAHSA is sponsoring a three hour training in February in Des Moines where information will be shared about how to develop an emergency plan for your facility.

CMS has issued a letter announcing the "Provider Survey and Certification Frequently Asked Questions (FAQs): Declared Public Health Emergencies - All Hazards, Health Standards and Quality Issues." This resource provides advance information specific to a federally declared public health emergency and includes both general information and information specifically related to long- term care survey and certification and health standards and quality. AAHSA members and staff helped develop the FAQs based on experience and lessons learned during Hurricane Katrina. FAQs relating to reimbursement and billing during emergencies will be published at a later date.

<http://www.cms.hhs.gov/SurveyCertEmergPrep/>.

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Congress Approves Funding Increase for OAA

Congress has approved \$111 million in increases to the Older Americans Act (OAA) for fiscal year 2008.

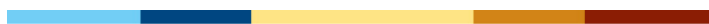
The bill includes: \$7 million for supportive services and centers, \$19 million for congregate meals, \$9 million for home-delivered meals, \$8 million for nutrition services incentives, \$2 million for family caregiver support, and \$47 million to pay the required minimum wage increase for Title V enrollees.

The proposal also includes \$22.5 million for the Administration on Aging's Choices for Independence initiative, \$2 million for the National Center on Senior Benefits Outreach and Enrollment, \$2 million for Lifespan Respite Care, \$10 million for Real Choice Systems Change grants, and \$45 million for State Health Insurance Assistance Programs.

Unfortunately, President Bush plans to veto the underlying bill, which covers many human services programs, because it spends more than he wants. The veto probably has the likelihood to stand because neither chamber reached the required two-thirds vote for an override in passing the bill. It is likely that some program spending will be reduced, possibly across-the- board. A final bill is expected to pass the week of Dec. 17.

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Membership News

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IAHSA Education Events & Opportunities

Comprehensive Alzheimer's and Dementia Training November 27

Do you need training to successfully manage wandering, aggression, poor appetites, or inappropriate sexuality? Due to demand, IAHSA is offering a comprehensive 8- hour Alzheimer's and Dementia training course on Tuesday, November 27 in the IAHSA conference room. Seating capacity is limited, so registrations will be accepted in the order they are received.

Once this training is successfully completed, participants are able to make further application to become a Certified Dementia Practitioner through the National Council of Certified Dementia Practitioners. **To learn more about the complete requirements** and benefits of becoming a Certified Dementia Practitioner, please visit and review the further description at the National Council of Certified Dementia Practitioners website (www.nccdp.org).

The instructor for this program is Kathy Strang, Vice President of Health Services for Continuum Health Care Services. Kathy is a Certified Dementia Practitioner.

[Registration Brochure](#)
[Registration Form](#)

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Quality First

Consistent Assignment

The relationship between staff satisfaction and resident satisfaction has been documented. It has also been shown that facilities that use a "consistent assignment" approach have higher staff satisfaction.

Advancing Excellence in America's Nursing Homes, <http://www.nhqualitycampaign.org> has help on improving consistent assignment of nursing home staff, so that residents regularly receive care from the same caregivers.

Also, there are valuable **Intervention Training Materials available**, which provide evidence-based information in support of all eight campaign goals. Included are "Implementation Guides" organized by each of the Advancing Excellence campaign goals. To learn more, and to register as a participant, you can visit <http://www.nhqualitycampaign.org/>. You may also **ask questions and obtain additional information directly by speaking to Joyce Taylor at Iowa Foundation for Medical Care, (515) 457-3730.**

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IAHSA Member News & Updates

Member Networks

A Source of Information and Support

IAHSA members have taken the first step toward building invaluable Member Networks, and plan to have their first meetings in January. Member Networks offer casual, free, member-driven opportunities for you to connect with others in your discipline in order to share information about best practices, leading edge innovations, policies and procedures, rules and regulations, laws, communications, and any other issues you face as an aging services provider. Member Networks act as sources of information and support, and allow you to share

your knowledge and experiences, learn from others, and build relationships with people who understand your situations.

Initial networks include nursing, assisted living, human resources, RCF and CCRC; and more networks will be developed as interest and member participation grow. You are encouraged to participate by attending gatherings throughout the state, sharing your knowledge and seeking other's advice in the new IAHSA Forums (coming January, 2008), and by simply acting as a source of support and encouragement for others.

