



LAGNIAPPE

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Table of Contents

Page 1	· Silver National Quality Award Recipients · Electronic Plans of Correction
Page 2	· CMS Clarifies Q&As · Submit Your Annual Awards Nominations
Page 3	· Electronic Plans of Correction (cont.) · The Lawsuits Are Coming
Page 4	· iCARE about Skin and Wound Care · ICD-10 News
Page 5	· Flyer: DON Boot Camp
Page 6	· LNHA's Upcoming Events and Trainings

AHCA Announces 2015 Silver National Quality Award Recipients

The American Health Care Association announced the names of the 128 long term and post-acute care organizations that have earned a 2015 Silver - Achievement in Quality Award. The award is one of three distinct awards possible through the AHCA/NCAL National Quality Award Program, which honors select facilities across the nation that serve as models of excellence in providing high-quality long term and post-acute care.

At this level, recipients demonstrate an understanding of critical management areas and how they lead to improved outcomes. All of these recipients are on an important path to quality excellence.

LNHA is proud to acknowledge three member Nexion facilities which have reached the daunting Silver level. They are:

- New Iberia Manor South
- Kaplan Healthcare Center
- Vivian Healthcare Center

LNHA applauds them for this lofty achievement.

Electronic Plans of Correction (ePOC) Update

This is a reminder that DHH Health Standards Section (HSS) has been given the green light from CMS to begin the process of implementing Electronic Plan of Correction (ePOC) in our State. The ePOC system provides a convenient, centralized workplace, which enables CMS and the State Survey Agency (SSA) to electronically manage and track POCs for ePOC enrolled healthcare providers under their oversight. Through this system, providers will receive the 2567 and submit the Plan of Correction electronically. To enhance communication and monitor timeliness, automated email notification is provided to specified SSA and facility recipients as needed throughout the ePOC life cycle.

The HSS action plan for statewide implementation includes a 3 phase process. Phase 1 is the training aspect (now available online), Phase 2 is the application and enrollment process (now available online), and the actual implementation begins in Phase 3. Implementation of Phase 3 ePOC will be initiated for nursing home providers who have completed the Phase 1 training requirements and Phase 2 enrollment requirements. (Continued on page 3)

Join the conversation and connect with LNHA today!

Clarifying Questions and Answers Related to the July 6, 2015 CMS/AMA Joint Announcement and Guidance Regarding ICD-10 Flexibilities Community

On Monday, July 27th, CMS issued “Clarifying Questions and Answers Related to the July 6, 2015 CMS/AMA Joint Announcement and Guidance Regarding ICD-10 Flexibilities.” CMS and the American Medical Association reached an agreement on July 6th to address the concerns of the physicians which raised a number of questions for other providers. This memo answers many of those concerns. Of special note is the response to whether or not there is a delay in ICD-10 implementation. The new clarification does not permit a delay in the “implementation of the ICD-10 code set requirement for Medicare or any other organization.” Medicare claims processing systems do not have the capability to accept ICD-10 codes and/or a combination of ICD-9 and ICD-10 codes for dates of service after September 30, 2015. If claims are rejected, providers should follow the existing procedures for correcting and resubmitting the rejected claims. Among the other items covered in the clarification are:

- Definition of a valid ICD-10 code;
- Definition of a family of codes;
- Twelve month grace period for physician and other practitioners for Medicare Part B claims; and
- Commercial payer policy decisions regarding audit flexibilities.

This clarification is available [here](#).

Author: KarenSue Zoeller, LNHA Regulatory Director

Submit Your Annual Awards Nominations Today!

Reminder: the deadline to submit your nominations for the 2015 LNHA Annual Awards Luncheon is Monday, August 3. For more information or to submit your nomination, click [here](#) to download the packet.

The theme this year is “Super Heroes of Healthcare” so be sure to nominate your facility’s super hero today!

If you have any questions regarding the Convention or Awards Luncheon, contact Julie Brady at jbrady@lnha.org.



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Electronic Plans of Correction Update (Cont.)

You will receive notification from HSS once your facility is activated for Phase 3 Implementation. Currently, there are 94 nursing facilities that have successfully completed the Phase 1 training requirements and 11 nursing facilities that have completed the Phase 2 application and enrollment process. HSS and CMS highly encourage all nursing facility providers to come onboard with ePOC. Get started today by completing the CMS online training (Phase 1) and ePOC enrollment (Phase 2).

Instructions for each step of this training, enrollment, and activation process can be found on the DHH Health Standards Section Nursing Home ePOC web page by clicking [here](#). HSS nursing home program staff, Margie Huguet, Chris Vincent and Rebecca Varner, will continue to work with providers on this project.

The lawsuits are coming! The lawsuits are coming!

Given the nature of what they do, it's not surprising that nursing facilities sometimes find themselves targeted in lawsuits. Unfortunately, it appears that this discomfoting reality is about to become more uncomfortable.

Blame staffing levels. Or more accurately, blame the lack of them. Put another way, staffing practices seen at some facilities practically invite lawsuits. And it hardly helps that more and more data exposing such levels is becoming available by the day.

But it's not like an uptick in lawsuits is some far off prospect. In June, [we saw a lawsuit](#) against a dozen Golden Living facilities in Arkansas receive class-action status.

Then earlier this month, Pennsylvania's Attorney General [sued three dozen more](#) Golden Living communities.

