

Table of Contents

Page 1	· Consumer Assessment of Healthcare Providers and Systems Hospice Survey
	· Post-Acute Care Handbook
Page 2	· Post-Acute Care Handbook (cont.)
	· Study Suggests Better Death Notifications
Page 3	· Consumer Assessment (cont.)
	· Skin Patch Keep Diabetic Foot Ulcers at Bay
Page 4	· Upcoming Save the Dates

Consumer Assessment of Healthcare Providers and Systems Hospice Survey

CMS is reminding hospice administrators that they must begin the process to participate in the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey. The survey is designed to “measure and assess the experiences of patients who died while receiving hospice care, as well as the experiences of their informal primary caregivers.” Topics included in the survey are: 1) hospice team communication; 2) getting timely care; 3) treating family members with respect; 4) providing emotional support; 5) support for religious and spiritual beliefs; 6) getting help for symptoms; 7) information continuity; and 8) understanding the side effects of pain medication.

The survey tool was designed with input from various stakeholder groups including providers, industry, consumers, patients and government sources. All hospices must participate unless an exemption is granted. Exemptions are granted for 1) facilities with less than 50 “survey-eligible decedents/caregivers in the period from January 1, 2014 through December 31, 2014 or 2) a hospice which receives their CMS Certification Number (CCN) on or after January 1, 2015. (continued on page 3)

Post-Acute Care Handbook

AHLA would like to thank Ari J. Markenson, Editor in Chief, and Joseph Donchess of the Editing Committee, for the new *Post-Acute Care Handbook: Regulatory, Risk, and Compliance Issues, First Edition*, along with authors Jeannie A. Adams, Heather O. Berchem, Dena M. Castricone, Phillip J. Chapman, Michael H. Cook, Shery Tatar Dacso, Robin Dale, Janet K. Feldkamp, James P. Holloway, Alan C. Horowitz, Matthew E. Jassak, John S. Linehan, Michael F. McGahan, James F. Miles, Julie B. Mitchell, Randi S. Nathanson, Daniel J. O’Brien, Michael A. Okaty, Emily M. Park, Paula G. Sanders, Howard L. Sollins, Daniel Z. Sternthal, Steven M. Swirsky, and Sanford V. Teplitzky.

As the population continues to age in the United States, post acute care and long term services continue to undergo myriad changes, not only in the type of services being provided, but also the changing expectations of facility residents, and their significant others. (continued on page 2)

Join the conversation and connect with LNHA today!

Post-Acute Care Handbook (Cont.)

The type of care has been shifting over the past few decades and this change has been accompanied by regulatory changes and increased scrutiny. In addition, the industry faces fraud and abuse investigations aimed not only at billing practices but also quality of care issues. Post-Acute Care Handbook: Regulatory, Risk and Compliance Issues, First Edition extensively addresses the issues affecting the industry. For more information or to purchase, please visit www.healthlawyers.org/bookstore or call (800)533-1637.

Better death notifications could improve CNA work experience, study suggests

Nursing facilities should evaluate how certified nursing assistants learn about the death of residents in order to improve the workers' on-the-job experience, according to recently published findings. A substantial number of CNAs reported negative experiences around how they were notified of resident deaths and how bodies were removed from the facility, the investigators found. They interviewed 140 nursing home CNAs.

“Study findings suggest that more mindful approaches to the transitions related to resident deaths would be valued by CNAs and could improve their work experience,” the authors wrote. The workers indicated that the “most positive” way to learn about a resident’s death was to be contacted prior to arriving for a shift. The “most negative” experience was walking into a room to find it empty or with a new resident in the bed. The CNAs also expressed negative feelings related to how quickly facilities filled beds that became available after a death, the study authors noted. The investigators were affiliated with the Jewish Home Lifecare Institute on Aging, the University of Massachusetts, Boston, and the University of Osnabrück in Germany. Full findings are available online and are forthcoming in Geriatric Nursing.

Advertise in the Lagniappe and Meet Your 2015 Business Goals!

LNHA’s newsletter, Lagniappe, hits providers’ desks twice a month with the latest news in regulatory issues, innovative ideas and membership news. If your company has information that you want to get into the hands of long term care providers quickly and efficiently, Lagniappe is the perfect vehicle for your message. For more information on sizes and pricing visit the LNHA website. If you have questions, contact Karen Miller at kmiller@lnha.org.

Did You Know?

LNHA is now offering the member mailout in an email version. Electronic delivery allows us to provide better, faster and more efficient service while going paperless. To receive this monthly informative member mailout, email Karen Miller at kmiller@lnha.org.

LNHA is now posting the weekly Region VI Insider on our website at www.lnha.org under “News and Events.” The tab will be on the left called “CMS Region VI Insider.”



