



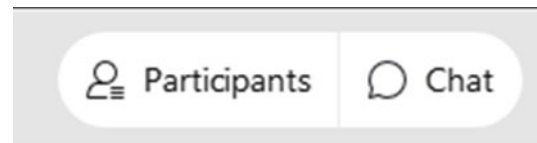
# Welcome to the Inland Empire Community PAC Call

Michelle Pastrano and Greg Sieradzki  
Health Services Advisory Group (HSAG)

Tuesday, June 13, 2023

# How to Find the Chat Button

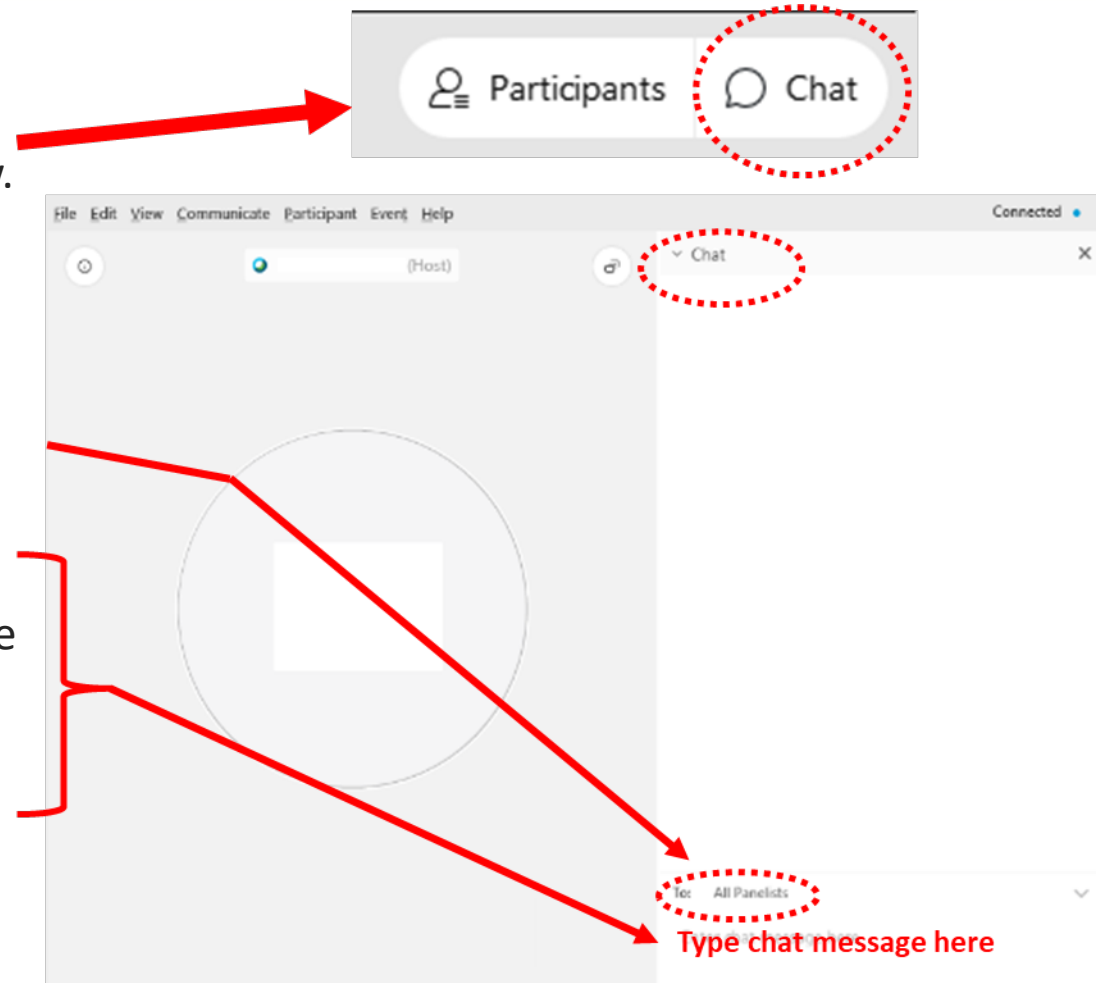
- Click on the button at the bottom right corner of your WebEx window and select the chat button.



# How to Submit a Question

1. To submit a question, click on the **Chat Button** located in the bottom right corner of your WebEx window.
2. The **Chat** panel will open on your right.
3. Indicate that you want to send a question to **All Panelists**.
4. Type your question in the box at the bottom of the panel.
5. Press **Enter** on your keyboard to submit your question.

To connect to the audio portion of the webinar, please have WebEx call you.



# Call Agenda: Tuesday, June 13

Time	Agenda Item	Presenter
11:00 a.m.	Welcome	<b>Michelle Pastrano, MSG</b> Quality Improvement Specialist, HSAG <b>Greg Sieradzki, MS, MHA</b> Associate Director, HSAG
11:05 a.m.	Updates From San Bernardino Department of Public Health (DPH)	<b>Josh Holguin</b> Clinical Director
11:10 a.m.	HSAG Updates and Support	<b>Michelle Pastrano</b> <b>Greg Sieradzki</b>

Pre-register at: [www.hsag.com/en/medicare-providers/events/?date=9/1/2023](http://www.hsag.com/en/medicare-providers/events/?date=9/1/2023)  
Next call will be on Tuesday, September 19, at 11 a.m.



# Updates with the Department of Public Health

# Upcoming Calls



- CDPH Tuesday, 8 a.m., All-Facilities Phone Calls
  - 2nd Tuesday of each month
  - Call in: **1.844.721.7239**
  - Access code: **799 3227**
- CDPH Wednesday, 3 p.m., SNF Infection Prevention (IP) Webinars
  - 4th Wednesday of each month
  - Register at: [hsag.com/cdph-ip-webinars](https://hsag.com/cdph-ip-webinars)
  - Recordings, notes, and slides are posted at registration site
- HSAG Tuesday, 11:30 a.m., National Healthcare Safety Network (NHSN) Updates and Office Hours:
  - 1st and 3rd Tuesdays of each month
  - Register at: <https://bit.ly/NHSNofficehours2023aprmayjune>

# New HSAG Tool for NHSN Support

National Healthcare Safety Network (NHSN)



## NHSN COVID-19 Data Reporting Assistance for Nursing Homes

HSAG can help!