Member Networks are run by IAHSA members who have shown great leadership in their discipline, and will be successful because of your support and participation. Member Network leaders are:

- Linda Godlewski, Bishop Drumm Retirement Center (Nursing)
- Angie Gurius, Madrid Home Communities (Assisted Livings)
- Marge King, Wesley Retirement Services (Human Resources)
- Sue Morrow, Spectra Health Care (RCF)
- Pat Heiden, Oaknoll Retirement Residence (CCRC)

If you are interested in receiving information about our new Member Networks, please contact Jennifer Neyens at 888-440-4630 ex. 100 or jneyens@ageiowa.org.

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Share Your Story With All of Iowa in IAHSA's Aging Week Supplement

Mother's Day marks the beginning of Aging Week. Last year, IAHSA celebrated by publishing a special supplement in *The Des Moines Register*, and experienced great results. We plan to spread the word about the not-for-profit difference again this year with a newspaper supplement to be distributed state-wide. Plan to share your story with all of Iowa by purchasing space in the IAHSA Aging Week supplement.

In addition to highlighting those members who choose to purchase space in the Aging Week Supplement, IAHSA will be recognizing the 2008 IAHSA award winners. We encourage you to begin thinking of those members most deserving of IAHSA awards, in preparation for nominations. You may [download award nomination criteria](#), or contact Gayle Williamson at 888-440-4630, ext. 101 or gwilliamson@ageiowa.org

Contact Dana Petrowsky at 888-440-4630 ext. 102 or dpetrowsky@ageiowa.org if you have any questions regarding this exciting opportunity to share your story with all of Iowa!

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IAHSA Opens Its Annual Membership Satisfaction Survey

Every year IAHSA conducts a Membership Satisfaction Survey among its valued members. Whether you function as a "front-line" employee, department head, executive or facility board member, your input is important to us. How we function as an association is based greatly upon the results of each year's survey.

To that end, we invite you to participate in this year's Membership Satisfaction Survey. It is simple and should not take any longer than 15 minutes of your time. You may complete the survey anonymously, or you can provide us with certain qualifying information that is helpful in analyzing the results. Even if you prefer to remain completely anonymous, your information is very important to us, so you are encouraged to complete the survey as thoroughly as possible.

An email has been sent to over 600 individuals associated with IAHSA member organizations with a link to the on-line survey. If you did not get an email but would still like to participate in this survey, please

contact Gayle at 888-440-4630 ext. 101 or
gwilliamson@ageiowa.org.

Your prompt response is greatly appreciated as the survey will close promptly at midnight on November 30th. No additional survey responses will be accepted as of December 1st. With the Thanksgiving Holiday falling between now and the survey close, we want to encourage you respond quickly.

Again, YOUR INPUT IS IMPORTANT! We want to hear from you.

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IAHSA Award Spotlight



It's never too early to start thinking about recognizing those who have made significant contributions to the field of senior services. Each month, IAHSA will spotlight one of the awards which are presented to worthy individuals, groups, or programs at the annual Spring Conference. IAHSA will accept award nominations at any time throughout the year.

Public Trust Award

This award will be presented to an individual or organization that has advance public trust and confidence in aging services through public service, collaboration, media or other efforts to educate consumers and help them make informed choices.

Criteria: Contributions made by an IAHSA member organization, individuals or the media to the community at large must be impressive and quantifiable. The degree of civic benefit to the community (relative to the size of both the organization and the community at large) is the primary criteria for selection. Backup documentation and statistics regarding financial, social, or other civic benefit to the community must accompany nominations in this category.

Candidates: IAHSA member organizations, individuals or media responsible for a specific program or service within the organization.

If you know someone who fits the criteria of this award (or any other IAHSA award), please complete a nomination form ([click here](#)), and submit it along with any supporting documentation to the IAHSA office. For more information, contact Gayle at 888- 440-4630 or gwilliamson@ageiowa.org.

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Employment Opportunities

Director of Residential Services

Counseling, assessments, and program planning with adult residential clients. Mental Illness/Mental Retardation/Substance Abuse experience preferred. Competitive wages and benefits. Fax resume to: PRAIRIE VIEW 563-422-5607 or Phone 563-422-5606, ext. 108.

Address:
Prairie View Management, Inc.
18569 Lane Road
Fayette IA 52142-9525

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Attachments

[Holiday Decorations Documentation](#)

OSCAR Data Quarter 3 Iowa Comparisons

OSCAR Data Quarter 3 Part 1

OSCAR Data: Quarter 3 Part 2

ARJO Sling & Slide

Accountability Measures



Iowa Association of Homes
& Services for the Aging
1701 48th Street, Suite 203
West Des Moines, IA 50266
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Toll-free: 1-888-440-4630
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Website: www.ageiowa.org
Email: iahsa@ageiowa.org