

ODHS Acuity-Based Staffing Tool (ABST) Provider Training

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Safety, Oversight and Quality
Office of Aging and People with Disabilities
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What we are talking about today:

- Resources
- Long-Term Care (LTC) Facility Portal
- ODHS ABST Database
- Access to the ABST – Adding and Removing Access Rights
- Data Enhancement Export
- Data and Staffing Analysis
- Regulatory Compliance

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ABST Webpage

<https://www.oregon.gov/dhs/PROVIDERS-PARTNERS/LICENSING/CBC/Pages/Acuity-Based-Staffing.aspx>

Acuity-Based Staffing

- ☐ COMMUNITY-BASED CARE
 - ▶ ACUITY-BASED STAFFING
 - CONSUMER SUMMARY STATEMENTS
 - CONTACTS
 - QUALITY METRICS
- ABUSE REPORTING GUIDE
- CORRECTIVE ACTION
- FORMS
- GUIDES AND PUBLICATIONS
- LAWS, RULES AND POLICY
- LICENSING
- PROVIDER ALERTS
- RESOURCES
- SURVEY PROCESS
- ☐ TRAINING
 - OFFICE OF SAFETY, OVERSIGHT AND QUALITY



Overview

All Oregon Community-Based Care facilities must adopt an Acuity-Based Staffing Tool to determine the appropriate number of direct-care staff necessary to provide care services to residents based on individual resident acuity. Assisted living and residential care facilities may choose to use the Acuity-based Staffing Tool provided by the Oregon Department of Human Services or another acuity-based staffing tool.

Deadlines

- All Oregon CBC facilities must select an acuity-based staffing tool by February 1, 2022.
- By July 1, 2022, facilities must fully implement the selected ABST and complete an ABST evaluation for all residents.

Background

The requirement that assisted living and residential care facilities use an Acuity-Based Staffing Tool was introduced in [House Bill 3359](#) (2017).

[Senate Bill 714](#) (2021) added to and refined the requirements.

Training Schedule

[2022 Schedule for Interactive ABST and QM Training Webinars](#)

[Acuity-Based Staffing Tool Portal](#)

Training and resource information

- [CBC News Hour Presentation](#) - December 2021
- [Frequently Asked Questions](#)
- [Provider Guide](#)
- [Provider Training for Acuity-Based Staffing](#)
- [ABST and QM Webinar Handout](#)

Related legislative reports

- [Implementation](#) - December 2021
- [Pilot Facilities Testing Results](#) - November 2021

Oregon Administrative Rules

ODHS ABST



Requesting Access Administrator Request

- The facility administrator is the only party who may request access to the LTC Facility Portal for facility staff.
- The administrator is responsible for providing names of facility staff who should be allowed access and keeping department informed of all names of staff who should be given current access.
- Requests should be sent to:
QualityMetrics.Acuity@odhsosha.oregon.gov

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Determining Which Staff have Access

- From the *My Account* page select the “Facilities” tab on the left.
- Select the green “View Facility Details” button
- The *Facility Details* page contains a list of user that have approved access

Facility Details
Close

Facility Information

Facility Name QMA Test Facility	Facility Type Assisted Living Facility	Facility ID 50RDHSTEST
Administrator Name Safety, Oversight and Quality Unit	Phone 503-945-5600	Email QualityMetrics.Acuity@dhsosha.state.or.us
Address PO Box 14530	City Salem	State OR
		Zip 97309

*If any of the above information is incorrect, please contact the Safety, Oversight and Quality Unit to have the information updated. Please visit the Support page for the best way to contact the Safety, Oversight and Quality Unit.

Approved Users (21)

Name	Email

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Exporting All Data Within ABST

- On the *Facility Details* (Main Page), select the blue button labeled “Export All Data.”

- Export All Data-** Will export all resident data in the ODHS ABST tool.

Department of Health Services | Home | Facility Tools | Support

Facility Details | Export All Data | Acuity Based Staffing

Facility Sections

A facility section may be a separate building, wing, floor, or neighborhood within a facility. Facility sections can be used to group together residents for determining needed staffing. Within the ABST, each section has a maximum of 250 residents.

Name ↓	Occupancy
Archive Section	2
r #1	4
r #2	3
r #3	3

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Exporting All Data Within a Section

- From the *Facility Section Details*, select the blue button labeled “Export Residents” under green *Residents* header.

- Export Residents-** Will export all resident data in a selected Section.

Facility Section Details | Edit | Delete | Back to Sections

Graphical Summary

Caregiving Time Summary/Week

Legend: Day (light blue), Night (medium blue), NOC (dark blue)

Day	Day	Night	NOC
Monday	8	6	2
Tuesday	7	5	2
Wednesday	7	5	2
Thursday	7	5	2
Friday	7	5	2
Saturday	7	5	2
Sunday	7	5	2

Residents | Search | Add Resident | Export Residents

Status ↓	Resident Name/Identifier ↓	Total Caregiving Time
New	Sally Doe *Hospice & Home Health	0 minutes
Complete	Bob Smith	20.93 hours
Complete	Jane Doe	34.2 hours
Complete	Mary Smith	41.3 hours

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Exporting Resident Data

- From the *Resident Detail*, header select the blue button labeled "Export Data."