Learn More

HSAG is available to assist nursing homes in reporting accurate COVID-19 vaccine data to the Centers for Disease Control and Prevention (CDC) and Centers for Medicare & Medicaid Services (CMS).

Common challenges that potentially lead to CMS fines and inaccurately reported public data include misunderstanding COVID-19 reporting requirements and vaccine up-to-date definitions, inadequate vaccination data collection processes, and lack of access to the NHSN and statewide vaccine registries.

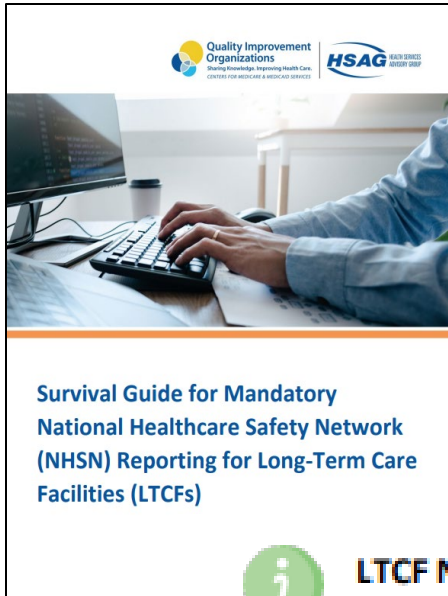
- [Survival Guide for Mandatory National Healthcare Safety Network \(NHSN\) Reporting for Long-Term Care Facilities \(LTCFs\)](#)
- [Overview of NHSN Reporting Requirements for LTCFs](#)
- [Frequently Asked Questions Regarding NHSN Access Issues](#)

To ensure current data on your COVID-19 Trend Reports, please join the HSAG group in NHSN. This also allows HSAG to provide real time technical assistance for any NHSN errors.

- [Arizona Nursing Home Steps for Conferring Rights](#)
- [California Nursing Home Steps for Conferring Rights](#)

Check out our new Survival Guide for Mandatory NHSN Reporting

# Survival Guide for Mandatory NHSN Reporting



Survival Guide for Mandatory  
National Healthcare Safety Network  
(NHSN) Reporting for Long-Term Care  
Facilities (LTCFs)



**LTCF NHSN Frequently Asked Questions, Scenarios, and Important Links:**  
[www.hsag.com/globalassets/12sow/nhsn/nhsnimportantlinksfags2022final.pdf](http://www.hsag.com/globalassets/12sow/nhsn/nhsnimportantlinksfags2022final.pdf)

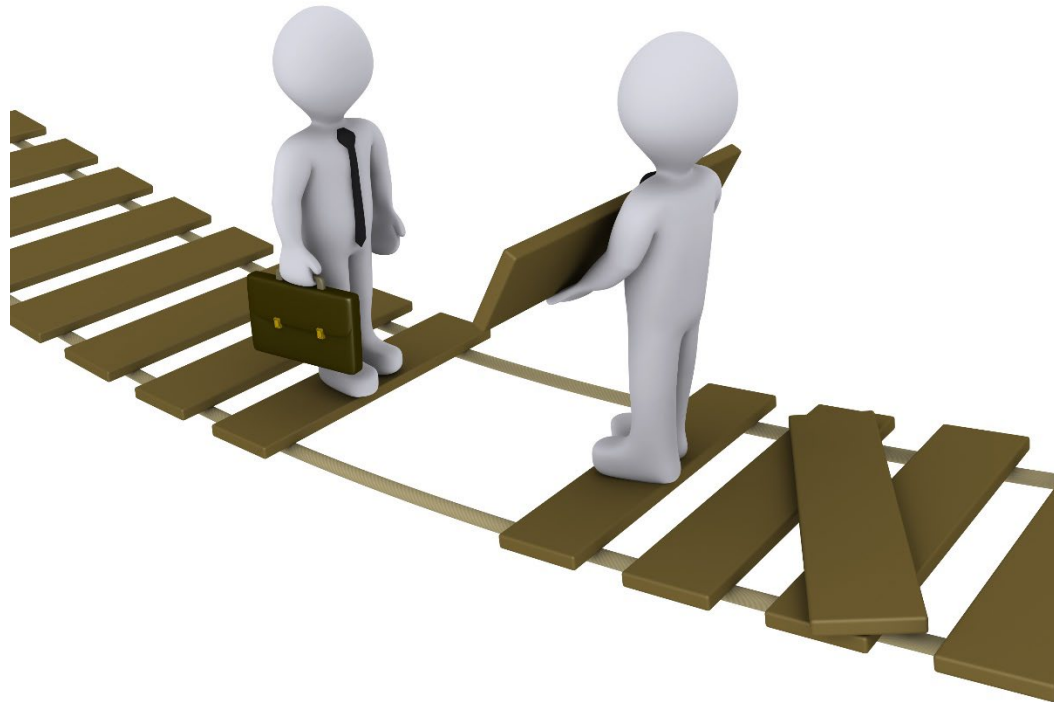
**NHSN Help Desk (via email)**  
Monday–Friday, 7 a.m.–5 p.m. EST  
[nhsn@cdc.gov](mailto:nhsn@cdc.gov)  
[www.cdc.gov/nhsn/about-nhsn/helpdesk.html](http://www.cdc.gov/nhsn/about-nhsn/helpdesk.html)

**SAMS Help Desk (via phone and email)**  
Monday–Friday, 8 a.m.–6 p.m. EST  
Excluding U.S. Federal Holidays  
877.681.2901 (Select Option #5)  
[samshelp@cdc.gov](mailto:samshelp@cdc.gov)

