

# *Administrator Alert*

## *Policy updates & rule clarifications for Assisted Living, Residential Care & Nursing Facilities*

Office of Licensing & Quality — Oregon Department of Human Services

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***Date: January 28, 2010***

Dear SPD providers,

I am writing today on behalf of the Surveyor Agency-Provider Forum to invite your participation in the 2010 Innovative Practice Program for licensed assisted living, residential care and nursing facilities. This program is the result of a collaborative effort by the Surveyor Agency-Provider Forum, which is a group of state surveyors and providers who meet regularly to discuss mutual issues, to problem solve and to look toward the future together. The Forum is committed to examining how care and services are provided and figure out how we can improve both as individual providers, surveyors and as a state system. It is through our common desire to create quality for those we all serve that the Innovative Practice Program has taken shape. The program is designed to identify successful care and service practices which are inventive and which could be showcased and replicated. It highlights and recognizes providers who have taken initiative to implement innovative practices and offers opportunity for others to learn by these successes.

Oregon has a long history of collaboration to create a system which strives for innovation and excellence in care and service. The Surveyor Agency-Provider Forum adds to our history of Oregon improvements and innovations. Providers have many times contributed individually in numerous ways for the greater good.

Past programs have identified the practice topic for application. This year the topic is left open to the discretion of the applicant

Please feel free to call contact Lynda Crandall at 503-945-5918 if you have questions.

Sincerely,

Mary Gear, Administrator, Licensing and Quality of Care



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**Oregon Department of Human Services Senior & People with Disabilities  
Surveyor Provider Forum  
2010 Long Term Care Innovative Practice Program**

The Department of Human Services- Seniors and People with Disabilities, Oregon Health Care Association, Oregon Alliance of Senior and other stakeholders support quality improvement initiatives in licensed assisted living, residential care and nursing facilities. The Department endorses the sharing of innovative practices by providers.

The goals of the Innovative Practice Program are to:

1. Recognize long term care providers who have implemented programs, policies and services that contribute significantly to the quality of life and care of those living or working in long term care communities
2. Offer other providers the opportunity to learn from and replicate these model practices.

**Topic: any practice in any domain of long term care which meets the definition of innovative:**

The term “innovation” refers to making meaningful change to improve health care services, processes, or organizational effectiveness and to create new value for stakeholders. An innovative practice is one which is directed toward the support and/or care of persons working or living in a long term care environment which improves upon existing practice and positively impacts quality of life and care. The practice must have a high degree of success and the possibility of replication in other long term care settings as well as incorporate principles of person directed services and/or care.



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**\*Applications must be practices which have been proven successful, rather than a proposed idea the community is planning to implement in the future.**

**Examples (practice selection not limited to these examples):**

Resident satisfaction	Fall prevention	Strategic planning
Staff satisfaction	Pain	Physical environment
Family satisfaction	Pressure ulcers	QI process
Consistent assignment	Infection control	Emergency planning
Team development	Restraint reduction	Cultural diversity
Self led teams	End of life care	Creating home
Employee appreciation	Dining	New staff orientation
Staff training	Activity/life enrichment	New resident orientation
Absentee policy	Family services	
Recruitment and retention	Medication system	

### **Application Criteria**

The screening panel will use the following criteria to judge all entries.

The entry must:

- ✓ Be creative and innovative beyond known or expected standards
- ✓ Have a positive impact on the work force
- ✓ Have an appropriate evaluation process and measurable or known outcomes
- ✓ Be sustainable
- ✓ Be replicable

### **Application Review**

All applications will be reviewed and scored by a review panel using the outlined criteria listed below. As submissions warrant, the screening panel will use consultants from DHS or the private sector depending upon topic area.

**Awards:** There will be three awards given. The decisions of the screening panel are final.



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All applicants will be named in the press release and on the DHS/SPD and Provider Association websites. Applicants winning one of the top three Innovative Practices will receive top recognition in the press releases, be acknowledged by receipt of a framed certificate accompanied by a letter from Director of the Department of Human Services Licensing and Quality of Long Term Care, and a \$100 education credit toward attendance at an education offering by the Alliance of Senior and Health Services or the Oregon Health Care Association.

### **Screening Panel Members**

The application screening panel will be made up of representatives from the following organizations. Screeners will be evaluated for conflicts of interest.

