

Appendix—Resources Outside of Case Study States

Advancing Excellence in America's Nursing Homes Campaign

Description

Advancing Excellence in America's Nursing Homes is a coalition-based campaign to improve the quality of life for residents and staff in nursing homes. The campaign's coalition includes long-term care providers, caregivers, medical and quality improvement experts, consumers, government agencies and other quality-focused organizations.

The campaign:

- ♦ Monitors key indicators of nursing home care quality—both clinical quality and organizational improvement goals.
- ♦ Promotes excellence in caregiving.
- ♦ Acknowledges the critical role nursing home staff has in providing care.
- ♦ Recognizes the important role of consumers to the success of the campaign by contributing ideas and suggestions.

Participating nursing homes work on at least three of the eight measurable goals:

- ♦ Reducing high-risk pressure ulcers.
- ♦ Reducing the use of daily physical restraints.
- ♦ Improving pain management for longer-term nursing home residents.
- ♦ Improving pain management for short-stay, post-acute nursing home residents.
- ♦ Establishing individual targets for improving quality.
- ♦ Assessing resident and family satisfaction with the quality of care.
- ♦ Increasing staff retention.
- ♦ Improving consistent assignment of nursing home staff, so residents regularly receive care from the same caregivers.

The campaign shares the results of participating nursing homes through:

- ♦ National reports of summary data, such as real-time updates about enrollment, real-time progress on each of the campaign's eight measurable goals, an enrollment summary report, quarterly updates about progress on campaign goals and quarterly updates and progress towards campaign objectives.
- ♦ State reports on enrollment, progress on each of the campaign's eight measurable goals, an enrollment summary and quarterly updates for the clinical quality measure data.

Resources

For more information about the campaign, visit the [Advancing Excellence Web site](#).

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Consumer Directed Care and Nurse Practice Acts

Description

This 50-state report, authored by Susan Reinhard, RN, PhD, examines the current state nurse practice acts and their implementing regulations to determine the extent to which they permit more consumer direction in home and community-based services. This review focuses on several key issues that might affect consumer directed care state policy and practice:

- ♦ Analysis of the statutory and regulatory language that pertains to delegation, including who may delegate, tasks that may be delegated, in what setting and with what supervision and training requirements. States can range from broad authority to narrow authority that limits delegation to certain tasks or settings.
- ♦ Examination of exemptions that permit nursing tasks to be performed by persons who are not nurses.
- ♦ Liability sections to determine nurses' accountability for delegation.

This report was prepared under contract #HHS-100-97-0008 between the U.S. Department of Health and Human Services (HHS), Office of Disability, Aging and Long-Term Care Policy (DALTCP) and the National Opinion Research Center.

Resources

[Consumer Directed Care and Nurse Practice Acts Report](#)

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Funding for Innovation: A Review of State Practices with Civil Monetary Penalties

Description

The Long-Term Care Community Coalition, in partnership with the University of California, San Francisco and the National Citizens' Coalition for Nursing Home Reform, received funding from the Commonwealth Fund for a study on the use of Civil Monetary Penalties (CMPs) to improve nursing home care and quality of life. The goal of the project was to:

- ♦ Inform the public, consumer groups, government officials, ombudsmen and the nursing home industry about the practices and experiences of states' use of CMPs/fines.
- ♦ Encourage states to make greater use of CMPs/fines for projects.
- ♦ Identify the uses of funds from CMPs/fines for special projects that can be replicated to provide lasting and widespread improvements to resident quality of life.

The authors developed a CMP Action Plan that includes the summaries of the findings from the study with information on states' experiences with CMPs/fines and interviews with stakeholders, such as ombudsmen, advocates, providers and government officials. Additionally, the CMP Action Plan has recommendations for states and the Centers for Medicare and Medicaid Services on how to better use CMPs/fines.

Resources

[Civil Monetary Penalties Report](#)

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PHI National Clearinghouse on the Direct Care Workforce

Description

PHI's National Clearinghouse on the Direct Care Workforce is a national online library that provides information on the direct care workforce. The clearinghouse has government and research reports, news, issue briefs, fact sheets, training manuals and how-to guides; a list of direct care worker associations; state-specific information on statistics, regulations and initiatives; and listings to other associations, resources and events. The information is on topics such as recruitment, career advancement and peer mentoring, supervision, national surveys of state activities, workplace culture and empowerment and caregiving practices.