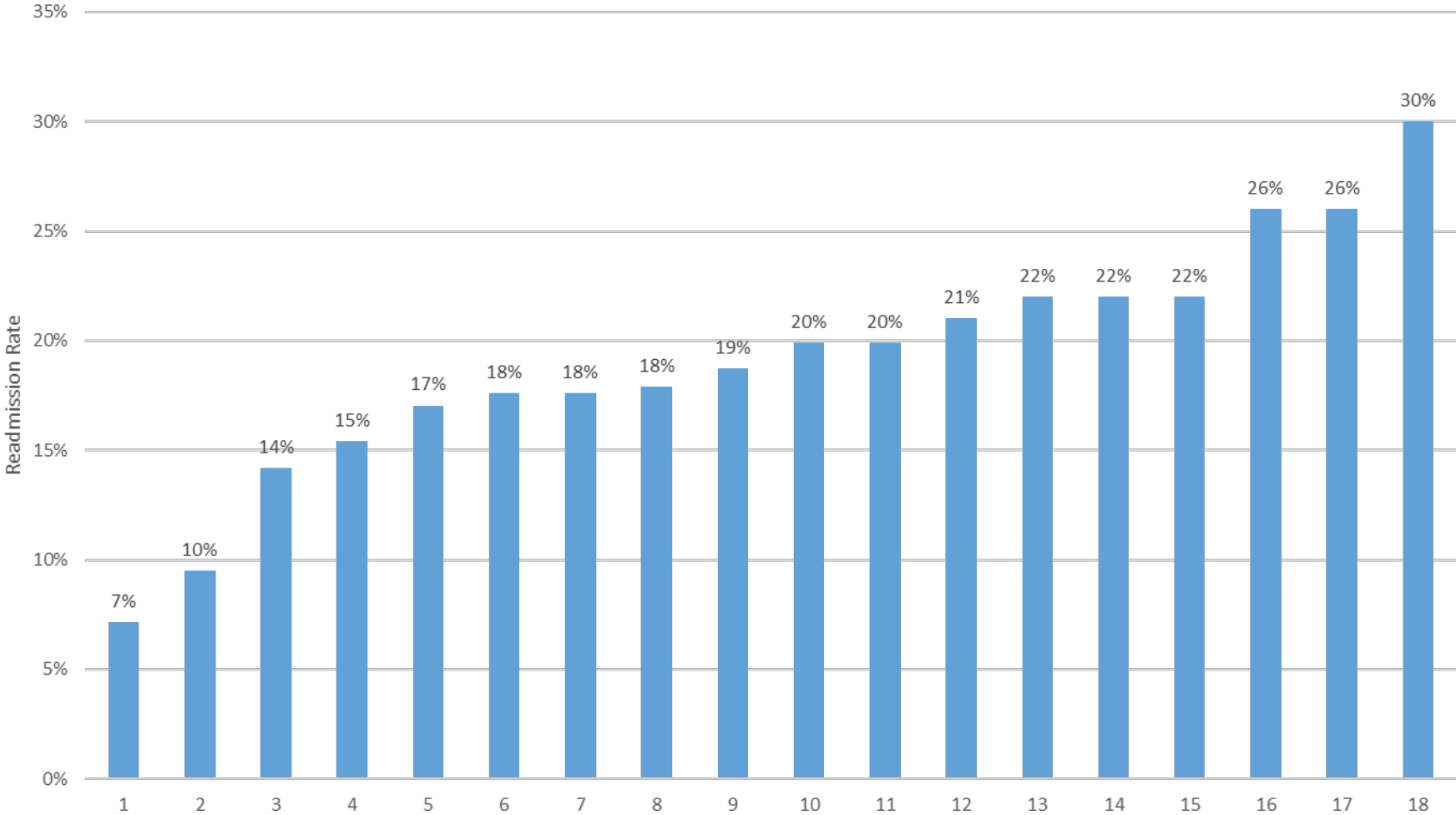




# Care Coordination Support



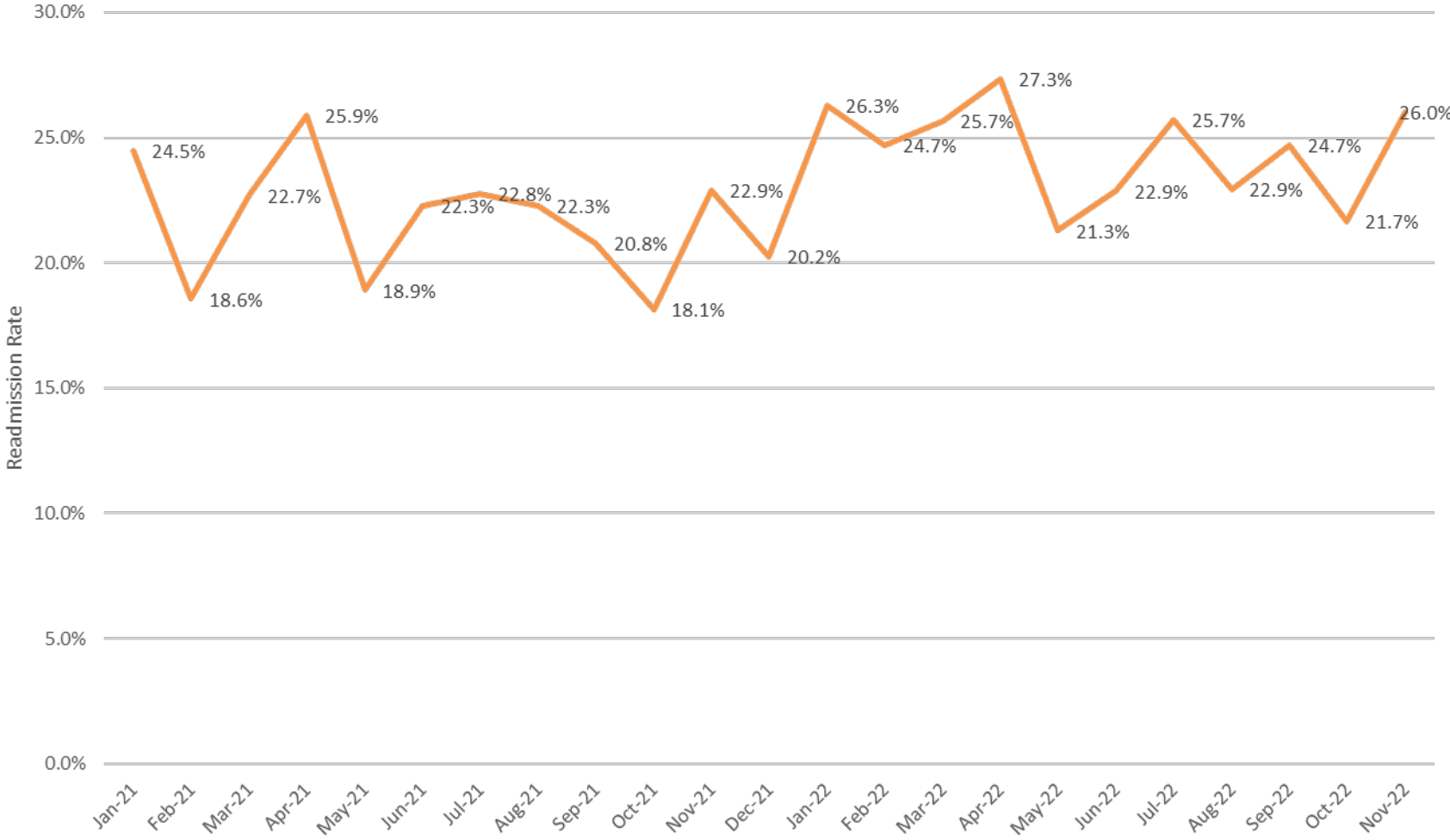
# Readmission Rates Among San Bernardino County Hospitals (12/01/2021–11/30/2022)



