

## Advanced Standing

An HCANJ Foundation/DHSS Initiative  
HCANJ Annual Assisted Living Conference  
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## History

- Assisted Living (AL) – state-only program
- First set of regulations promulgated late 1993
- NJ AL regulations remain a model for other states looking to revamp their regulations
- Successful history of AL profession and DHSS collaboration on regulations, training and education
- Facility survey performed yearly



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## Current Status

- Timing of AL surveys has increased to 2 years or more
- Concern that regulation compliance may suffer with increased time lag
- A strong interest in quality by both DHSS and AL profession
- No appropriate accreditation body – AL is different in every state



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## Risks to Status Quo Government Perspective

- Degradation of quality care
- Increased number of complaints
- Public perception of lax government oversight
- Limited data on survey outcomes, quality



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## Risks to Status Quo Facility Perspective

- Reduced Oversight
  - Potential for decreased regulatory compliance
  - Failure to correct small issues in a timely manner leading to larger issues
- Public perception of reduced oversight



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## Solution – Advanced Standing (AS)

- Two Components
  - Compliance Visit
  - Quality Initiative



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## Compliance Visit

- Attestation of compliance with applicable federal, state and local regulations
- Consultant hired by HCANJ Foundation will conduct an on-site visit to ascertain compliance with NJ AL regulations
  - Also consultative in nature



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## Quality Initiative

- AS Peer Review Panel (PRP)
  - Composition of panel
    - 5 facility members
    - DHSS
    - Ombudsman for the Institutionalized Elderly
  - Role of PRP



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## NCAL Quality Measures

- NCAL conducted its second AL Performance Measures Survey in 2011
- Tier I Measures - items that improve the quality of life for residents and staff
- Currently developing Tier II - items that contribute to the resident's quality of care within the assisted living community
- 2012 - NCAL added questions related to workforce issues



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## 10 Tier I Measures

- Resident/family satisfaction
- Employee satisfaction
- Census/occupancy rate
- Resident councils
- Family councils
- Strategic plan to support mission/vision
- Safety program
- Nurse availability
- State criminal background checks
- Employee vacancy, retention and turnover



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## Key Findings from 2011 Survey

- 89% of Assisted Living Communities measured resident and family satisfaction
- 79% of Assisted Living Communities measured employee satisfaction
- 88.5% of Assisted Living Communities had a resident council that meets at least quarterly
- 94% of Assisted Living Communities had a mission statement
- 94% of Assisted Living Communities reviewed incident reports for residents



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## Key Findings con't

- 94% of Assisted Living Communities reviewed incident reports for staff
- 85% of Assisted Living Communities had a safety committee
- 97% of Assisted Living Communities had a licensed nurse available to the staff and residents 24 hours a day
- 99% of Assisted Living Communities conducted criminal background checks on all new employees



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## NJ's Comparison

Selected AL Performance Measures – Percentage of AL's that....	US	Northeast Region	New Jersey
Measures Resident & Family Satisfaction	89.0%	76.3%	69.3%
Measures Employee Satisfaction	79.2%	72.6%	68.0%
Have a High Occupancy Rate (> 90%)	64.9%	75.5%	73.0%
Have a Resident Council	88.5%	95.8%	98.7%
Have a Family Council	24.0%	29.9%	38.7%
Have a Mission Statement	94.4%	98.3%	100.0%
Have a Vision Statement	64.7%	63.2%	57.3%




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## NJ's Comparisons

Selected AL Performance Measures – Percentage of ALs that...	US	Northeast Region	NJ
Strategic Plan incorporates mission and vision statements	66.4%	75.2%	80.0%
Review Incident Reports for Residents	94.1%	95.8%	98.7%
Track Incident Reports for family/volunteers	79.6%	90.7%	93.3%
Have a Safety Committee	84.7%	94.0%	100%
Have a Licensed Nurse Available 24 x 7	96.7%	97.5%	98.7%
Conduct Criminal Background Checks on All New Employees	99.3%	98.3%	98.7%




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## AS Determination

- **Satisfactory compliance with all applicable federal, state and local regulations, including but not limited to NJAC 8:36**
- **Quality Measures meet benchmarks established by PRP**
- **Must meet BOTH requirements before submission to DHSS for final AS determination**




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## Benefits – AL Communities

- Outside risk assessment from 3<sup>rd</sup> party
- Corrective action performed timely
- Enhanced status – doing more than “just” a survey inspection
- Continual focus on quality
- Public benchmark



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## Benefits - DHSS

- Continual flow of quality and compliance data
- Analysis of quality trending
- Analysis of compliance trending
- Ability to focus on non-participating facilities
- ALL AL facilities under increased review without increasing resources



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## Safeguards

- Validation of Compliance visits
  - Performed by DHSS staff on a random sample of AS facilities
- Complaint Investigations as warranted
  - May lead to suspension of AS
- DHSS maintains complete authority over AS Determinations



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## How to Participate

- Open to all AL licensed facilities
- Indicate interest to participate in AS program by May 18
  - Application
  - Affidavit of Compliance
  - Signed Contract
  - Submit fee



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## How to Participate

- Facility name submitted to DHSS for approval – 30 days
  - Once approved, removed from routine survey visits
- Schedule Consultant Compliance Visit
- Submit Quality data



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## Required Performance Measures

- For 2012:
  - # 6 – Does the community have a family council that meets at least quarterly and encourages family participation?
  - #7 – Does the community leadership meet regularly with the leaders of the family council?
  - # 27 – Do you have a formal on-going training program for all employees?



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## AS Designation

- If both compliance visit and quality data meet established benchmarks, facility name is submitted to DHSS for final AS determination



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## Which means...

- Ability to advertise AS Status
  - Certificate/logo
  - DHSS Website
  - HCANJ members on HCANJ website
- No routine surveys
- Advanced Status is exactly that
- No deficiency report/fines



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## Important Points

- DHSS designation
- Can still receive complaint visits
- Can be denied or removed from AS program by DHSS
- Must be in compliance with all regulations
  - Must fix all issues identified during compliance visit



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## More...

- Follow-up visits by DHSS
  - 25% first year, 10% thereafter
- If significant issues on compliance visit, must report to DHSS
- Yearly program
  - Must apply, comply and pay fee



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## Questions?

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