One feature is the best practices database, which includes a profile of programs implemented by providers, educators, workers and community organizations to improve the recruitment, training and retention of direct care workers across all long-term care providers. Each profile includes a description of the program and links to additional information. PHI and the Institute for the Future of Aging Services (IFAS), with funding from the U.S. Department of Health and Human Services, developed the practice profiles. PHI and IFAS identified the practices through conversations with experts around the country and through broad distribution of a call for nominations. Those selected for inclusion have been in place for at least six months and can provide some quantitative or qualitative evidence of their results.

Resources

[PHI National Clearinghouse Web site](#)

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Pioneer Network

Description

The Pioneer Network is a national organization that advocates and seeks to change the culture of aging and long-term care of older adults in America. The Pioneer Network is a coalition of organizations and individuals from across the nation that:

- ♦ Advocates for public policy changes and creates communication, networking and learning opportunities.
- ♦ Builds and supports relationships and community.
- ♦ Identifies and promotes transformation in practice, services, public policy and research.
- ♦ Develops and provides access to resources and leadership.
- ♦ Hosts a national conference to bring together interested parties with a desire to propel this important work.

Resources

Visit [Pioneer Network Web](#) site for more information

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Results of the 2007 National Survey of State Initiatives on the Long-Term Care Direct Care Workforce

Description

PHI and the Direct Care Worker Association of North Carolina collaborated to survey states about direct care workforce issues. They sent surveys to all state Medicaid agencies and state units on aging and redirected to a more appropriate state entity for completion, if necessary. The first survey was in 1999, and this is the sixth national survey on the direct care workforce. The 2007 study examines public policy actions states have taken since the last survey in 2005 to strengthen the direct care workforce. The survey collects information on the follow topics:

- ♦ Whether the direct care worker vacancies are currently a serious workforce issue for each state.
- ♦ State initiatives taken to address shortages through establishment of wage pass-throughs, wage floors and/or rate enhancements.
- ♦ Which states have undertaken a study to investigate the costs of proposed wage and benefit initiatives mandated by their legislatures.
- ♦ Training and/or career advancement initiatives states support to improve the direct care workers and supervisors.
- ♦ Data states track and monitor to assess the adequacy and stability of their direct care workforce.
- ♦ Government structures, reports, research studies and/or public awareness campaigns for addressing long-term care.
- ♦ 2006 state wage data across the three major direct care job categories, as well as the weighted average wage across the three categories and 2006 unemployment information.

Resources

To access the report, visit [PHI Clearing House Web Site](#)

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Rhode Island Department of Health Individualized Care Pilot

Description

The Individualized Care Pilot is a project of Rhode Island's state survey agency, the Department of Health Office of Facilities Regulation. The Commonwealth Fund supported the project. The goal was to influence and promote individualized, resident-centered quality care in nursing homes via the regulatory process by:

- ◆ Piloting supplemental questions and observations as part of every standard federal recertification survey in Rhode Island between Nov. 1, 2007 and April 30, 2008.
- ◆ Conducting surveyor training to ensure familiarity with quality of life regulations and a variety of individualized care practices.
- ◆ Providing information and education about individualized, resident-centered care practices to nursing home staff in collaboration with its educational partner for the project, Quality Partners of Rhode Island, Rhode Island's quality improvement organization.

The project targeted three areas of individualized resident-centered care:

- ◆ Resident-directed choice, particularly regarding waking, sleeping and bathing schedules.
- ◆ Personalized environment regarding sound levels, personalized rooms, access to public/common areas, homelike bathrooms and dining alternatives.
- ◆ Staff-resident relationships that support quality care and quality of life via consistent assignment and the resident being known as a person whose concerns are sought after, known and responded to satisfactorily.

The project has four products:

- ◆ Surveyor training materials
- ◆ Survey prompts, probes and protocols
- ◆ Educational materials for providers regarding implementation of consistent assignment, resident-directed choice of waking times and noise reduction
- ◆ Recommendations to the Centers for Medicare and Medicaid Services

Resources

For information about the program and to access the materials, visit the [Rhode Island Department of Health Web site](#)

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