



Direct Connect



Pioneer Network Broadcast Draws Positive Response

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September 27 was the date when the principles and projects of the Pioneer Network were introduced to the surveyor community via our satellite/webcast titled **Innovations in Quality of Life: The Pioneer Network**. I have been an early member and enthusiastic supporter of this group since it formed in 1997, and I was excited to be able to present their wonderful work. The Network has formed as an educational and support resource for anyone who is interested in changing the culture of nursing homes to make them into real homes. Presentations included **Rose Marie Fagan**, the Executive Director who explained why the group formed, its principles (such as know each person) and what the group is doing. **Sue Misorski**, an RN who is the Pioneer President told of her work to change the culture in a small chain of nursing homes in Connecticut. She also explained "I" format care planning which moves away from nursing diagnoses to put "problems" into the resident's words through use of "I need..." "I prefer..." type of wording.

Steve Shields who is the CEO of a facility in Kansas talked of turning his place into neighborhoods, both in building design and in assignment of the staff into teams who manage each neighborhood along with the residents. He showed before and after footage of his home and described that we are at the

beginning of a new civil rights movement for residents in nursing homes and for those who care for them. I have visited this place and it has a totally different feel than a nursing home. In fact, each neighborhood has homey living and dining areas and front door with door bells.

Joanne Rader, who is a Pioneer board member and who is well known for her work as a leader in the restraint-reduction movement, presented new work she and colleagues have been doing on totally changing the bathing experience to eliminate institutionalized practices that result in battles between staff and residents. Next Spring, through a grant, every nursing home and every survey agency will receive the bathing program on CD for free. Working with her on her presentation made me realize that when staff are physically fighting with residents, holding them down, and bathing or showering them against their wills, that this is really abuse. We in the survey community need to start drawing attention to this severe problem through citing deficiencies where this situation is going on.

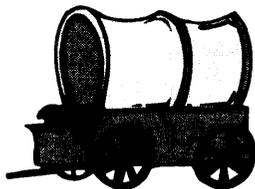
Carmen Bowman, surveyor from Colorado, presented a surveyor-to-surveyor session based on her research in which she contacted several state agencies to find out what had happened as some of the Pioneering innovations were proposed. Carmen found that

there is very little in federal regulations that is an obstacle to anything that was proposed but there are some state regulations that were in the way, and the states got them waived or dropped them for the most part.

All survey agencies should by now have received a video copy of the broadcast. The Pioneers will be very active in the coming year, speaking at industry and professional conferences, having their own next conference in September, and helping more state and regional groups to get started.

Anyone interested in finding out more about the Pioneer Network can go to their website www.pioneernetwork.net.

By Karen Schoeneman



Chicago RO/SA Meeting

Region V State Survey Agency/Regional Office Meeting. Representatives from each of the Region V State Survey Agencies met with Region V staff on November 13-14, 2002. The agenda covered a variety of survey and certification issues, including:

- ❑ Upcoming Survey and Certification Organization Changes;
- ❑ Clarifying the Applicability of CMP Regulations at 42 CFR 488.438(d)(2),(3);
- ❑ A review of recent program memoranda to ensure regional consistency;
- ❑ FY 2003 Training Requirements;
- ❑ Issues Related to ASPEN, ACTS, and Changes in Direct Data Entry;
- ❑ Instructions for Re-certifying Accredited Hospitals;
- ❑ The Procedure for Notifying the RO on IDR Outcomes

Of particular interest was the portion of the agenda entitled "State of the States" during which each State representative reported on significant issues affecting their State operations. The States of Illinois, Michigan, Wisconsin and Minnesota reported on the changes expected from new administrations and the change of power from one political party to another. Most of the States reported significant budget deficits (\$3-5 billion in two States), with hiring freezes, furloughs, early outs, and high vacancy rates in surveyor and other key positions. Some highlights were:

- ❑ In Illinois, the State expects to lose 25% of its Long Term Care and 50% of its Non-Long Term Care Survey and Certification staff.

- ❑ Indiana reported a 12% vacancy rate, with 40% of current surveyors having less than 2 years experience.
- ❑ Michigan reported 16 surveyor vacancies with the positions being frozen.
- ❑ Minnesota expects significant cuts in its licensure and Medicaid programs.
- ❑ Ohio reported the possibility of dropping State licensure of nursing homes.
- ❑ Wisconsin also reported on a budget crisis, and great concern over nursing home closure in the Milwaukee area and the impact on the budget of State receivership at 2 Milwaukee facilities, with a third on the horizon.

All States expressed concern about their ability to continue fulfilling CMS's workload expectations, and about CMS's plans to implement the ASPEN Complaint Tracking System nationally. When asked what workload item might not be accomplished, the States reported meeting CMS's strict requirements on complaint investigations (with the first casualty being non-IJ and non-harm allegations), investigations of self-reported incidents, discretionary surveys, initial surveys and in general, the lower tier of workload in the budget call letter.

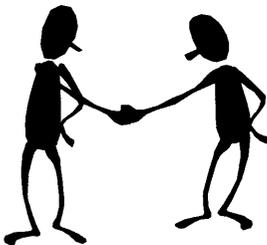
Region V States remain concerned about the use of CMP dollars and desire further Federal guidance on the subject. They are being approached increasingly with requests for use of the funds. Ombudsmen programs in particular have been actively pursuing these funds in four States, since CMS released its CMP use memorandum, which specifically listed Ombudsman Programs as an appropriate use of the funds. In one State, there is concern that the funds will be used for routine Ombudsman services.