In both cases, inadequate staffing levels were alleged. And that's why it's not just Golden Living's officers who should be concerned. The reality is that virtually every long-term care facility is a potential target.

So what's an operator to do?

The easy answer is to make sure your staffing levels do not invite close inspection, or worse. And even then, there are no guarantees.

In an effort to provide some guidance, Memphis-based Baker, Donelson, Bearman, Caldwell & Berkowitz recently posted some handy tips on its [website](#).

They are:

- Have a system to track how you are maintaining minimum staffing standards
- Include an arbitration agreement in your admission packet
- Train staff on proper charting
- Don't hire additional staff on inspection days, or send emails suggesting as much
- Respond to understaffing complaints
- Manage residents' and families' expectations about staffing levels
- Don't advertise yourself as something you're not

So, do these steps guarantee you won't be served? Hardly. But they can only help.

iCARE about Skin and Wound Care

As if skin and wound care wasn't complicated enough on its own, the combination of long term care regulations and the growing emphasis on quality measures and quality outcomes with the ever changing science of wound care can make you weak in the knees. Fortunately, the management and success of skin and wound care in long term care can be achieved. I'm excited, alongside my peer Cari Normand PT, CWS, to be able to provide education on how to get started and be successful in skin and wound care this August at the LNHA DON Boot Camp in Marksville, La. Here is a teaser of one approach to help your clinicians achieve regulatory compliance, quality outcomes and deliver consistent excellent patient care.

The acronym **iCARE** is a road map that describes

- The importance of adopting and maximizing “**information technology**” to achieve efficiencies in care delivery, documentation/assessment compliance as well as understand and interpret data quickly to determine root cause analysis and make changes in care timely.
- The importance of “**Capturing quickly**” any skin issues or risk for developing a skin issue within the first 3-4 hours after admission with subsequent interventions put in place to prevent further skin issues and finally to avoid taking credit for pressure ulcers we didn't grow.
- The importance of “**Assessing accurately**” whether that is the skin risk via the Braden or determining the correct etiology of a skin issue or determining the significance of pain or whether a wound is infected and so on.
- The importance of “**Referring appropriately**” to rehab professionals for mobility, wound healing and debridement opportunities; dietician for nutrition and hydration recommendations; and for possible lab, x-ray or other diagnostic testing necessary to determine etiologies and challenges to skin preservation and wound healing.
- The importance of “**Evaluating frequently**”. A full re-assessment of a skin issue is expected at least weekly but may be required more frequently. Monitoring a dressing q shift for intact or need for change is prudent. Skin checks must also occur at a minimum once weekly.

To learn more about the iCARE road map and building a successful skin and wound care program please join us for the LNHA DON Boot Camp on August 25-26. For more information, see the flyer on page 5.

Author: Tara Roberts, Vice President of Rehab and Wound Care Services, Nexion Health Management Inc.

ICD-10 News: MLN Connects National Provider Call - Countdown to ICD-10

Thursday, August 27; 1:30-3 pm CT

To Register: Visit [MLN Connects Event Registration](#). Space may be limited, register early.

Don't miss the August 27 MLN Connects Call — five weeks before ICD-10 implementation on October 1, 2015. Sue Bowman from the American Health Information Management Association (AHIMA) and Nelly Leon-Chisen from the American Hospital Association (AHA) will be joining us with coding guidance and tips, along with updates from CMS.

Agenda

- National implementation update
- Coding guidance
- How to get answers to coding questions
- Claims that span the implementation date
- Results from acknowledgement and end-to-end testing weeks
- Provider resources



Louisiana Nursing Home Association invites long-term care nursing staff in supervisory roles to attend the “D.O.N. Boot Camp Seminar” on August 25-26 at the [Paragon Casino Resort](#) in Marksville, LA. This two-day D.O.N. Boot Camp seminar is designed to provide a Registered Nurse with the information and knowledge to serve as a Director of Nursing.

This seminar will teach attendees how to maintain compliance with state and federal regulations and will demonstrate how to guide staff to provide quality care to residents. Sessions will also include the following topics: current regulatory requirements; planning for the survey process; and tips on building competent and effective nursing teams in your long-term care facility. See agenda on page 2 and 3 for registration times and more detailed information.

Cost

The registration fee is \$280 for LNHA members and \$560 for non-members. Your hotel reservation is not included in this fee. The workshop fee includes handouts, breakfast, lunch and contact hours. Space is limited so register online today.

To register, visit www.lnha.org and click on the calendar icon. Select the event you’re interested in and begin registering. The registration deadline is Tuesday, August 18. Once you’ve registered online, mail your check to 7844 Office Park Blvd, Baton Rouge, LA., 70809, or contact Susan Helm at 225.927.5642 to pay by credit card.

Reservations

To receive the special group reservations discount at the Paragon, call 800.642.7777 and use the code **LNHA24G**. Make your reservation by Monday, August 3, to receive this special group rate.

Additional details

This activity has been submitted to the LSUHSC School of Nursing for CE credit and is pending approval. The LSUHSC School of Nursing is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation. Registrants must attend all sessions to receive continuing nursing education credit.

Register today at www.lnha.org!



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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. 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:

- August 25-26: DON Boot Camp, Marksville
- October 13-16: Resident Activity Director's Certification Workshop

SAVE THE DATES:

- September 21-23: Annual Convention and Trade Show, New Orleans
- January 2016: MDS Training Update

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



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