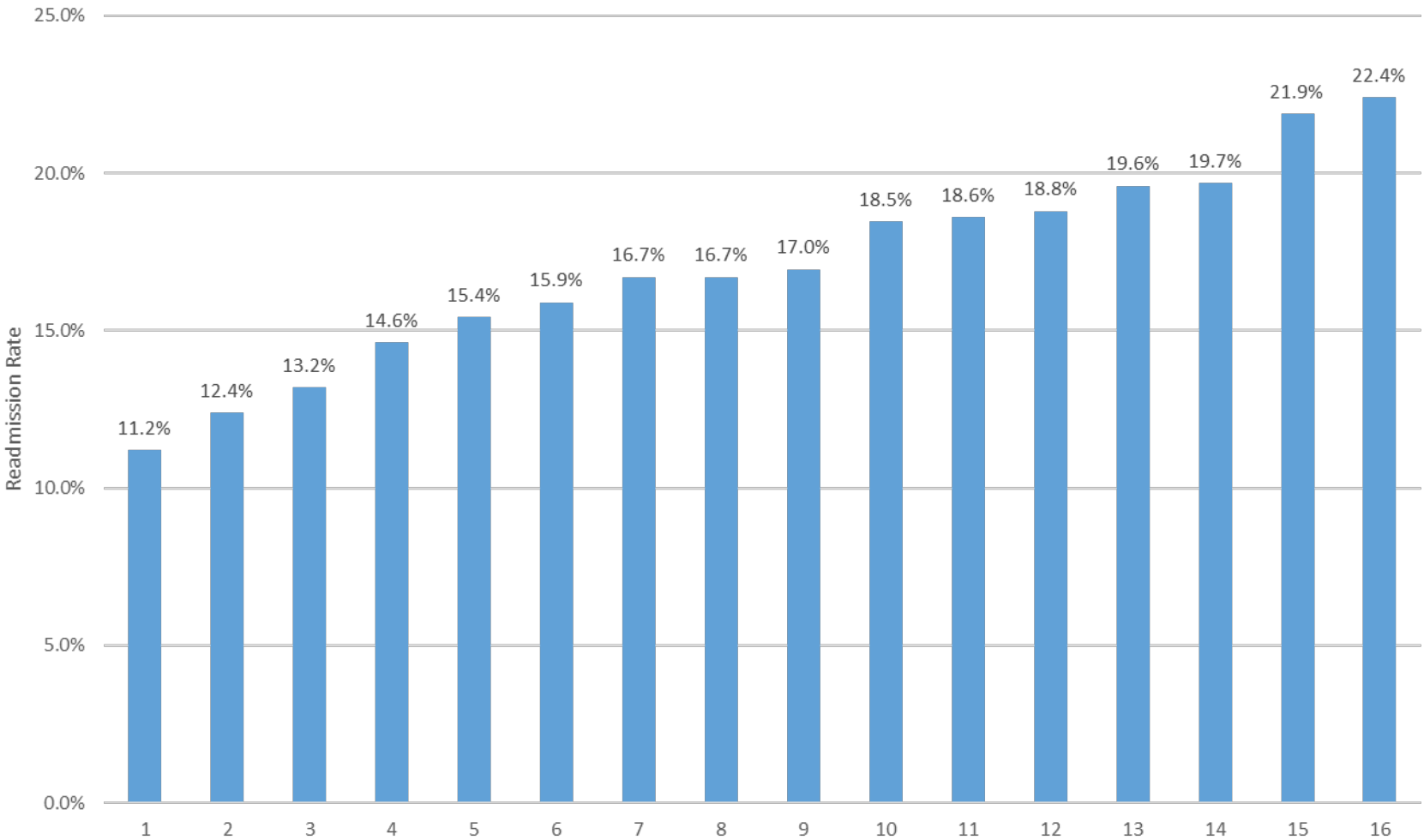
# San Bernardino County Nursing Home Readmission Rate (12/1/2021–11/30/2022)