- Export Data-** Will export all 22 ADLs for specific resident selected.

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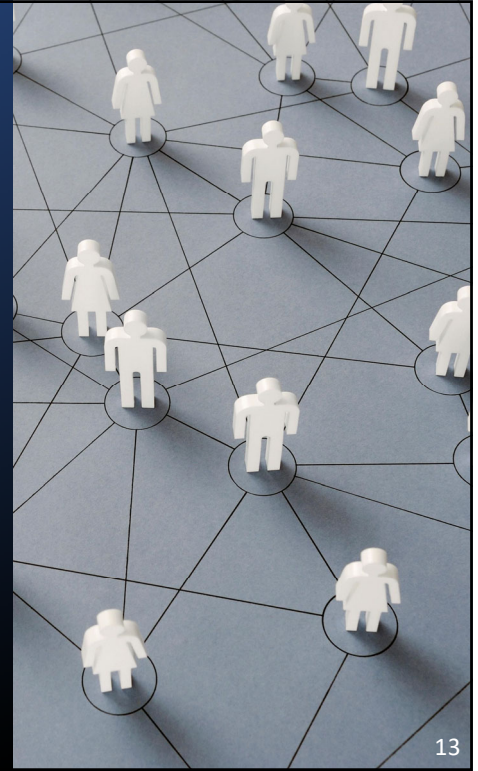
Exporting Resident Data- Excel Spreadsheet

QuestionText	ResidentName	ResidentStatus	ResidentTotalCare	FacilitySectionName	FacilityID	FacilityName	Resident
How much time is spent on personal hygiene such as shaving and mouth care?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent on safety checks, fall prevention?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent responding to call lights?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent assisting with communication, assistive devices for hearing, vision, speech?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent monitoring behavioral conditions or symptoms?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent monitoring physical conditions or symptoms?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent assisting with leisure activities?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent ensuring non-drug interventions for behaviors?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent cueing or redirecting due to cognitive impairment or dementia?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent providing treatments? (e.g. skin care, wound care, antibiotic treatment)	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent providing non-drug interventions for pain management?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent with medication administration, passing out medications?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent supervising, cueing, or supporting while eating?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent on ambulation, escorting to and from meals or activities?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent repositioning in bed or chair?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent transferring in or out of bed or a chair?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent with bathing?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent helping with bowel and bladder management?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent on dressing and undressing?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent on grooming, such as nail care and brushing hair?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent completing resident specific housekeeping or laundry services performed by care staff?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235
How much time is spent providing additional care services, such as smoking assistance or pet care?	Jane Doe	Complete	2125	Test Floor #1	50RDHSTEST	QMA Test Facility	235

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Data and Staffing Analysis



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ABST is One Data Point When Developing a Staffing Plan

The ABST is only one data point facilities must analyze when developing and routinely updating the facilities staffing plan.

Facilities should be evaluating their staffing plans when updating the ABST tool.

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Example of a Full Week Staffing Time

- This is one week, three shifts (Day, Swing, NOC) caregiver time for Test Floor #3.
- For the three resident in this section the total caregiving time is 95.31 hours.

Total caregiver time per shift:

- Day Shift: 49.22
- Swing Shift: 34.98
- NOC Shift: 11.13

Total caregiver time per resident:

- Mary Smith: 41.3 hours
- John Doe: 34.2 hours
- Bob Smith: 19.81 hours

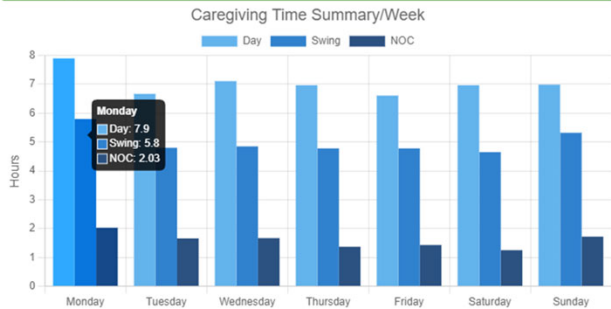
Facility Section Details

Edit Delete Back to Sections

Occupancy
3 residents

Total Caregiving Time
95.31 hours

Graphical Summary



Residents

Search Add Resident Export Residents

Status	Resident Name/Identifier	Total Caregiving Time
Complete	Bob Smith	19.81 hours
Complete	Jane Doe	34.2 hours
Complete	Mary Smith	41.3 hours

