

Table of Contents

Page 1	· Governor Visits Residents at Maison de Lafayette · New SNF PEPPER Now Available
Page 2	· New SNF PEPPER Now Available (cont.) · Medicaid Program Integrity Podcast
Page 3	· Building Prevention into Every Day Practice · LNHA Education Event: SSD Workshop
Page 4	· LNHA's Upcoming Events and Trainings · AHCA Annual Convention & Expo

Gov. Edwards Celebrates Nursing Home Week by Visiting Residents at Maison de Lafayette

An enthusiastic crowd greeted Gov. John Bel Edwards as he visited the Maison de Lafayette nursing facility on Wednesday, May 11, 2016, to celebrate Nursing Home Week.

Governor Edwards shared his excitement about Medicaid expansion in Louisiana and encouraged residents that Louisiana's best days are ahead. I encourage you to invite your local lawmakers to tour your facility and visit with your residents. It is a great way for them to see first-hand that your nursing facility truly is a small world with a big heart. See a picture of this event below.



New SNF PEPPER Now Available



The Centers for Medicare & Medicaid Services (CMS) contractor, TMF Health Quality Institute, just released the fourth quarter FY 2015 skilled nursing facility (SNF) Program for Evaluating Payment Patterns Electronic Report (PEPPER) with statistics through September 2015.

Free-standing SNFs: Download PEPPER through the [PEPPER Resources Portal](#). Specifically, the appropriate staff person should do the following:

1. Review the [Secure PEPPER Access Guide](#).
2. Review the instructions and obtain the information required to authenticate access. Note: A new validation code will be required. A patient control number or medical record number from a claim for a traditional Medicare FFS beneficiary with a "from" or "through" date in September 1-30, 2015 will be required.
3. Visit the [PEPPER Resources Portal](#).
4. Complete all the fields.
5. Download the PEPPER.

(Continued on page 2)

New SNF PEPPER Now Available (cont.)

Hospital-based SNFs: PEPPER was uploaded to the AutoRoute inbox of QualityNet account administrators and those with user accounts with the PEPPER recipient roles. The PEPPER file will be available for download in QualityNet for 60 days from the date it was uploaded. [View instructions](#) for downloading your PEPPER.

About PEPPER

PEPPER is an educational tool that summarizes provider-specific data statistics for Medicare services that may be at risk for improper payments. Providers can use the data to support internal auditing and monitoring activities. Visit the [SNF Training and Resources](#) page to access updated resources for using PEPPER, including recorded web-based training sessions, a sample SNF PEPPER and the current [SNF PEPPER User's Guide](#). Visit TMF's [Help Desk](#) to request assistance with PEPPER.

Medicaid Program Integrity Podcast

CMS continues to release podcasts on its Medicaid program integrity site. The latest podcast is titled [June 2016 Podcast - Reporting Fraud and Suspected Fraud](#), and is posted along with a [podcast transcript](#). CMS has posted numerous podcasts including topics such as: Improper Payments, Home and Community-Based Services, Medicaid Documentation, Off-Label Use of Prescription Drugs; Basic Audit and Data analysis; and Provider Self-Disclosure. View all of the podcasts [here](#).

Why Did I Choose Lancaster Pollard?

Because they came highly recommended

"Lancaster Pollard was extremely professional and excellent at communicating. They consistently kept us up-to-date and informed which made for a smooth process. Thanks to them, we never felt overwhelmed."

Lannie Richardson,
Central Control



Providing comprehensive capital solutions

- Bridge to agency financing
- Sale-leaseback financing
- Mergers & acquisitions
 - Agency financing
- Loan syndication and placements
 - Public bond offerings

Scott C. Blount, CFA
Vice President
(512) 327-7400
sblount@lancasterpollard.com

LANCASTER
POLLARD 

Lancaster Pollard Mortgage Company is a Fannie Mae/GNMA/HUD-FHA/USDA approved lender. Lancaster Pollard & Co., LLC is a registered securities broker/dealer with the SEC and a member of FINRA, MSRB & SIPC.

Building Prevention Into Every Day Practice

Success in achieving positive resident/patient outcomes is even more critical now than ever before. The link between quality and payment in long term and post-acute care is growing stronger, as evidenced by the SNF Value Based Purchasing Program (VBP), Improving Post-Acute Care Transformation (IMPACT) Act, SNF Quality Reporting Program (QRP) and more.

In addition, regulatory activity is intensifying through focused surveys on adverse events, dementia care and MDS. The Five-Star Rating system and Nursing Home Compare have been revised and will add items in the future as it broadens public reporting and transparency. Most importantly, consumers expect and deserve high quality care.

The next few Lagniappe newsletters will share key elements from both an organizational and clinical nature that are critical to successful clinical and organizational outcomes. Positively, these elements reflect common denominators that cross multiple care situations. Therefore, instead of being yet another initiative or single focused project to achieve just one outcome, it is a way of acting, thinking and being that will benefit multiple areas across an organization.

This Lagniappe will feature the element of Organizational Foundation: Culture of Safety.

Key Takeaways: Culture of Safety

- Safety is not compromised by other demands.
- Leadership engages and empowers patients, residents, families, staff, visitors and others to keep the culture of safety alive and well.
- Staff of all levels are encouraged to question and challenge work process and organizational decisions to support continuous learning and improvement.

Probing Questions for Team Reflection and Discussion

1. Are patients, residents, family, staff, visitors and others engaged and empowered to keep the culture of safety alive and well? If so, how? If not, why not?
2. Do we live too much in “survey mode”?
3. How do we keep our “finger on the pulse” of the culture of safety and be vigilant to needs for improvement?

Visit the AHCA Clinical Practice [website](#) to learn more about the element of Organizational Foundation: Culture of Safety and receive answers to these key questions:

What does this mean?

Why is this important?

What are some examples?

What is my part (as an individual employee, manager or practitioner)?

What can my organization do?

Social Service Director Two-Day Workshop: Online Registration Now Open

Join LNHA on June 23-24, 2016 for a two-day workshop specifically designed for social service directors in long-term care. Attendees will receive training and insight from seasoned experts in the profession. They will discuss best practices and learn how to do the following:

- Improve communication with persons with Alzheimer’s disease and dementia
- Identify sources of behavioral and psychological symptoms and understand these behaviors
- Manage and process resident and/or family grievances in a systematic approach
- Successfully appeal nursing facility “level of care” denials in various state offices
- Improve skills needed in all domains of social work such as communication and validation
- Resolve ethical dilemmas in the workplace

The cost of the event is \$250 for members and \$500 for nonmembers and lunch is included. The deadline to register is Friday, June 17. To make hotel reservations, contact Crowne Plaza at 225.925.2244 and mention the code **NHA** to receive the group discount.

For more information, view the [agenda](#) and [register online](#) today!

LNHA's Upcoming Events and Save the Dates!



New events have been added to the [News and Events webpage](#) and to the online calendar. To register for an event, visit www.lnha.org and click the calendar icon on the homepage and select the appropriate event.

UPCOMING EVENTS:

- June 23-24: Social Service Director Workshop, Baton Rouge

SAVE THE DATES:

- August: Director of Nursing Boot Camp, Marksville
- September 7-9: LNHA Annual Convention and Trade Show, New Orleans
- October: Resident Activity Director Workshop



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](#).