Number of SNFs	Readmission Rate
7	0–9%
11	10–19%
14	20–24%
17	≥ 25%

# San Bernardino County Nursing Home Readmission Rate by Month (January 2021–November 2022)



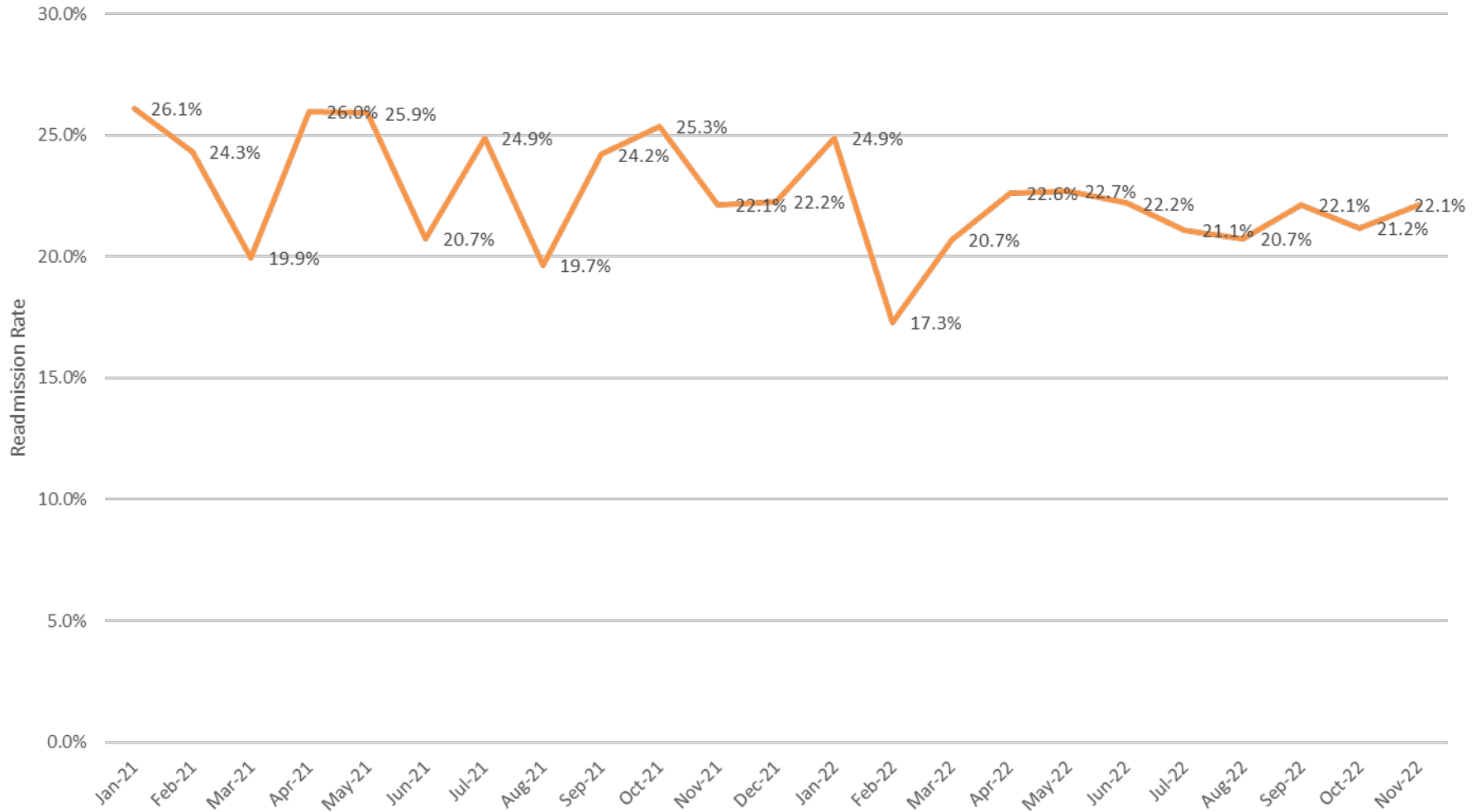
# Readmission Rates Among Riverside County Hospitals (12/01/21–11/30/22)



# Riverside County Nursing Home Readmission Rate (12/1/2021–11/30/2022)

Number of SNFs	Readmission Rate
7	0–9%
13	10–19%
18	20–24%
16	≥ 25%

# Riverside County Nursing Home Readmission Rate by Month (January 2021–November 2022)



# Patient and Family Engagement Tools

## What to Do When You're Admitted to the Hospital



You have many things to think about when you are admitted to the hospital. Use this checklist to help you keep track of important details regarding your stay and recovery.

### First Things First



- Ask hospital staff to explain anything that you may not understand.
- Tell the nurse\* or doctor what you would want to be done if you should stop breathing or your heart should stop (if you have Do Not Resuscitate wishes).
- Give the nurse a copy of your Advance Directives/Living Will for your chart.
  - If you do not have one, information can be provided.
- Tell the nurse if you have a specific person who can get information about you during your hospital stay.
- Tell the nurse if you have a Power of Attorney for your healthcare and who that person is.
- Make sure all hospital staff are washing or sanitizing their hands when entering and leaving your room.
- Talk to your doctor and nurse about your plan of care.
  - Discuss what you may need when you are released from the hospital.

### Medications



- Give the nurse an updated list of medications you are taking right now.
- Tell the nurse if you have any allergies.
- Tell the nurse if you have trouble getting your medications.
- If you are given a new medication(s), ask:
  - What it is for.
  - How it will help you.
  - How often you take it.
  - What the side effects are.

**\*The hospital staff person who assists with your admission might be someone other than a nurse or doctor, such as an admissions specialist or case manager.**

This material was prepared by Health Services Advisory Group (HSAG), a Quality Innovation Network-Quality Improvement Organization (QIN-QIO) under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this document do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Publication No. QN-1250W-NC-03222023-01

## What to Do When You're Admitted to a Nursing Home



You have many things to think about when you are admitted from a hospital to a nursing home. Use this checklist to help you keep track of important details regarding your stay and recovery.

### First Things First



- Ask nursing home staff to explain anything that you may not understand.
- Tell the nursing home staff what you would want to be done if you should stop breathing or your heart should stop (if you have Do Not Resuscitate wishes).
- Make sure the nursing home has a copy of your Advance Directives/Living Will.
  - If you do not have one, information can be provided.
- Provide a person's name (family member/Power of Attorney) and contact information who can discuss your care and condition.

### Medications



- Ask the nurse to review the list of medications you are taking.
- Tell the nurse if you have any allergies to medications or food.
- If you are given a new medication(s), ask:
  - What it is for and how it will help you.
  - How often you take it.
  - What the side effects are.

### Mobility



Even though you may not be feeling well, getting you moving as soon as possible will help decrease the chance of your muscles getting weak and you developing blood clots or bed sores.

#### Tell or ask the nurse:

- How you have been getting around prior to being hospitalized and now.
- If you use anything to help you walk.
- If you can get out of bed and go to the bathroom on your own, or if you should call for help first.
- If you can get out of bed to eat your meals.
- To show you how you can prevent getting blood clots by doing exercises, such as ankle pumps.