The States also reported concerns about ACTS implementation. They believe the plan is not feasible without further close study and consideration, particularly in the area of policy and procedure development. They are also especially concerned about the inability of ACTS to interface with their existing (and they believe adequate) programs, which they developed at considerable cost over many years.

They also desire further direction in regard to the posting of nurse staffing, as addressed in S&C Numbered Memorandum 03-03. What if the nursing home does not comply? Must surveyors verify accuracy of data? What must the State do if they receive complaints about a nursing homes violation of the requirement? What Federal regulation applies to this requirement? What deficiency, if any, would they cite?

Overall, this was a somber group. We at CMS must remain sensitive to these pressures on our State partners, consider what our national response will be when the States simply are unable to meet workload expectations, and be particularly careful in any future demands we place on them.

Submitted by: Jerry Sandlin



New Structure for Survey & Certification

In mid December the new structure for survey and certification became official.

Currently, the structure consists of three consortia survey and certification officers (CSCOs) and two ARAs, and one consortia survey and certification operations manager (CSCOM). The group is referred to informally as the " -5"

Here is how it breaks down:

Regions 1, 2 & 3 — Roseann Egan, the CSCO in region 3.

Region 4 — ene rasser

Regions 5 & 7 — Walt Kummer, the CSCO in region 5

Region 6 — Calvin Cline

Region 8, 9 & 10 — Caroline Krewson, the CSCO in region 9.

Currently the only CSCOM in place is Candice Arnold in region 5.

An all-inclusive list of all survey and certification staff for both regional and central office is being compiled by Tracey Mummert in Steve Pelovitz's office.



Division of Nursing Homes Personnel News

Effective January 5, Josephine (Joan) Simmons will become Deputy Director in the Division of Nursing Homes. Fred Ladden will be filling the Technical Director vacancy as Helene Fredeking retires on January 3rd. We also welcome Doug Thomas as a new member of our Division.

Joan Simmons came to HCFA/CMS in 1995 with a strong management and clinical background. She began at HCFA as an analyst and served as Chief of the Laboratory Performance Branch from 1993-1996. From 1996-1997 she served as the Co-Director for the Center for Laboratories. In 1998, Joan headed the Policy Coordination and Policy Group for several months, and for the past four years she was the Deputy Director for the Division of Laboratories and Acute Care Services. As Deputy Director of Laboratories and Acute Care Services, Joan's primary responsi-

bilities were management of hospitals, critical access hospitals, ambulatory surgical centers, rural health clinics, life safety code in those facilities, and EMTALA. Joan holds a bachelor's degree in Medical Technology from Kent State University and a MBA in Systems management from Lake Erie College in Ohio.

Doug Thomas says he's very happy to be working again in a health systems setting! Most recently, he worked for the Department of Justice: Bureau of Prisons as a Research Analyst/ Research Psychologist. His main duties were to analyze and review program operations, identify and evaluate systematic problems, and then recommend changes. Projects included developing surveys, running focus groups, writing and analyzing statistical programs (mostly from a SAS database) and developing reports for the assistant directors.

Within health care settings, he has worked in several nursing home and residential healthcare settings as the director of an Alzheimer/Dementia Program as well as the director of Mental Health Senior Care programs. His early background was as a mental health professional, providing individual, group and family therapy, and also taught Psychology and Counseling classes at the University level.

While originally from Wilmington, Delaware, he currently lives in Ellicott City with his wife and 2 children. Doug's wife is an Ecologists Biologist, so many of their weekends are spent in the great outdoors - fishing, swimming, and camping.



DIVISION OF NURSING HOMES

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*Survey & Cert
Letters on the
Web— www.cms.gov*

**Recent Survey & Certification
Letters Related to Nursing
Homes**

S&C-03-06: Conversion of Surveyor Minimum Qualifications Test (SMQT) From A Two-Day to A One-Day Test

S&C-03-08: Information Exchange by Surveyors During the Nursing Home Survey Process

S&C-03-10: Binding Arbitration in Nursing Homes

S&C-03-11: BIPA 941—Follow-up to S&C-03-03.

Web Address

<http://www.cms.hhs.gov/medicaid/ltcsp/ltcmemos.asp>


**Survey & Certification
Group, CMSO**

JOIN THE CMS LIVE WEBCAST AND SATELLITE CONFERENCE!

ASPEN Complaints/Incidents Tracking System Webcast and Satellite Broadcast

Friday, January 24, 2003
1:00-3:30 PM EST

On January 24, 1:00-3:30 p.m. EST, the Centers for Medicare & Medicaid Services will broadcast a live two and ½ hour presentation via satellite and Internet. The goal of the broadcast is to increase participant understanding of how to use ACTS to effectively manage complaints/incidents. This program will consist of pre-taped and live presentations given by CMS-CO and field experts.

Kathy Lochary

Highlights & Upcoming Events

Highlights — December

- **G-5 Meeting in Baltimore**—December 11-12
- **NHQI Satellite Broadcast** — December 13
- **FY'2002 State Performance Standards** to CO—December 15

January

- **First Report to States on Performance standards**—January 6
- **Basic Long Term Care Course**—Baltimore, January 6-10
- **Survey & Certification Conference Call**
— January 8, 2-3
— January 22, 2-3
- **SA/RO Meeting**—Region IX — January 22-23
- **Satellite on ACTS system**—January 24, 1-3:30 pm EST
- **Nursing Home Open Door Teleconference**—January 28, 2003 (4-5 pm. EST)

February