Statewide Long Term Care (LTC) Providers Call

In an effort to facilitate sharing of information and to answer general questions about long-term care we conducted the first Statewide call on September 1, 2016. At this time, we are seeking responses from long-term care providers and stakeholders as to the future of this type of call. Your input is greatly appreciated and necessary to improving this form of communication.

Should we continue with the Statewide LTC call?

	Response percent	Response total
Yes, continue with survey	97.3%	36
No, stop	2.7%	1

Export Graph

Statistics based on 37 respondents.

How frequently should these calls be conducted?

	Response percent	Response total
Monthly	41.67%	15
Every other month	25%	9
Quarterly	33.33%	12

Export Graph

Statistics based on 36 respondents.

These calls should last:

	Response percent	Response total
30 Minutes, or less	16.67%	6
31 - 60 minutes	75%	27
61 - 90 minutes	8.33%	3

Export Graph

Statistics based on 36 respondents.

Are there standing items for discussion you wish to have on the agenda?

	Response percent	Response total
Yes	54.29%	19
No	45.71%	16

Export Graph

Statistics based on 35 respondents.

What standing questions would you recommend?

	Response total
	19

Statistics based on 19 respondents.

Are you willing to submit written questions in advance?

	Response percent	Response total
Yes	100%	34
No	0%	0

Export Graph

Statistics based on 34 respondents.

Are there other suggestions you believe would assist in making these calls better?

	Response total
	16

Statistics based on 16 respondents.

	Yes	No
Continue Call	97.30%	2.70%

	Monthly	Bimonthly	Quarterly
Call Frequency	41.67%	25.00%	33.33%

	> 30 Mins	31 - 60 Mins	61 - 90 Mins
Call Duration	16.67%	75%	8.33%

	Yes	No
Standing Items	54.29%	45.71%

	Yes	No
Submit Written Questions in Advance	100%	0%

Total responders = 37

What standing questions would you recommend?

(19 total)

#	Responses
4	Trends Q&A New letters/interp. guidance Best practices
6	Explanation on the CMP inflation.
8	Further discussion RE: CMPs Emergency Preparedness
9	All new policy changes; process changes. Top citations from prior time period.
13	Current survey issues and/or changes coming
14	CMS New Rules & Regulations. Trending for Idaho SNF F-Tags. What are the education sessions surveyors are attending so Idaho SNF's can better prepare for their Annual Survey's.
17	I appreciate clarification to the informational letters that are sent out. Additionally, it would be good for the bureau to discuss the findings of the contracted survey.
18	Status of survey process changes Frequent survey related citations.
19	Explanation of CMS Informational Letters. Trending Tags. Any changes to survey process. Any facility improvements needed to assist surveyors in their process.
20	Survey trends, new regulatory issues
21	Review of recent survey results, trends and regulatory changes that would help us tune up our operations. An update on Surveyor hiring and retention with emphasis on how that is affecting timely surveys. Best practices noted by Surveyors. Question and Answer time.
22	Review of proposed, pending and new Regulations and clarification, recent citations and any pertinent information to facilities in avoiding citations, upcoming educational opportunities
27	Clarify any new letters from CMS
28	Updates from CMS IDR statisitcs
31	Review any new informational letters. Top survey citations.
32	Any current, glaring, outstanding items, situations the survey teams are seeing in the field. -What hot issue(s) are Administrators concerned about. -What is the latest CMS info.
33	Survey Trends Statistics - How many follow up surveys conducted and how many passed/failed? What does Idaho's outcome data look like and how is it trending? Etc. Areas More Education is needed by the provider Surveyor news - introducing new surveyors and their backgrounds, other transparency welcomed regarding the survey agency
35	Survey update and glitches in the reporting process. I'd like to know what some of the survey focus is so we can minimize concerns as much as possible. It would be great to feel like partners in providing the best possible care to our Idaho elderly.
37	Regulation changes Survey updates Trends you are seeing during surveys Staffing updates

(19 total)

What standing questions would you recommend? - By Category

Trends 24.4%

Trends Q&A New letters/interp. guidance Best practices

CMS New Rules & Regulations. Trending for Idaho SNF F-Tags. What are the education sessions surveyors are attending so Idaho SNF's can better prepare for their Annual Survey's.

I appreciate clarification to the informational letters that are sent out. Additionally, it would be good for the bureau to discuss the findings of the contracted survey.

Explanation of CMS Informational Letters. Trending Tags. Any changes to survey process. Any facility improvements needed to assist surveyors in their process.

Survey trends, new regulatory issues

Review of recent survey results, trends and regulatory changes that would help us tune up our operations. An update on Surveyor hiring and retention with emphasis on how that is affecting timely surveys. Best practices noted by Surveyors. Question and Answer time.

Updates from CMS IDR statisitcs

Any current, glaring, outstanding items, situations the survey teams are seeing in the field. -What hot issue(s) are Administrators concerned about. -What is the latest CMS info.