[https://www.hsag.com/contentassets/5cedf69d03d443ddb54186869cac0b58/qio-nh\\_admissioninstr-flyer508.pdf](https://www.hsag.com/contentassets/5cedf69d03d443ddb54186869cac0b58/qio-nh_admissioninstr-flyer508.pdf)



# Next Care Coordination Quickinar

**Teach-Back: A Strategy to Improve Care Coordination**  
Tuesday, July 11, 2023 | 11 a.m. PT

[bit.ly/cc-quickinars](https://bit.ly/cc-quickinars)





# HAI Support for SNFs

# Infection Data Now Available

Summary Tabular Comparisons Over Time Readmissions COVID Vaccines



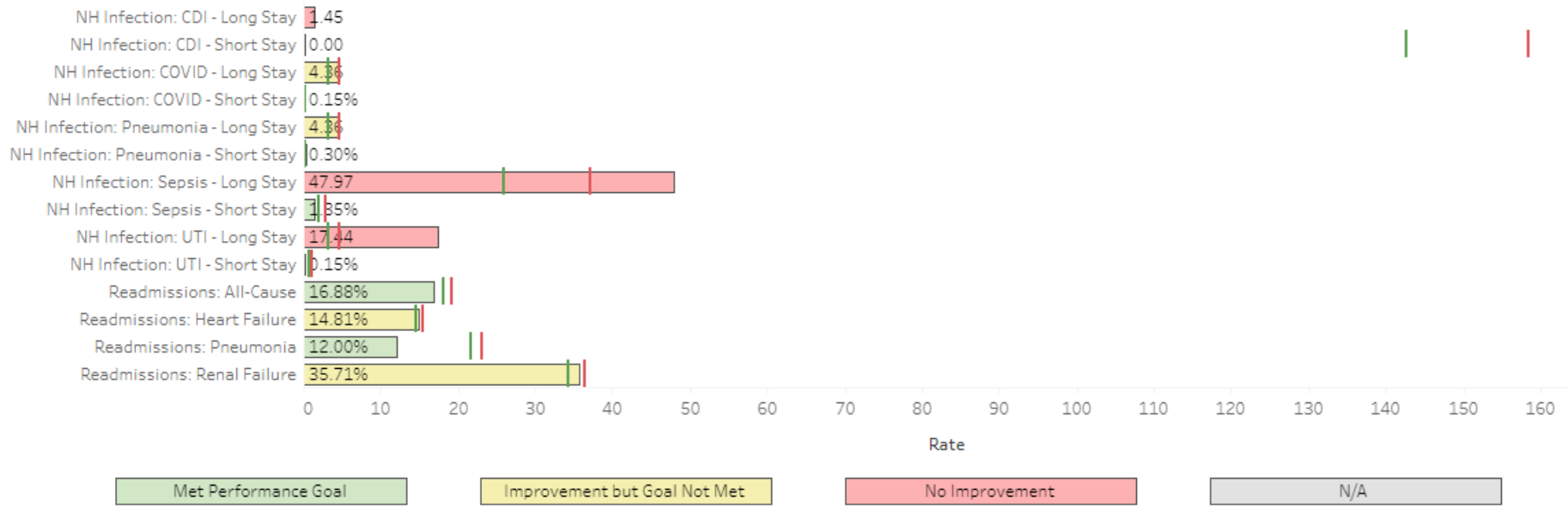
## Summary



Nursing Home  
CA Test Facility - 11112

Measure Category  
(All)

### Measure Progress - CA Test Facility - 11112



# Access in the QIIP

Access the QIIP here: <https://qiip.hsag.com>



Assessments	Reports	Hospital Dashboards	Nursing Home Dashboards	Administration
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## Quality Improvement Innovation Portal

The HSAG Quality Improvement Innovation Portal (QIIP) is your centralized place to obtain and submit information in support of the quality initiatives on which you are working. The HSAG QIIP will allow you to complete assessments to enhance your quality improvement efforts, view your performance dashboards, and access reports.

For questions, please contact [QIIPsupport@hsag.com](mailto:QIIPsupport@hsag.com).

Assessments

Reports

Hospital Dashboards

Nursing Home Dashboards



# SNF Diagnoses Leading to Acute Admission December 2021–November 2022

County	Total	COVID	Sepsis	UTI	PNE
San Bernardino	652	50	452	83	67
Riverside	737	59	508	110	60

# Pledge for Clean Hands

## Pledge for Clean Hands

To Help Keep Each Other Safe

As a resident of this facility it is okay for me to speak up for clean hands.

Washing your hands for at least 20 seconds is the most effective way to prevent the spread of diseases like the flu, cold, and COVID-19.

### When should I wash my hands?

#### Before:

- Touching your eyes, nose, or mouth
- Leaving the bathroom

#### Before and after:

- Eating
- Leaving your room

#### After:

- Blowing your nose, coughing, or sneezing
- Touching common surfaces and objects such as bed rails, remote controls, or the phone
- Touching garbage



