

Person and Family Centered Care: The Compliance Connection

Presented by
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Disclaimer

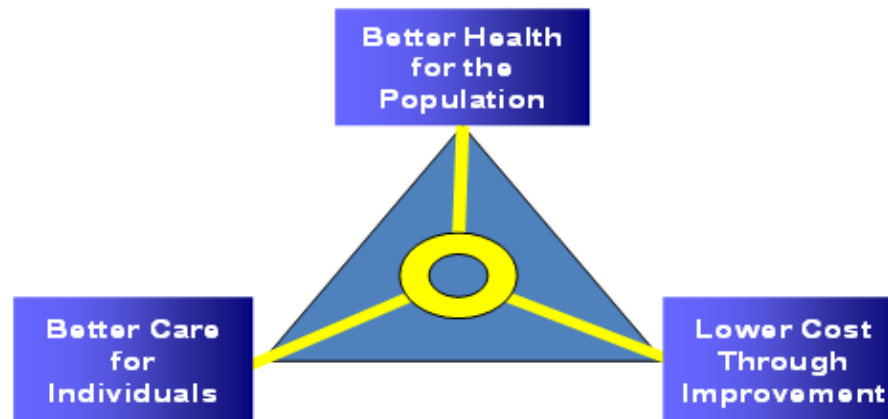
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Objectives

- Expand Understanding of Person and Family Centered Care (PFCC)
- Consider how regulations fit with PFCC
- Understand PFCC impact on Quality and Compliance
- Broaden Implementation of PFCC and take the culture journey

CMS Action Plan

Rethink, Reconnect, Restore



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Person and Family Centered Care

- ***Putting the person and the family at the heart of every decision and empowering them to be genuine partners in their care.***
- Focusing on whole person
- Designing Care plans with individuals and their families
- Honoring preferences, such as cultural traditions and continuity of care
- Collaborating with partners - fostering engagement
- Sharing decision-making

It Takes an Interdisciplinary Team



Highest Practical Physical and Psychosocial Well-Being

“I wish I could tell them how much I really hurt.”

F309

Dignity

“These people don’t even know my name.
Where am I?”

-*Honey*, it’s time to get up.

-What are *we* wearing today, *Sweetie*?

F241

Comprehensive Care Plan

Hmm...Is This About me?

“I never liked broccoli.”

F279

CMS: Dementia Care Initiative

- “Ultimately, nursing homes should re-think their approach to dementia care, *re-connect* with the person and their families, and use a comprehensive team-based approach to provide care.”

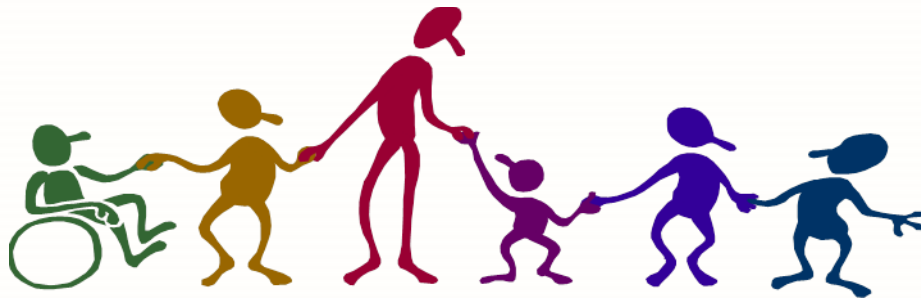
- *Patrick Conway, M.D.*

Deputy administrator for innovative quality and
CMS Chief Medical Officer

Our Blueprint: The Survey Process

Resident Centered

Outcome Oriented

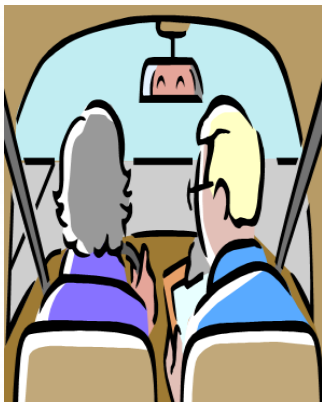


Federal Regulation Categories

- Resident Rights
- Resident Behavior and Facility Practices
- Quality of Life
- Resident Assessment
- Quality of Care
- Nursing Services
- Dietary Services
- Physician Services
- Specialized Rehabilitation Services
- Dental Services
- Pharmacy Services
- Infection Control
- Physical Environment
- Administration