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Q&A 4.4%

Trends Q&A New letters/interp. guidance Best practices

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Interpretive Guidance **15.6%**

Trends Q&A New letters/interp. guidance Best practices
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Best Practices **4.4%**

Trends Q&A New letters/interp. guidance Best practices
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CMS Guidance/Letters **31.1%**

Explanation on the CMP inflation.
Further discussion RE: CMPs Emergency Preparedness
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Top Citations **13.3%**

All new policy changes; process changes. Top citations from prior time period.
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Status of survey process changes Frequent survey related citations.
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Education **6.7%**

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Survey Trends Statistics - How many follow up surveys conducted and how many passed/failed? What does Idaho's outcome data look like and how is it trending? Etc. Areas More Education is needed by the provider
Surveyor news - introducing new surveyors and their backgrounds, other transparency welcomed regarding the survey agency

Top 3

Are there other suggestions you believe would assist in making these calls better?

(16 total)

#	Responses
4	Ask a provider to share a best practice each call that is related to a trend or frequently cited Ftag
5	Eliminate roll call of each facility in order to save time
6	There was a lot of time spent listening to callers being announced as they called in. It would be nice if that could be avoided.
8	Having an electronic roll call to reduce call time. Having a cut off time for calling-in. When new participants enter the call, the phone beeps and silences the speaker. Information is missed and it causes delays.
9	No current suggestions as I anticipate that these calls will continue to grow and be defined based on state & facility needs. I think that this was a fantastic reach out on behalf of Debbie and the Supervisors. Thank you for the offering of your time! Jodi Vanderpool
10	Submission of questions in advance.
15	Mostly what's new items. Maybe reviewing areas where nursing homes are doing poorly. What trends are there in surveys that we could learn from.
19	I think it was very informational and done well the first time.
20	Roll call format should be looked at, need to find way to mute out when someone has joined the call. It took away from meeting time. Other than that, thank you for your efforts! My apologies for the surprise question on reviewing three-week staffing. If I had realized that written questions were preferred, I would have done so.
21	I thought the first call went well; a little longer than I expected perhaps, but still worth the time. It was interesting to see that the Department struggles with issues which are very similar to the industry: hiring, staffing, retention, pay scales, training, and quality of service. There are those of us who are not comfortable with the adversarial position taken by many in the Association. It is my hope that we can connect and work toward a focus on quality improvement rather than personalities and whining.
27	I appreciate the discussion which clarifies questions regarding any CMS letters that have been sent out. I also think that the network to be able to hear others questions and answers is very helpful. It would be good if we did not have to take so much time with the role call. Is there anyway that there is a program that would document who is calling in and then you would not have to ask?
28	I'd have an on-line WebEx presentation where centers can log in (this way attendance could be tracked without having to take role call) and questions could be submitted in real time. Go To Meeting or Adobe Connect are programs that work well. Also - the conf call system should be able to be modified so each participant joining the call is not announced. The call should also have the ability to be placed in "Listen Only" mode for the participants to get rid of the background noise. thanks!
32	Administrators need to speak up, actually participate and have a conversation. I for one appreciated the Dept's efforts and was disappointed that we LTC Administrators were so stiff. Follow up on previous call regarding unauthorized us of photographs and videos. More clarification as to how to monitor the effectiveness of your policy.
33	Somehow the providers need to be empowered to speak up in this setting versus just complain behind the scenes. Most say they feel they are at risk for retribution and/or they are scared to speak up because historically they are shut right down or given all the reasons why what they are saying is invalid. I'm not sure how to accomplish this empowerment without it turning into a free for all. It seems like it has taken a lot of years to build up to the existing issues so it might take time to build trust between BFS and providers. Thank you so much for opening up and doing these.
35	Don't allow the beeping when people log in to the meeting. That was a huge distraction through the whole meeting and we missed some of what was said because it was bleeped out.
37	Consider having an in-person option for those building representatives that can make it to your office for the call.

(16 total)

By Category

Roll Calls 41.2%

Eliminate roll call of each facility in order to save time
There was a lot of time spent listening to callers being announced as they called in. It would be nice if that could be avoided.
Having an electronic roll call to reduce call time. Having a cut off time for calling-in. When new participants enter the call, the phone beeps and silences the speaker. Information is missed and it causes delays.
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Best Practices	**5.9%**
Ask a provider to share a best practice each call that is related to a trend or frequently cited Ftag	
Questions	**5.9%**
Submission of questions in advance.	
CMS	**11.8%**
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What's new and trends	**5.9%**
Mostly what's new items. Maybe reviewing areas where nursing homes are doing poorly. What trends are there in surveys that we could learn from.	
Miscellaneous	**29.4%**
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Consider having an in-person option for those building representatives that can make it to your office for the call.	
	Top 2

Some responses may appear more than once, as the total response covered more than one topic.