

**ISDH Long Term Care Newsletter**  
**Issue 2017-13**  
**December 29, 2017**

**Today's Issue:**

- CMS Update
  - SC 18-08-NH An Initiative to Address Facility Initiated Discharges
  - SC 18-10-ALL Texting of Patient Information among Healthcare Providers
- CMS Websites Information
  - Quality and Certification Oversight Reports (QCOR)
  - S&C Policy Memorandum Notification
- ISDH Report Card System
- Advanced Education Opportunity: Wound Care
- Long Term Care Survey Process Website

## CMS Update

### **SC 18-08-NH: An Initiative to Address Facility Initiated Discharges that Violate Federal Regulations**

Federal regulations allow facilities to initiate discharges of residents only in specific instances. Facilities are required to determine their capacity and capability to care for the residents they admit, so in the absence of atypical changes in residents' conditions, it should be rare that facilities who properly assess their capacity and capability of caring for a resident then discharge that resident based on the inability to meet their needs.

Despite these protections, discharges which violate Federal regulations continue to be one of the most frequent complaints made to State Long Term Care Ombudsman Programs.

The Centers for Medicare and Medicaid Services (CMS) has begun an initiative to examine and mitigate facility initiated discharges that violate federal regulations. CMS is examining State survey agency's intake and triage practices for these type of discharge complaints, developing examples of inappropriate and appropriate discharges for surveyors, identifying best practices for nursing homes, developing training and evaluating enforcement options for these types of violations.

Additional information including specific regulation §483.15(c)(1)(i) and current F-tags related to facility-initiated discharges is available at: [SC 18-08-NH An Initiative to Address Facility Initiated Discharges that Violate Federal Regulations](#).

### **SC 18-10-ALL: Texting of Patient Information among Healthcare Providers**

In an effort to clarify the position of CMS as it relates to texting, CMS released a survey and certification letter on the subject. Texting patient information among members of the health care team is permissible if accomplished through a secure platform. Texting of patient orders is prohibited regardless of the platform utilized. Computerized Provider Order Entry (CPOE) is the preferred method of order entry by a provider.

The survey letter is available at: [SC 18-10-All Texting of Patient Information](#).

## CMS Websites Information

### Quality and Certification Oversight Reports (QCOR) Website

The CMS Quality and Certification Oversight Reports (QCOR) website is now available. The website replaces the system known as the Providing Data Quickly (PDQ) system. The QCOR system is available to the public. The website is a searchable database that provides reports related to provider, survey, deficiency, enforcement, and abuse information. The system imports data from a variety of data platforms such as the Certification and Surveyor Provider Enhanced Reporting (CASPER) national database. The [QCOR website](#) provides access to the results of CMS survey and certification activity over the last 10 years. Health care facilities may wish to utilize QCOR as part of the facility's QAPI Program to compare outcomes with state and national averages.

### S&C Policy Memorandum Notification Website

This website provides alerts when CMS issues a Survey and Certification policy memorandum. To subscribe:

1. Must have computer accessibility to RSS Feed (IT System)
2. Click [S&C Policy Memorandum Notification Website](#)
3. Select RSS Icon (orange icon "FEED") in right upper corner under "Outreach & Education"
4. Select subscribe to this feed at the top under the yellow box

## Report Card System - Technical Problems

The ISDH has a nursing home report card that provides a score based on survey findings. Report card scores are updated every two weeks through an automated program. The ISDH recently received a number of questions about facility report card scores and whether the ISDH had changed the scoring system. While the ISDH has not changed the scoring methodology, recent CMS changes is causing problems with the automated program. The report card scores have therefore been temporarily removed from the website while the system is being updated.

CMS began surveying on its new regulations on November 28, 2017. As part of its new regulations, CMS changed all of its nursing home "tag" numbers. In some cases a given tag was expanded to multiple tags. In other cases multiple tags were reduced to a single tag. The ISDH is therefore having to incorporate the new tag numbers into the report card scoring system. This is requiring the ISDH to reprogram the report card scoring system to include the old tag numbers and the new tag numbers. The scoring calculation process was not changed.

Once the new survey tags were added to the database in late November, the ISDH began working to reprogram the system. The fix wound up not being an easy fix. Because the system was not correctly picking up the new tags, the ISDH has temporarily removed the facility report card information from the Health Care Facility Consumer Reports. Once the ISDH completes the programming and ensures the accuracy of the scores, the scores will again be posted. We will provide updated information regarding the report card scores as available.

## Advanced Education - Wound Care

The ISDH and University of Indianapolis are pleased to announce dates for an education opportunity on wound care. The ISDH Advanced Education Project is a Civil Money Penalty project to provide education to long term care professionals to assist with the challenges related to quality of care. The [Advanced Education](#)

- [Wound Care for Long Term Care Professionals](#) course offers an evidence-based approach to skin and wound management. The curriculum was developed using current standards of care practices.

[Registration is open.](#)

**Location:**

Indianapolis SOUTH - February 12-15, 2018

Fort Wayne - March 19-22, 2018

Indianapolis NORTH - May 14-17, 2018

Columbus - June 18-21, 2018

**Cost :** \$100 for the 4-day training

**Additional Information Contact:**

Kennedy Doyle, Project Coordinator, University of Indianapolis Center for Aging & Community at [doylek@uindy.edu](mailto:doylek@uindy.edu) or (317) 791-5920.

## Long Term Care Survey Process Website

The ISDH [Long Term Care Survey Process Resource Center](#) provides resources about the new long term care survey process. The Resource Center was posted on November 28, 2017, to provide tools, information, and resources related to the new CMS survey process implemented on that date. The survey process is resident-centered survey that identifies concerns through resident observations, resident or representative interviews, and record reviews.

On behalf of all of us at the Indiana State Department of Health, we wish you a Happy New Year and thank you for your efforts for a safe and healthy Indiana.