

Focus on Excellence

Training Guide



FOCUS ON EXCELLENCE

Mission Statement

To allow nursing facilities that are established and rooted in Oklahoma the opportunity to achieve above and beyond the standard level of care required by regulations. This program is goal-oriented to enrich nursing facilities' overall quality of care.

FOCUS ON EXCELLENCE

Our vision

Our vision is that all facilities will earn incentive awards, and the state of Oklahoma will have the top-rated care in nursing facilities across the nation. This will enhance not only the nursing facilities and their employees, but the lives of Oklahomans and their families.

STAKEHOLDER PRIORITIES

- Ensure functionality of the program
- Be a voice for nursing home residents, staff and loved ones
- Uphold best practices
- Innovative techniques to ensure objectivity of the program

STAKEHOLDER PRIORITIES, CONT.

- Improve and enhance the programs' operations and functionality
- Maintain and ensure the validity of program technical services, data entry processes, auditing and review process, and educational training processes

PROGRAM STANDARDS

- Logically organized performance metric set
- Preservation of continuity
- Simplification and ease of use for the Oklahoma Health Care Authority (OHCA), providers and consumers
- Precision and fairness in ratings and payment allocation

PROGRAM STANDARDS

- Ratings website for facility performance
- Program accountability
- Emphasis on culture of care, staff and leadership attributes, frontline competency and person-centered care
- Low administrative costs to maximize direct benefits to the program

MEASURE SET

- Person-centered care
- Leadership commitment
- Direct care staffing
- Resident/family satisfaction
- Employee satisfaction
- Licensed nurse retention
- Certified nursing assistant (CNA) retention
- Distance learning
- Peer mentoring

PERSON-CENTERED CARE

- Person-centered care refers to the practice of basing key decisions in the areas ranging from how meals are served to how bathing is offered to how work is structured in an organization
- Focus is placed on an individual resident's needs, desires, preferences and expectations

PERSON-CENTERED CARE, CONT.

- Care that is respectful of and responsive to individual patient preferences, needs and values
- Care that ensures that patient values direct all clinical decisions
- Care that considers patients' cultural traditions, personal preferences and values, family situations, social circumstances and lifestyles

PERSON-CENTERED CARE, CONT.

- Facility must meet six out of 10 specific person-centered care “artifacts” of culture change, listed by Focus on Excellence (FOE), in order to receive points for the metric.
- Facility must upload a minimum of two supporting documents to any “yes” answer.
- Upload examples are available by hovering over the question mark at the end of the 10 questions.

PERSON-CENTERED CARE, CONT.

- Person-centered care is located within the FOE web portal for completion.
- Person-centered care is due on a quarterly basis (every three months).
- Person-centered care must be completed by the 15th of the month following the close of the quarter.

WEB PORTAL: PERSON-CENTERED CARE

OHCA - Focus On Excellence - Partner Forms - Person Centered Care - Windows Internet Explorer

https://foe.okhca.org:456/FOEQOCAdmin/PartnerForms/xPersonCenteredCareForm.aspx?Version=2&RecordID=77105

File Edit View Favorites Tools Help

OHCA - Focus On Excellence - Partner Forms - P...

• If you just want to save your current changes and return to the form later, click the "Save" button to save the data without submitting it to OHCA.
• **NOTE: It is recommended that you manually save your changes at least every 10 minutes. If you do not save it within that time period, the system will automatically save your current data. This "autosave" feature will cause your screen to reload.**

Resident Centered Care & Services

1. Residents allowed to choose ?

(a) when they awake, Yes No

(b) when to go to bed, Yes No

(c) when at bathe Yes No

[Upload Files](#)

2. Residents provided either ?

(a) open dining during at least a two-hour time period, or Yes No

(b) 24 hour dining accommodating resident's meal order. Yes No

[Upload Files](#)

3. Residents provided any of the following ?

(a) restaurant-style dining where staff takes resident orders; Yes No

(b) buffet-style dining where residents help themselves or instruct staff what they want; or Yes No

(c) family-style dining where food is served in bowls on dining tables and residents help themselves or staff assists them Yes No

[Save](#) [Print](#) [Submit to OHCA](#)

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LEADERSHIP COMMITMENT

- A collective venture aimed at fostering relationships
- Enhancing nurse's/employee's sense of self
- Promoting professional development

LEADERSHIP COMMITMENT, CONT.

- Encouraging feelings of professional worth
- Positive, task-oriented behavior (e.g., structure and coordination)
- Clarification of staff roles and monitoring of operations to increase quality of care

LEADERSHIP COMMITMENT, CONT.

- Facility must meet six out of 10 specific leadership commitment “artifacts” of culture change to receive the points for this metric.
- Facility must upload a minimum of two supporting documents to any “yes” answer.
- Upload examples are available by hovering over the question mark at the end of the 10 questions.

LEADERSHIP COMMITMENT, CONT.