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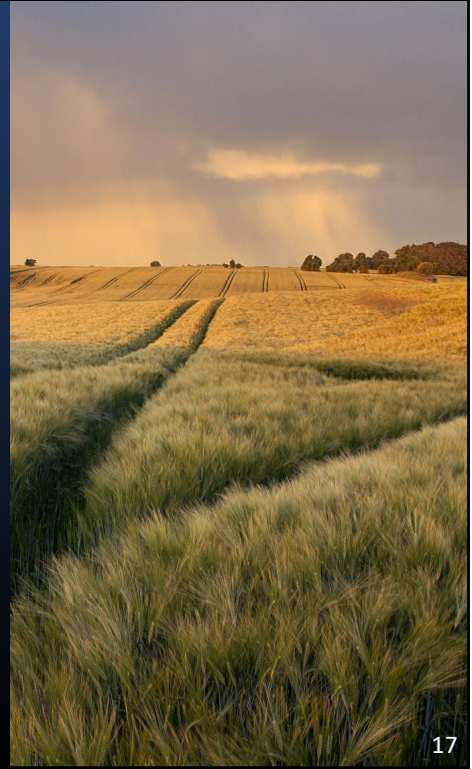
Staffing Analysis

- Facilities must be able to demonstrate and communicate to the Department how they use their data to develop a staffing plan that meets resident care needs.
- Each time the Department assesses a facility's staffing levels; the facility is required to provide the Department with the current acuity-based staffing tool data.

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Regulatory Compliance



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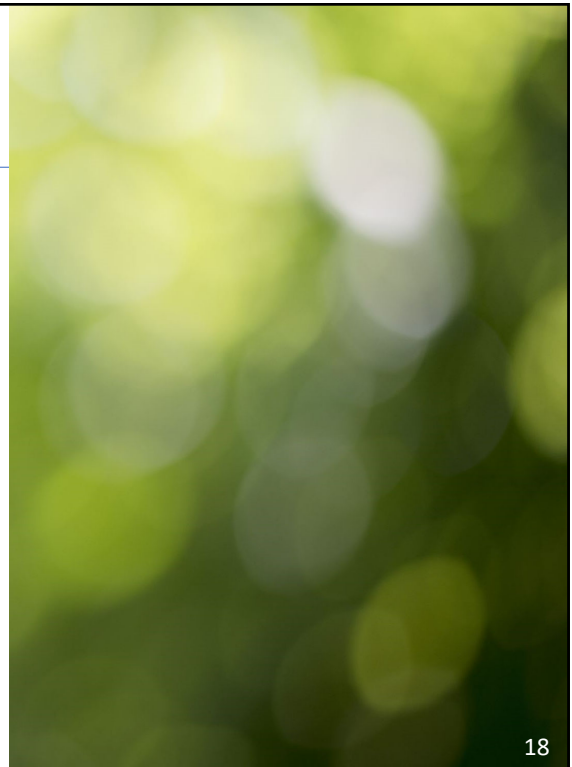
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Frequency of ABST Updates

Once a resident moves in, the facility has 30 days to amend “move-in documentation” associated with the ABST.

Whenever there is a significant change of condition as defined in OAR 411-054-0005.

No less than quarterly, preferably at the same time the resident’s service plan is updated, as required by OAR 411-054-0034.



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ODHS is required to complete a staffing assessment each time:

- CBC surveyors **conduct a survey**
- CBC **approves or renews a facility license**
- ODHS investigates a **complaint** alleging resident abuse, injury, or directly related to resident safety or staffing levels

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Survey... what do they look at?

Does the facility have an ABST?

What ABST does the facility use?

Are all residents entered into the ABST?

Is the facility recalculating staffing patterns at the right time?

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Survey... what do they look at?

Does the facility's tool generate a 24-hour staffing plan?

Is the facility consistently staffing to the levels indicated by the tool?

Is the ABST reflective of current resident ADL needs?

Does the posted staffing plan match the ABST generated staffing?

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Difference Between Survey and Licensing Complaint Unit (LCU)

Survey

Review staffing levels based on select sample of residents chosen by the survey team.

LCU Compliance Specialists

Investigate complaints regarding resident safety or staffing level.
Review resident sample related to complaint.

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Relevant OAR Guidance for ADLs

ODHS Aging and People with Disabilities and Developmental Disabilities – Chapter 411:

[Division 54 Residential Care and Assisted Living Facilities](#)

[Division 57 Endorsed Memory Care Communities](#)


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Do you have questions?

Instructions for using either the ODHS ABST application or another ABST should be directed to:

QualityMetrics.Acuity@odhsoha.oregon.gov



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Safety, Oversight and Quality CBC Contact Information

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Additional Contact Information:**Main Phone:** 503-373-2227**Fax:** 503-378-8966**Policy Analyst Team: Rebecca Mapes****Cassie Studer, Lead** 541-735-0058

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ABST Webpage:

<https://www.oregon.gov/dhs/PROVIDERS-PARTNERS/LICENSING/CBC/Pages/Acuity-Based-Staffing.aspx>

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