### When should I ask others to wash their hands?

#### Before:

- Entering and leaving the room
- Leaving the bathroom

#### Before and after:

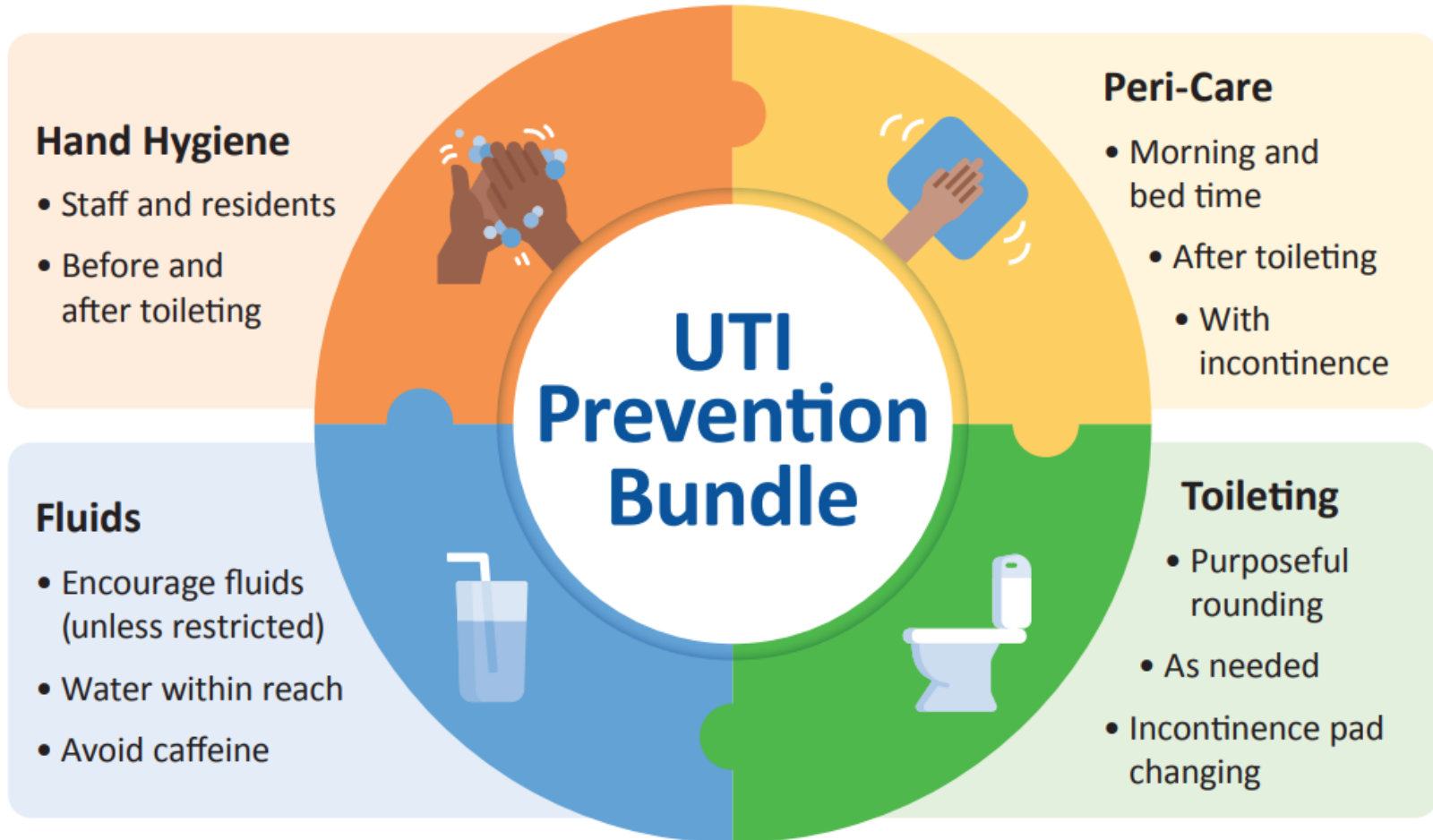
- Your team provides personal care such as treating a cut or wound
- Receiving medications
- Handling equipment
- Close contact with others

#### After:

- They blow their nose, cough, or sneeze

Your healthcare team supports this effort and cares about your health. Speak up and remind us to keep our pledge for clean hands.

# UTI Prevention Bundle



# UTI Bundle Risk and Action Tool



## Urinary Tract Infection (UTI) Bundle | Risk and Action Tool

If residents have any of the identified UTI risk factors below, the related action plan may assist in prevention of the infection.

<input checked="" type="checkbox"/> Risk	Action
<input type="checkbox"/> <b>Increased Age</b>	<ul style="list-style-type: none"> <li>Increased responsibility for staff to protect residents.</li> <li>Consistently perform hand hygiene—washing with soap and water or using an alcohol-based sanitizer.</li> <li>Practice standard precautions—assume all blood, body fluids, and environmental surfaces could be contaminated with germs.</li> </ul>
<input type="checkbox"/> <b>Bacteria Exposure</b>	<ul style="list-style-type: none"> <li>Monitor for signs and symptoms of UTI.</li> <li>Utilize UTI bundle for prevention.</li> </ul>
<input type="checkbox"/> <b>Prior UTI</b>	<ul style="list-style-type: none"> <li>Utilize UTI bundle for prevention.</li> </ul>
<input type="checkbox"/> <b>Bowel and/or Bladder Incontinence</b>	<ul style="list-style-type: none"> <li>Consistently perform hand hygiene—washing with soap and water or using an alcohol-based sanitizer.</li> <li>Practice standard precautions—assume all blood, body fluids, and environmental surfaces could be contaminated with germs.</li> <li>Provide regular opportunities for residents to empty their bladder.</li> <li>Check incontinent pads frequently.</li> <li>Avoid extended periods of skin exposure to urine and/or feces.</li> <li>Proper perineal care—cleaning females from front to back/cleaning males' foreskin if present.</li> </ul>
<input type="checkbox"/> <b>Dementia/Alzheimer's</b>	<ul style="list-style-type: none"> <li>Provide regular opportunities for residents to empty their bladder.</li> <li>Check incontinent pads frequently.</li> <li>Avoid extended periods of skin exposure to urine and/or feces.</li> <li>Proper perineal care—cleaning females from front to back/cleaning males' foreskin if present.</li> </ul>
<input type="checkbox"/> <b>Residents with Chronic Conditions/Neurogenic Bladder</b>	<ul style="list-style-type: none"> <li>Increased responsibility for staff to protect residents</li> <li>Consistently perform hand hygiene—washing with soap and water or using an alcohol-based sanitizer.</li> <li>Practice standard precautions—assume all blood, body fluids, and environmental surfaces be contaminated with germs.</li> <li>Neurogenic bladder—avoid unnecessary catheterization; when needed, follow protocols to provide appropriate catheter care.</li> </ul>
<input type="checkbox"/> <b>Poor Intake/Dehydration</b>	<ul style="list-style-type: none"> <li>Offer fluids frequently—unless on a fluid restriction.</li> <li>Maintain water supply within residents reach.</li> <li>Avoid fluids with caffeine—can cause dehydration.</li> <li>Avoid extreme heat—can cause dehydration.</li> </ul>
<input type="checkbox"/> <b>Mobility Issues</b>	<ul style="list-style-type: none"> <li>Provide regular opportunities for residents to empty their bladder.</li> <li>Check incontinent pads frequently.</li> <li>Avoid extended periods of skin exposure to urine and/or feces.</li> <li>Proper perineal care—cleaning females from front to back/cleaning males' foreskin if present.</li> </ul>



