



# *The Administrator's* **Advocate**

October 2015

Volume XVI, Issue 10



## ***A Tribute to our Veterans: Serving Those Who Served Us***

**The INHAA Annual  
Convention and Trade Show  
November 17-18, 2015**

**At the Springfield Crowne Plaza**

\* 11 Continuing Education Credits for Administrators and Nurses \*  
15 Choices for Presentations \* 80 Trade Show Exhibitors \* Separate Programs for SNF & NF,  
DD, SLF & AL

***Hear the Latest Topics and Trends from Front-line Experts to Help Us Serve Those  
Who Served Us***

- Serving the Special Needs of Veterans
- Achieving Person Centered Care
- The Latest on Managed Care in Illinois
- The Healthy Humorist: An MD's Perspective
- Financial Data: Are You Getting the Most from It
- Sweeping CMS Proposed Rule
- Risk Management and the MDS
- Medication Reconciliation
- Spicing Up Your Food Service
- Nursing Facility IDPH/HFS Update
- DD Facility IDPH/DHS Update
- Hot Topics and Trends in ALF/SLF
- Undisturbed Sleep At Night – A Key to Good Health
- The Healing Power of Laughter – From a Nurse Who's Been There

**Brochure and Registration are [Linked Here](#)**

## Nominations for INHAA Board of Directors

Are you or someone you know committed to the professional advancement of nursing home administration? Board members of the Illinois Nursing Home Administrators Association have accepted the challenge of representing and advancing the administrator and nursing profession. Each year five of the fifteen board positions are open for nomination for a three-year term. If you or someone you know is willing to help set the direction of our profession, please submit your name to the nominating committee chairs: Rena Smith, [sugarcookie007@yahoo.com](mailto:sugarcookie007@yahoo.com) or Lester Robertson, [lesterrobertson1@yahoo.com](mailto:lesterrobertson1@yahoo.com).

## Proposed Nursing Home Rules – Quality Assurance Performance Improvement

On July 16, 2015 the Centers for Medicare and Medicaid Services (CMS) published, in the Federal Register, the 403 page proposed *Reforms for Medicare/Medicaid LTC Requirements*. The past two months the INHAA **Advocate** has given a brief outline of some of the changes that are in the proposed rule, as well as, covering three of the new sections in the rules.

This month the **Advocate** will cover the new section that should change the way nursing facilities operate in the future. This new section 483.75 is the introduction to Quality Assurance Performance Improvement (QAPI). CMS introduced a publication several years ago titled, [QAPI at a Glance](#). The publication gave facilities a preview of what was to come in future regulations. It encouraged facilities to start adopting this QAPI culture. The proposed regulations follow these guidelines and state that facilities will be asked to present their QAPI plan and documentation during their first annual recertification survey after the effective date of the regulation. Facilities need to get started with QAPI implementation as soon as possible.

What is Quality Assurance Performance Improvement (QAPI)? QAPI is Data-driven, proactive approach to improving the quality of life and services for residents, staff and families. Facilities are already required to have a Quality Assurance (QA) Committee. What is the difference between QA and QAPI? Quality Assurance usually concentrates on the outliers and works toward compliance of standards based on inspections. There are usually just a few responsible for this QA process.

QAPI is based on continuously improving processes to meet standards. It is proactive rather than reactive. All staff are responsible for the QAPI process with QAPI bringing about a change in the culture of the facility. It is not something that is done once and then dropped. QAPI has all stakeholders looking at data and possible changes within the system that will improve the resident's quality of life and satisfaction of staff, families, physicians, consultants and all facility stakeholders.

QAPI is good for the facility because it:

- Ensures systematic, comprehensive, data-driven approach to care
- Prevents adverse events
- Promotes safety and quality
- Reduces risks to consumers and caregivers
- Includes voice of consumers, families and caregivers
- Creates systems to provide care and achieve compliance

Facilities are already doing many of the QAPI processes below.

- Track, investigate, and prevent recurrence of adverse events
- Receive and investigate complaints
- Seek feedback from consumers and staff
- Strive for deficiency-free surveys
- Set targets for quality
- Strive to achieve improvement

QAPI will now require facilities to go further with:

- Reporting Requirements
- Knowledge (e.g., Root Cause Analysis, Plan Do Study Act, Performance Improvement Projects, and systems thinking)
- Data Collection and Analysis with Systemic Approaches

QAPI wants input from all parties on ideas to improve processes and implement changes that will not only prevent adverse events but improve systems for all those who are involved with the facility. QAPI involves members at all levels of the organization to:

- Identify **opportunities** for improvement
- Address **gaps** in systems or processes
- Develop and implement an **improvement or corrective plan**
- Continuously **monitor** effectiveness of interventions

Next month's **Advocate** will cover the Five Elements of QAPI. To view the proposed rule in the Federal Register [click here](#). The public comment period on the proposed rule ended on September 14 at 5:00 pm.

## **HHS Looks at Overbilling for Therapy in SNFs**

A study done by the HHS states Medicare payments for therapy exceeded the cost of therapy over a 10 year period. In 2009 close to 25% of all claims made to Medicare by SNFs were billed in error.

Facilities need to make sure the level of service provided is not only needed but is at the appropriate level for the resident. The OIG will be looking at these billing practices in the future.

## **Schedule of Town Hall Meetings**

A reminder of the remaining schedule for the IDPH Town Hall Meetings. These meetings are very informative and are a way to directly communicate with the Department staff. Most of the meetings have already taken place but several are in the future. Try to attend if at all possible. Administrators should also have received notice of these dates.

