

## LNHA Executive Director's Memo



Each Friday, the LNHA Executive Director's Memo by Mark Berger, CPA, CGMA, provides information to members about state and federal regulations, reimbursement rate changes, challenges impacting Louisiana's nursing facility profession and upcoming educational events. If you have questions regarding a topic in this memo, contact LNHA at 225.927.5642.

### PDPM Corner

#### 2020 PDPM Academy

Now that the Patient-Driven Payment Model (PDPM) system is in effect for skilled nursing facilities, AHCA's existing PDPM Academy resources will be archived at the end of December and no longer updated.

AHCA will launch its new 2020 PDPM Academy that will provide new tools and resources to help AHCA members navigate challenges, incorporate changes and successfully operate under PDPM. Resources available through 2020 PDPM Academy will include the following:

- Virtual in-depth training modules on PDPM best practices (including role-specific modules)
- Monthly webinars
- Additional tools and resources
- AHCA's analyses of CMS' technical changes and updates to PDPM

To receive an email notification when enrollment for 2020 PDPM Academy opens, click [here](#) and enter your name, company name and email address. For additional information, contact the PDPM Resource Navigators at [pdpm@ahca.org](mailto:pdpm@ahca.org) or call 202.842.4444.

#### Early PDPM Trends

A recent article on *McKnight's Long-Term Care News* blog addresses the early Patient-Driven Payment Model trends. The early findings fall into three categories: the need for more education on MDS coding, review of CMS PDPM PPS regulations and documentation and care. Click [here](#) to read insights from industry experts with a Thanksgiving-themed twist.

#### Reminder: LNHA Economic Impact Study

Last week, LNHA sent a [memo](#) to all LNHA member nursing facilities announcing the LNHA Economic Impact Study and urged them to complete the survey. The effectiveness of the survey results depends on full member participation. If you haven't completed the survey already, read the memo in its entirety and complete the [survey](#) today. The deadline to complete the survey is

December 11.

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### **CMS Updates on Safety and Quality in Nursing**

On November 22, the Centers for Medicare & Medicaid Services (CMS) released a [memo](#) entitled "Updates and Initiatives to Ensure Safety and Quality in Nursing Homes." The memo includes updates and announcements on several topics that are listed below. A detailed summary can be found [here](#). These updates and initiatives include:

- **Phase 3 Interpretive Guidance:** CMS will be releasing updated Interpretive Guidance and training for the Requirements for Participation for Long-Term Care (LTC) Facilities. However, this guidance was not released by the November 28, 2019, implementation date of the regulations. LDH will be releasing the guidance in the second quarter of the calendar year 2020, along with information on training and implementing related changes to The Long Term Care Survey Process (LTCSP). While the regulations will be effective, LDH's ability to survey for compliance with these requirements will be limited until the Interpretive Guidance is released.
- **Actions to Improve Infection Prevention and Control in LTC Facilities:** CMS created a nursing facility antibiotic stewardship program [training](#); updated the Nursing Home Infection Control [Worksheet](#) as a self-assessment tool for facilities; and is reminding facilities of available infection control [resources](#).

For more information, read this AHCA [memo](#).

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### **Reorganization of CMS Regional Offices**

CMS announced the reorganization of CMS Regional Offices (RO) to report directly to the Central Office (CO). The [plan](#) was published in the Federal Register on November 25. AHCA is in the process of reviewing the plan, which raises both questions and opportunities. It will take time to understand the full scope and impact of these changes.

The changes create additional levels of oversight and control at CMS CO over activities across CMS Regions and Divisions. The changes appear to be consistent with other efforts previously announced by CMS Administrator Verma, including taking steps to create more consistency in survey and enforcement across CMS Regions and states. This reorganization outlines new reporting structures and responsibilities among various divisions within CMS, including the Center for Clinical Standards and Quality (CCSQ) which oversees Survey and Certification efforts, as well as the Center for Medicaid and CHIP Services (CMCS). This reorganization establishes a new office, the Office of Program Operations and Local Engagement (OPOLE), and abolishes the existing Consortia for Medicare Health Plan Operations (CMHPO) and Quality Improvement and Survey and Certification Operations (CQISCO). The

public review copy of the reorganization plan sketches out high-level responsibilities for each of the divisions with CMS.

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### **New Training Offers Practical Strategies to Boost Employee Recruitment and Retention**

AHCA offers a new instructional webinar titled “Pioneering Solutions to the Workforce Crisis.” This 45-minute webinar developed in collaboration with PHI delivers practical action steps and strategies that nursing facilities of all sizes can take to improve their employee and retention efforts. The webinar’s learning objectives include:

- Explain the key factors contributing to the workforce shortage
- Identify at least three strategies to improve employee recruitment
- Identify at least three strategies to improve employee retention
- Explain the impact of supportive supervision on retention

This webinar is part one to a more extensive on-line training for middle managers that will be released in the coming months. While no CEUs are offered for this webinar, participants can receive a certificate of completion. The cost of the course is \$25 for AHCA/NCAL members and \$60 for non-members. Click [here](#) to learn more about the course or register.

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### **Save the Date: LNHA Education Seminars in 2020**

Save the date for the LNHA Winter Update on January 15-16, 2020, at the Paragon Casino Resort in Marksville! This two-day seminar is designed to provide staff with up-to-date information and knowledge needed to serve effectively in Louisiana nursing facilities. Sessions will include the following topics: antimicrobial stewardship, IT Security, infection control, end of life care decision issues, admission agreement language and an update on sprinkler code requirements.

An agenda is forthcoming and registration is not available online; however, I encourage you to make your hotel reservation to receive the group room rate before the **December 31** deadline. To make a hotel reservation, contact Paragon at 800.642.7777 and mention the group code **LNHJ14G** to receive the group rate. The group room rate for this seminar is \$96 for a standard guest room and \$129 for a deluxe atrium room.

Contact hours have been submitted and are pending approval for administrators and nurses. Click [here](#) to view the save the date flyer for more information.

Here’s a snapshot of the LNHA education seminars planned for 2020. More seminars will be added to this list in the coming months. Mark your calendars and plan to attend!

- February 20: LABENFA Seminar at the Country Inn & Suites, Pineville – **Agenda coming soon**

- March 23-26: Resident Activity Director Certification Workshop at the Paragon Casino Resort, Marksville
  - May 4-6: Spring Conference at the Crowne Plaza, Baton Rouge
  - June 18-19: Social Service Director Workshop at the Paragon Casino Resort, Marksville
  - September 21-23: LNHA Convention and Trade Show at the Hyatt Regency Hotel, New Orleans
  - October 12-15: Resident Activity Director Certification Workshop at the Crowne Plaza, Baton Rouge
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### **Fast Fact Friday**

More than 140 nursing facilities are signed up to take advantage of the free customer service satisfaction survey opportunity with NRC Health. The greater the participation, the better the results as we will use this to educate the new legislators on the quality of care we provide.

LNHA contracted with NRC Health, a national leader in customer satisfaction surveys for healthcare facilities, to offer each LNHA member nursing facility customer satisfaction surveys for the resident and their family members. The LNHA board firmly believes that the data from these surveys, gathered by an independent company, will demonstrate your residents' satisfaction with the care you provide and will help tell our quality message.

We strongly urge you to [sign-up](#) to begin the survey process. For more information, read the LNHA memo [here](#). If you missed the webinar explaining this opportunity, watch it [here](#). For questions about this survey opportunity, contact Teresa Costello with NRC Health at [tmcostello@nrchealth.com](mailto:tmcostello@nrchealth.com).