



Role of the DON – Challenges

DON / NURSE MANAGER

Objectives

01

Identify 3 approaches to stabilize / increase staffing

02

Identify 3 ways to increase census

03

Describe 3 potential QAPI PIP's that will improve operational challenges

Operational Challenges

Facility Assessment F838

“The intent of the facility assessment is for the facility to evaluate its resident population and identify the resources needed to provide the necessary care and services the residents require.”

“The facility assessment will enable each nursing home to thoroughly assess the needs of its resident population and the required resources to provide the care and services the residents need. It should serve as a record for staff and management to understand the reasoning for decisions made regarding staffing and other resources, and may include the operating budget necessary to carry out facility functions.”

- ◇ Who conducts the facility assessment?
- ◇ How often is it reviewed or revised?
- ◇ Do you have a role in this? Does QA?

Operational Challenges

Admissions & Census Stabilization

- ◆ Discuss your admission process and selection of residents for admission and care to be provided.
- ◆ Barriers to admissions and stabilizing census – poor dc planning, transportation challenges, high acuity, low acuity, dialysis needs, competition in your area, weak partnerships
- ◆ Do you have a waiting list for admissions? Consider the timing of reviewing this.

Operational Challenges

Annual Survey

How do you view the annual?

- ◇ A report card?
- ◇ The guide for planning and improvement?
- ◇ Look back at past annuals and identify patterns to work from.
- ◇ Discuss how your team handles the survey week. Are you developing your team?
- ◇ What about Mock Surveys?
- ◇ How strong are your plans of corrective action and how long to you keep them going?

Operational Challenges

QAPI

- ◇ Find your problems before they become a setback. Consistent surveillance of the CASPER is key.
- ◇ Find your problems before they become a setback. How much time are you spending with your residents? What patterns do you see in your resident grievance process that need to be tackled formally?
- ◇ Review the reg, review your policy, collaborate with the people doing the work and those receiving the care, then make a plan of action.
- ◇ Root Cause Analysis
- ◇ 5 Why's
- ◇ Systems first, people second
- ◇ Two is a pattern that warrants action

Operational Challenges

Which operational challenge is greatest?

How do you mobilize the team to attack the operational challenge?

Who is on the team?

Who are your informal leaders?

Operational Challenges

The ups and downs of staff recruitment and retention – Share and discuss what is working and what isn't.

- ◆ Retention Bonuses – May help today, but you may be “paying” for the long term...
- ◆ Competitive Compensation
- ◆ Culture – Is your atmosphere different? Foster an atmosphere of family, fun and life.
- ◆ Culture of Safety & Accountability
- ◆ Satisfaction Surveys & Feedback
- ◆ Education

Operational Challenges

Discuss strategies to stabilize staffing.

- ◇ Accountability can be comforting to great nurses – don't be afraid of it.
- ◇ Minimize meds, expand med windows, minimize redundancies
- ◇ Flexible scheduling
- ◇ Smart ways to deal with mandation & scheduling
- ◇ Who do they call when they need guidance? How do you meet their needs?
- ◇ What are they looking for from you?

Q&A

References

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Contact Information

Theresa DeLau RN BSN LNHA

DON Pleasant View SCMCF

delaut@pleasantviewscmcf.org