- November 4<sup>th</sup>—DuPage Convalescent Center, Wheaton—1 p.m.-3 p.m.
- November 16<sup>th</sup>—Marion Regional Office Building—1 p.m.-3 p.m.

## **Upcoming 2015-2016 INHAA Events Calendar**

### **2015:**

November 17-18, 2015 Convention and Trade Show at the Crowne Plaza in Springfield

### **2016:**

March 9-10, 2016 at the Par-A-Dice Hotel in East Peoria

June 8-9, 2016 at the Chateau in Bloomington

August 3-4 at the Par-A-Dice Hotel in East Peoria

November 2-3, 2016 Convention and Trade Show at the Crowne Plaza in Springfield

## Contacting the INHAA Office (*Note New Information*)

Illinois Nursing Home Administrator Association Office

P.O. Box 483, North Aurora, Illinois 60542

Phone: 708-800-6161 Fax: 708-248-8078 Email: [sgardiner@inhaa.org](mailto:sgardiner@inhaa.org)

Association Coordinator: Susan Gardiner

## Contacting INHAA Board Members

Contact Information for any of INHAA's board members can be found on the Board of Directors page at our website at [www.inhaa.org](http://www.inhaa.org).

## Administrator Licensing Information

Information about 2015 Administrator Licensure Examination dates and locations, Administrator Test Review Courses for 2015, Requirements for obtaining NHA Continuing Education Credits, and how to contact the Illinois Department of Financial and Professional Regulation (IDFPR) can be found on the IDFPR page at our website at [www.inhaa.org](http://www.inhaa.org).

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## Employment Alley

### POSITIONS AVAILABLE:

**Administrator:** Beautiful, privately-owned, skilled nursing facility seeks an administrator to:

- Manage all business activity to achieve the vision of the company
- Foster teamwork and team building
- Take true ownership of every aspect of the facility
- Ensure that the ethical image and service quality standards of the organization are maintained

The individual must have:

- At least 3+ years of experience as an Administrator for a SNF
- For-profit experience
- Bachelor's degree in Nursing Home Administration or related field
- Current LNHA in Illinois

EXCELLENT SALARY AND BENEFITS! For more information or to submit your resume, please email Joanna Lavarino at [Joanna@hvncareers.com](mailto:Joanna@hvncareers.com)

### Nursing Home Administrator in DeKalb

**DeKalb County Nursing and Rehab** is looking for a talented and dedicated Nursing Home Administrator to provide overall management and direction for the 190-bed County-owned skilled facility. DeKalb County Rehabilitation & Nursing Center is one of 23 County Departments governed by the County Board and an Operating Board with oversight by a management company. As Administrator, you will be responsible for the overall operations, leadership, management and success of the facility. Operationally, Administrator is responsible for financial management, business development goals, compliance and quality improvement, family relations and resident care. In addition, Administrator is responsible for attracting and retaining top performing talented team members as well as the supervision and career coaching of existing team members on staff and improving collective bargaining position. Competitive salary with full benefits including major medical, dental, vacation and pension.

Job responsibilities include:

- Strong leadership and mentoring abilities
- Experience in developing, implementing and maintaining facility wide management system
- Manage, supervise and coordinate all departments to ensure high quality care
- Strong skilled nursing or long term care financial management and budgeting skills

- Assess and maintain facility wide compliance with state and federal regulations that pertain to the facility, resident care, and reimbursement
- Develop, implement and supervise an ongoing quality assurance process
- Assess, develop and maintain Hospital, community and provider professional relationships including representation of the facility in professional and community activities
- Assess the professional development needs of staff and implement and/or coordinate effective internal and external education and clinical skill development in all departments
- Experience with union workforce and a willingness to administer the collective bargaining agreement fairly and equitably, and to communicate frequently with union representatives

Job Requirements:

- A minimum of 5 years of experience as an Administrator or Director of Nursing
- Bachelor's degree in a related field preferred
- Current/active Illinois Administrators licensure
- Computer skills including Microsoft Word, Excel, Outlook and PowerPoint

Apply directly to Management Performance Associates, Manager, by submitted qualifications and salary details to [csc@healthcareperformance.com](mailto:csc@healthcareperformance.com)

**SEEKING POSITION**

**Interim Administrator.** Experienced Interim Administrator/Consultant available to support the transition of Post Acute, CCRC, and/or Nursing Homes as a Licensed Administrator. Skilled in survey preparation execution and recovery, metrics and data-driven systems, ACO, Joint Commission, Managed Care and Medicaid audits, as well as other challenges that may arise for your organization. Please text or email: [RueAnneMills@aol.com](mailto:RueAnneMills@aol.com) or 630-935-2556.

**Interim Administrator.** Experienced administrator seeking short-term interim administrator position. Capable leader, knowledgeable of state and federal regulations, and proficient in the management of a short-term rehab unit or a long term care facility while you search for a permanent administrator or fill in for your current administrator during an extended leave of absence. Willing to accept assignment in any part of the state. Contact Harry C. Poole (618-806-2125 or [hpoole1947@gmail.com](mailto:hpoole1947@gmail.com)).

*Employment Alley is published monthly for members and business members. The cost for non-members is \$30 a month - \$50 for two months - \$70 for three months. A business member listing is \$25 for one month - \$40 for two months - \$55 for three months. Send your approximate 55-word ad and payment to INHAA, PO Box 483, North Aurora, IL 60542 or fax it to 708-248-8078. For further information, call Susan Gardiner at 708-800-6161.*



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