# Virtual IP Train-the-Trainer Workshops



- 4 Train-the-Trainer Workshops offered over 15 weeks.
- **Goal:** Improve IPC practices to reduce HAIs and infection-related hospitalizations.
- BRN and NHAP CEUs available.
- Register for UTI, CNA, EVS Trainings:  
<https://www.hsag.com/ip-train-the-trainer>
- Register for ESP Office Hours this Friday, 11:00 a.m.PT  
<https://us06web.zoom.us/meeting/register/tZEuc-qupzkoGtG71ilH7H8et-NBAkDrJAZG#/registration>

Register Here



## Enhanced Standard Precautions

*May 15–19, 2023*

- May 15, 1–2:30 p.m.
- May 16, 11 a.m.–12:30 p.m.
- May 18, 12–1:30 p.m.
- May 19, 2–3:30 p.m.

## Urinary Tract Infection Prevention

*June 20–23, 2023*

- June 20, 1–2:30 p.m.
- June 21, 11 a.m.–12:30 p.m.
- June 22, 12–1:30 p.m.
- June 23, 11 a.m.–12:30 p.m.

## Certified Nursing Assistant IPC Curriculum

*July 17–21, 2023*

- July 17, 1–2:30 p.m.
- July 18, 11 a.m.–12:30 p.m.
- July 20, 12–1:30 p.m.
- July 21, 2–3:30 p.m.

## EVS IPC Curriculum for EVS Managers

*August 21–25, 2023*

- August 21, 1–2:30 p.m.
- August 22, 11 a.m.–12:30 p.m.
- August 24, 12–1:30 p.m.
- August 25, 2–3:30 p.m.



# Opioid Stewardship

# Ensuring Medication for Opioid Use Disorder (MOUD) in Nursing Homes Focus Group, June 7, 2023 | Takeaways

- Difficulty discharging patients to nursing homes
- Managing patients with active withdrawal can be challenging
- Difficulty transporting residents to clinics to get supply of methadone
- Limits of providing alternatives to opioids in the nursing home setting
- Regulatory challenges with methadone; less with buprenorphine
- No real difficulty for NH to get access and training on naloxone use

Participants are interested in getting more educational resources around:

- Stigma reduction: changing the culture of prescribing opioids in SNFs
- One-page educational tool for residents and families: what to expect for SUD care?
- Plan of care for patients with OUD for NH staff

# Ensuring MOUD Upcoming Webinar Series

- Basics and science of addiction
- Role of the ED physician and pharmacist
- Alternatives to opioids for acute pain
- Seamless MOUD transition to nursing home
- The Nursing home stay
- Training on stigma and naloxone use
- Plan of care for patients with OUD

**Audience:** Nursing homes, acute care facilities, and other providers

**When:** September 2023–June 2024

- Second Friday of the month at 10 a.m. PT

# Questions From the Chat Box



# Please Take 5 Seconds and Let Us Know



We want this call to be meaningful to you, so we need your input.

At the end of the webinar, you will be asked **one question** to determine if this call equipped your organization to manage COVID-19 and/or your infection prevention practices.

# Where to Register for Future Calls: [www.hsag.com/en/medicare-providers/events](http://www.hsag.com/en/medicare-providers/events)

The screenshot shows the HSAG website interface. At the top left is the logo for Quality Improvement Organizations (QIO) with the tagline "Sharing Knowledge. Improving Health Care. CENTERS FOR MEDICARE & MEDICAID SERVICES". To its right is the HSAG logo (HEALTH SERVICES ADVISORY GROUP). Further right are links for "Login: SAFE | Employees", a "Select Language" dropdown, a font size selector (AAA), and a search bar with a "Go" button. Below this is a navigation menu with "Home", "About", "Careers", and "Contact".

The main content area shows a breadcrumb trail: "You are here: Home > Medicare Quality Improvement (QIO) > QIO Events > 2023 > June 2023". Below this is a header for "June 2023" with navigation arrows for "May" and "July". A calendar grid follows, with a red arrow pointing to the 13th of June. The calendar contains the following event details:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 Patient and Family Engagement (PFE) Quickinar 9: The Role of the Hospital PFE Advisor	2	3
4	5	6 19. Care Coordination Engaging Patients in Care Coordination Efforts +1 more	7	8 Health Equity Quickinar Community medicine to Address Disparities in Health Equity	9	10
11	12	13 CA - CA Inland Empire PAC Call June 13	14	15	16	17
18	19	20 NHSN Nursing Home Updates and Office Hours	21 Emergency Preparedness Series: 6	22 Health Equity Quickinar Area Deprivation Index and Community Health Needs Assessments to Identify Health Disparities	23	24
25	26	27	28 CA - CDPH Infection Prevention Webinar	29	30	

On the right side of the calendar is a vertical sidebar menu with the following items: Home, About, Careers, Contact Us, Medicare Quality Improvement (QIO), Hospitals, Nursing Homes, Physician Practices, QIO Events, HSAG HQIC Partnership, ESRD Networks Home, Healthcare Policy and Quality Measurement, Medicaid External Quality Review, QPP Service Center, and a partially visible "Customer" link.

A red arrow points from the text "To register, click on the calendar day" to the date June 13th in the calendar grid.



# Thank you!

Michelle Pastrano | [mpastrano@hsag.com](mailto:mpastrano@hsag.com)

Greg Sieradzki | [gsieradzki@hsag.com](mailto:gsieradzki@hsag.com)

A recording of this meeting available at

<https://www.hsag.com/en/medicare-providers/events/?date=6/1/2023>

Click on today's date (June 13, 2023)





## Disclaimer

This material was prepared by Health Services Advisory Group (HSAG), a Quality Innovation Network-Quality Improvement Organization (QIN-QIO) under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this document do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS.

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