- Senior and People with Disabilities Representative(s)
- Oregon Alliance of Senior and Health Service Representative
- Oregon Health Care Association Representative
- Office of the Ombudsman Representative
- AAPR Representative
- Resident of Long Term Care or Senior Community
- Making Oregon Vital For Elders (M.O.V.E.) Representative
- Oregon Gerontological Association Representative



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### Application Instructions

- **Submissions must be on behalf of a single facility or community or program, not from an entire chain or corporation.**
- **Applicants must have a good history of regulatory compliance with their respective facility licensing rules.**
- **All submissions must be prepared using Microsoft Word 95 (or a higher version of Word) using 12 point font.**
- The Innovative Practice Cover Sheet must be completed, signed and submitted with the entry.
- Submissions absent a complete cover sheet or without all questions addressed with an answer will not be considered for awards.
- If possible, entries should be submitted electronically by e-mail to: Lynda Crandall, [Lynda.g.crandall@state.or.us](mailto:Lynda.g.crandall@state.or.us) or faxed to Lynda Crandall at 503-378-8966 or mailed to: **Lynda Crandall, Innovative Practice Program Coordinator, DHS/SPD, 500 Summer Street NE, Salem, Oregon 97301-1074.**
- Responses should be labeled with corresponding headings, numbers and sub letters i.e. Introduction A.1.
- Applications should be written in prose style and applicants are encouraged to use charts, tables, or graphs, to appropriately clarify or visually enhance a point in their application.
- Page limit: 10 pages including the cover page.
- Questions about the application process – contact **Lynda Crandall at (503) 945-5918.**

Application is on next page



**APPLICATION**

**Oregon Department of Human Services Senior & People with Disabilities  
Surveyor Provider Forum  
2010 Long Term Care Innovative Practice Program**

**Application Cover Sheet**

Applications will be accepted beginning **February 1, 2010**. Application information can be found at <http://www.oregon.gov/DHS/>, [www.ohca.com](http://www.ohca.com), or [www.oashs.org](http://www.oashs.org). Applications must be received via mail, or email no later than close of business **March 15, 2010**.

**Application Contact Name:** \_\_\_\_\_

**Facility/Community Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Fax Number:** \_\_\_\_\_

**Contact e-mail address:** \_\_\_\_\_

**Consent:**

By submitting your practice to the Surveyor Provider Forum Innovative Practices Program, you give permission to the Oregon State Department Human Services Seniors & People with Disabilities division to evaluate, distribute and publish your practice information on the DHS/SPD, Oregon Health Care Association and Oregon Alliance of Senior and Health Services websites or other communication channels and duplicate materials as needed. These are public websites and material will become public domain. By your signature below, you are asserting that you are the author of the entry and you have not transferred any copyright in the summary to any person or entity. You further acknowledge that your entry into the DHS/SPD Innovative Practices Program does not constitute or imply any endorsement, recommendation or favoring by the Oregon Department of Human Services, Seniors and People with Disabilities, or any of their employees or contractors.

IF YOU AGREE WITH THESE TERMS, PLEASE SIGN AND DATE BELOW:

Signature \_\_\_\_\_ Title \_\_\_\_\_

Date \_\_\_\_\_

## Community/Facility Profile

Type of Facility: NF  ALF  RCF  ACU  Campus  (multiple licenses/services at one location)

Average census for each: NF \_\_\_ ALF \_\_\_ RCF \_\_\_ ACU \_\_\_  
Rural \_\_\_ Urban \_\_\_

Ownership: Independent  Part of Regional or National Organization   
Org Name: \_\_\_\_\_

Administrator Name: \_\_\_\_\_

Length of Time in Position: Year(s) \_\_\_\_\_ Month(s) \_\_\_\_\_

### A. Introduction:

1. Please provide a description of your long term care community.
2. What are the reasons you consider this practice to be excellent and innovative?

### B. Innovative Practice Description:

Describe your practice

1. Describe your innovative practice. Include what practice was in place prior to the innovation.
2. List all individuals by title who are involved in your identified practice.
3. How is staff supported by administration to carry out this innovative practice?
4. Describe any policies that support this practice.
5. Describe any tools you use or have developed which enhance this practice.
6. Provide one example which demonstrates success of this innovative practice.

### C. Evaluation and Sustainability of the Innovative Practice

1. Please describe your innovative practice related goals for this year.
2. How often is this evaluated and by whom?
3. Please describe the process by which your community evaluates the effectiveness of your innovative practice.
4. What have you learned from the evaluation process and what changes have been made over time?

#### **D. Replication**

1. How long did it take you to implement your innovative practice program?
2. What resources were needed to implement the practice or program?
3. What barriers did you encounter in implementing this practice or program?
4. How did you overcome them?
5. Were there any adverse effects or any ways that things turned out differently than you had planned?
6. What problems, obstacles, or challenges might other facilities face in replicating part or all of your innovation?
7. What suggestions would you make to others wishing to implement a similar practice/program?

***Thank you for your submission! Feedback on criteria being met will be given after review.***