Resident Driven Regulations

- F-151 Exercise Rights as a Citizen
- F-157 Notification of Changes
- F- 241 Dignity
- F-242 Self Determination
- F-248 Activities
- F-280 Participation in Care Plan
- F-309 Provision of Care Highest practical well-being
- F-325 Nutritional Status



Survey Impacts

- **The MDS 3.0 –**
 - Person Centered Assessment
 - Care Plan – Roadmap to Person Centered Care
- **CMS Nursing Home- 5 Star Rating**
 - Expanded and strengthened
 - Consumer Utilized

NJAC – State Regulations

- **NJAC: 8-39 LTC**

5.1 Access to Care

13.4 (c) 4 Mandatory Communication Services

27.1 (a) Mandatory Quality of Care

8:39-39.4(a) Social worker interview Resident & Family within 14 days of admission to include social history; occupational background...interests; counseling for families

NJAC State Regulations

- **NJAC 8:36 Assisted Living, Comprehensive Personal Care Homes & Assisted Living Programs**

4.1 Resident Rights

1. The right to receive **personalized** services and care in accordance with the resident's **individualized** general service and/or health service plan;
2. The right to receive a level of care and services that addresses the **resident's changing** physical and psychosocial **status**;
3. The **right to** have his or her **independence** and **individuality**;
4. The **right to** be treated with **respect, courtesy, consideration and dignity**;

NJAC State Regulations

- **NJAC 8:36 Assisted Living, Comprehensive Personal Care Homes & Assisted Living Programs (cont'd)**

4.1 Resident Rights

5. The **right to make choices** with respect to services and lifestyle;

7. The **right to have or not have families' & friends' participation** is resident service planning implementation.

14. The **right to participate**, to the fullest extent that the resident is able in **planning his or her own medical treatment and care**.

Person Centered Approaches

- **Meaningful Activities**
- **Self Directed Care**
- **Consistent Assignments**
- **Homelike Environment**
- **Family/ Legal Representative Involvement**
- **Reduction of Re-admissions**
- **Staff Stability**
- **Staff Education (Hand in Hand)**
- **Quality Assurance
Performance Improvement
QAPI**

Recreation is for All

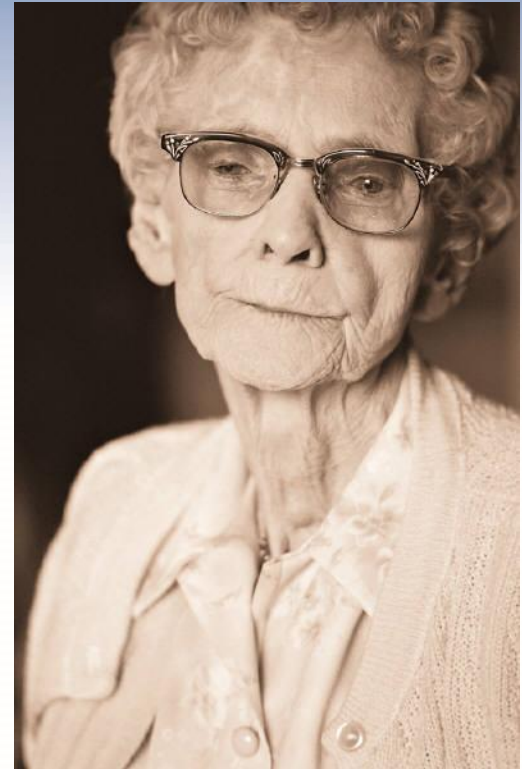
“You can discover more about the person in an hour of play than in a year of conversation.”

Plato

Activities

Activities

The facility must provide for an ongoing program of activities designed to meet, in accordance with the comprehensive assessment, the interests and the physical, mental, and psychosocial well-being of each resident.



Activities

“Activities” refer to **any endeavor**, other than routine ADLs, in which a resident participates that is intended to enhance her/his sense of well-being and to **promote or enhance physical, cognitive, and emotional health**. These include, but are not limited to, activities that promote self-esteem, pleasure, comfort, education, creativity, success, and independence.

What would you prefer doing?



Hot Topic: QAPI

- **Quality Assessment Performance Improvement (QAPI)**
 - Person – Centered Care – relies on the input of residents and families
 - Broad Scope – involves entire organization
 - Team Approach is Key



Resources

- CMS Appendix P and PP
- State Regulations -
www.state.nj/health/healthfacilities/index/shml
- S & C Letters – www.cms.gov
- www.pioneernetwork.net
- Advancing Excellence in America's Nursing Homes Campaign -
www.nhqualitycampaign.org
- New Jersey Alliance for Culture Change

Thank You