JEREMY D. GOUX
WYNNE, GOUX & LOBELLO
ATTORNEYS AT LAW, LLC



**Medical Malpractice
Regulatory Compliance
General Liability
Worker’s Compensation
Facility and Staff Support**

410 N. Jefferson Ave.
Covington, LA 70433
(985)898-0504
Fax: (985)898-0840
jgoux@wgllawfirm.com

Consumer Assessment of Healthcare Providers and Systems Hospice Survey (cont.)

In both instances, facilities must complete forms that are available online from CMS to receive the exemption. Those hospices that have fewer than 50 individuals must reapply yearly. Those that have new CCNs have only a one time exemption. This is a “pay-for-reporting” program. Hospices that do not comply with the submission deadlines will receive a 2 percentage point reduction in the 2017 Annual Payment Update (APU). The 2015 participation will affect the 2017 APU. The pay-for-reporting requirements will continue to impact future years’ APU.

To start the process, a hospice must select a survey vendor from an approved list on the CAHPS Hospice Survey website and then “negotiate a contract with the vendor, and authorize the vendor to collect and submit data” on behalf of the hospice. Hospices will directly pay the CMS approved vendor. The final step in selecting the vendor is to complete the CAHPS Hospice Survey Vendor Authorization Form which notifies CMS that the hospice has selected a vendor. This form must be submitted to CMS by May 1, 2015. Once the vendor is selected, hospices must participate in a “dry run” of data submission for at least one month. It was possible to have participated in the dry run beginning in January of 2015. For those facilities which did not participate in January, they must participate in February or March of 2015, as data submission for the remainder of the year must begin in April 2015. Facilities must have ten months of data submission. Beginning in 2016, submission must occur on a monthly basis. Hospices may work with their vendors to include a “Consent to Share Responses supplemental question” if hospices would like to view the survey data.

CMS notes that a hospice may inform caretakers that they will be receiving the survey and may encourage them to complete the survey. They note, however, if the hospice tells one caregiver, it must inform all caregivers. Additionally, CMS reminds hospices that they “must not attempt to influence the caregivers to answer the CAHPS Hospice Survey questions in any particular way.”

With only two months of dry run remaining, hospices are encouraged to put the process in motion to comply with these requirements. Additional information and required forms are available on the CAHPS website (www.hospicecahpsurvey.org). If technical assistance is needed, contact the CAHPS Hospice Survey Project Team by e-mail at hospicecahpsurvey@hcqis.org or call 1-844-472-4621.

Author: KarenSue Zoeller, LNHA Regulatory Director

New skin patch helps keep diabetic foot ulcers at bay

Researchers at Stanford University School of Medicine have developed a drug delivered through a skin patch that not only helps diabetic foot ulcers heal faster, but prevents the wounds from recurring.

In addition to blocked blood vessels, the blood sugar toxicity in people with diabetes impairs a protein called hypoxia inducible factor-1 alpha (HIF-1 α), which turns on the genes that help form new networks of small blood vessels needed to heal damaged tissue.

In an effort to help these wounds heal properly, researchers examined the ability of deferoxamine, a medication that's been available for more than 60 years, to increase HIF-1 α in diabetes patients. To help the drug's molecules adequately penetrate the skin, they developed a transdermal patch to deliver the drug.

After testing the topical solution of the medication and the patch on a human skin apparatus, researchers found that it allowed the foot ulcer to heal 14 days faster, and it boosted healing by improving the skin's collagen levels. Because it helps the skin heal better, the patch could even prevent repeat ulcers, too, says Geoffrey Gurtner, M.D., one of the study's authors.

“We have lots of diagnostic modalities to tell when we find that there's low oxygen or delivery of blood, but there's not much we can do except tell the person to take better care of their feet,” Gurtner says. “This drug could actually change the biology of diabetic patients.”

LNHA's Upcoming Events and Save the Dates!



New events have been added to the [News and Events web page](#) and to the e-calendar. Check the website today to view the flyer and agenda for upcoming trainings. To register for an event, visit www.lnha.org and click the calendar icon on the home page and select the appropriate event.

UPCOMING EVENTS:

- March 10-13: Resident Activity Director Certification, Paragon Casino, Marksville

SAVE THE DATES:

- May 5-6: Spring Conference
- September 21-23: Annual Convention and Trade Show

Follow LNHA on your social media sites for the latest in news and updates!



The *Lagniappe* newsletter is published twice a month by the Louisiana Nursing Home Association, 7844 Office Park Blvd., Baton Rouge, LA 70809, 225.927.5642. *Lagniappe* is provided as a membership benefit. Executive Director: Joseph Donchess; Communications Director: [Karen Miller](#).