

## Welcome to the Second Issue of the QualityWISE Newsletter

This month's edition of the QualityWISE Newsletter focuses on the Five-Star Quality Rating system developed by the Centers for Medicare and Medicaid Services (CMS), and how you and your fellow RehabCare employees can contribute to strong ratings for the facilities where you work.

### RehabCare and the CMS Five-Star Quality Rating System

The CMS introduced the Five-Star Quality Rating system to enhance its Nursing Home Compare public reporting site that helps consumers, their families and caregivers compare facilities more easily. The system assigns a set of quality ratings between one and five stars to each nursing home that participates in Medicare or Medicaid. According to CMS, "nursing homes with five stars are considered to have much above average quality and nursing homes with one star are considered to have quality much below average."

The rating system features an overall five-star rating based on facility performance for three types of performance measures, each of which has its own associated five-star rating. The areas of focus are:

- **Health Inspections:** Measures based on outcomes from state health inspection surveys.
- **Staffing:** Measures based on nursing home staffing levels reported at the time of state health inspection.

- **Quality Measures:** Measures based on the CMS Minimum Data Set (MDS), which is a form used to collect assessment information on residents' health, physical functioning, mental status and general well-being.

### Your Work Has an Impact on the Five-Star Quality Rating for Your Facility

RehabCare employees can directly impact the Five-Star Quality Rating, especially in regard to the Quality Measures. There are 11 measures based on questions in the MDS – eight for long-stay residents and three for short-stay residents – that can be affected by the work that RehabCare employees do each day.

#### Long-Stay Residents

- Percentage of residents whose need for help with activities of daily living has increased
- Percentage of high-risk residents with pressure ulcers (sores)
- Percentage of residents who have/had a catheter inserted and left in their bladder
- Percentage of residents who were physically restrained
- Percentage of residents with a urinary tract infection
- Percentage of residents who self-report moderate to severe pain
- Percentage of residents experiencing one or more falls with major injury
- Percentage of residents who received an antipsychotic medication

#### Short-Stay Residents:

- Percentage of residents with pressure ulcers (sores) that are new or worsened
- Percentage of residents who self-report moderate to severe pain
- Percentage of residents who newly received an antipsychotic medication

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In addition, on March 2 CMS announced the rollout of six new Quality Measures – including three claims-based measures – that will be added to Nursing Home Compare in April and included in the Five-Star Quality Ratings in July. The new measures are:

### New Claims-based Quality Measures

- Percentage of short-stay residents who were successfully discharged to the community
- Percentage of short-stay residents who have had an outpatient emergency department visit
- Percentage of short-stay residents who were re-hospitalized after a nursing home admission

### New MDS-based Quality Measures

- Percentage of short-stay residents who made improvements in function
- Percentage of long-stay residents whose ability to move independently worsened
- Percentage of long-stay residents who received an anti-anxiety or hypnotic medication (will not be included in Five-Star)

CMS announced that more details would be forthcoming regarding the Quality Measure updates and manual, though the updates have not yet been posted at the time this edition of QualityWISE was published.

### What You Can Do to Make a Difference

Patient-centered care is the core of what we do each and every day. Each RehabCare employee is encouraged to take an active role in reviewing with the interdisciplinary team any functional changes with our residents. All patients must meet medical necessity and have a physician order. These steps will contribute to the care of our residents and have a positive impact on your facility's Five-Star Quality Rating:

- Therapy should participate with the Interdisciplinary Team to discuss any recent changes or declines in the residents. This can occur by means of At Risk weekly meetings, during QAPI meetings, or review of MDS reports/Quality Measures.
- Screen residents as appropriate when change in condition is noted.
- Review RehabCare Functional Outcomes by clinical program and compare data with the facility Quality Measure information.
- After reviewing the reports, discuss those residents that may be appropriate for a screen by PT, OT, or SLP.
- Discuss any change of condition of a patient with the nursing team.

Remember, every issue of the QualityWISE newsletter is archived at <http://www.rehabcare.com/employees/qualitywise/>, along with helpful FAQs. If you have any questions or concerns related to quality, compliance or the CIA, you can email [RehabCareQualityWISE@rehabcare.com](mailto:RehabCareQualityWISE@rehabcare.com) or contact Kindred's Compliance Department at [compliance@kindred.com](mailto:compliance@kindred.com). And you can always contact the Compliance Hotline at 800.359.7412 to report suspected violations of any federal healthcare program requirements or Kindred's policies and procedures.

### Thank you for everything you do

to ensure exceptional outcomes for our patients and partners.