- Leadership Commitment is located within the FOE web portal for completion.
- Leadership Commitment is due on a quarterly basis (every three months)
- Leadership Commitment must be completed by the 15th of the month following the close of the quarter.

WEB PORTAL: LEADERSHIP COMMITMENT

OHCA - Focus On Excellence - Partner Forms - Leadership Commitment Form - Windows Internet Explorer

https://foe.okhca.org:456/FOEQOCAAdmin/PartnerForms/xLeadershipCommitmentForm.aspx?Version=2&RecordID=74765

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OHCA - Focus On Excellence - Partner Forms - Leadership Commitment Form

Leadership Artifacts Survey Components

1. CNAs attend resident care conferences. Yes No
[Upload Files](#)
2. Residents have an assigned staff member who serves as a "buddy," case coordinator, Guardian Angel, etc. to check with the resident regularly and follow up on any concerns. This is in addition to any assigned social service staff. Yes No
[Upload Files](#)
3. Community meetings are held on a regular basis bringing Staff, residents, and families together as a community. Yes No
[Upload Files](#)
4. CNAs consistently work with residents of the same neighborhood/household/unit (with no rotation). Yes No
[Upload Files](#)
- Self-scheduling of work shifts where CNAs develop their own schedule and fill in for absent CNAs, CNAs independently handle the task of scheduling, trading shifts/days and covering for each other instead of a staffing coordinator. Yes No
[Upload Files](#)
6. Facility pays expenses for non-managerial staff to attend outside conferences/workshops, e.g. CNAs, direct care nurses. Check yes if at least one non-managerial staff member attended an outside conference/workshop paid by the facility in the past year. Yes No
[Upload Files](#)
7. Activities, formal or informal, are led by staff in other departments such as nursing, housekeeping or any other departments. Yes No
[Upload Files](#)

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RESIDENT/FAMILY SATISFACTION

- Surveys are completed once a year.
- Surveys are completed by the resident, power of attorney and/or with staff assistance.
- Surveys are completed in a 4-6 week time frame.

RESIDENT/FAMILY SATISFACTION, CONT.

- Applied Marketing Research is the contracted vendor for the satisfaction surveys.
- Facility must maintain a weighted score of at least 76.0 of possible 100 on overall satisfaction in order to receive points for this metric.

RESIDENT/FAMILY SATISFACTION, CONT.

EXAMPLE SURVEY STATEMENTS (RANKED):

- I would recommend this nursing facility to family, friends or others
- Overall satisfied with the physical aspects of the facility
- Facility as a whole is well maintained

EMPLOYEE SATISFACTION

- Surveys are completed once a year.
- Surveys are completed in a 4-6 week period.
- Surveys may be completed online with a private login and password.

EMPLOYEE SATISFACTION, CONT.

- Applied Marketing Research is the contracted vendor for the satisfaction surveys.
- Facility must attain a weighted score of at least 70.0 of possible 100 on overall satisfaction in order to receive points for this metric.

EMPLOYEE SATISFACTION, CONT.

EXAMPLE SURVEY STATEMENTS (RANKED):

- Belongings are safe at this facility
- Sees familiar faces among staff/care providers daily
- Staff treats me with courtesy and respect
- Overall satisfied with the staff and management

DIRECT CARE STAFFING

- Facility must maintain a direct care staffing ratio of 3.5 hours per patient day to receive the points for the metric.
- Metric threshold must be met each month for the quarter to receive the metric point.
- Direct care staffing is located on the Quality of Care Report (QOCR) on the FOE web portal.

DIRECT CARE STAFFING, CONT.

- Direct care staffing is collected monthly.
- Direct care staffing must be completed by the 15th of each month.

WEB PORTAL: DIRECT CARE STAFFING

OHCA - Focus On Excellence - Partner Forms - Quality of Care Report - Windows Internet Explorer

https://foe.ohca.org:456/FOEQOCAdmin/PartnerForms/xQOCReportForm.aspx?Version=1&RecordID=80608

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OHCA - Focus On Excellence - Partner Forms - Q...

25									
26									
27									
28									
29									
30									
31									
Totals		0.00		0.00		0.00			0.00

(C)Totals

NOTE: Hover you mouse over the question marks for more information about each field.

<ul style="list-style-type: none"> Total Gross Receipts (to the nearest \$) <input type="text" value="0"/> Total Patient Days <input type="text" value="0"/> Total Available Bed Days <input type="text" value="0"/> % - CNAs w/tenure of 12 mos. or more** <input type="text" value="0"/> % % - nurses w/tenure of 12 mos. or more** <input type="text" value="0"/> % Cost Per Patient Day <input type="text" value="0"/> 	<ul style="list-style-type: none"> Total Direct Care Hours <input type="text" value="0.00"/> Total Medicaid Days <input type="text" value="0"/> Total Medicare Days <input type="text" value="0"/> Total # of Employees <input type="text" value="0"/> Total Monthly Resident Census <input type="text" value="0"/> Direct Care Hours Per Patient Day <input type="text" value="0"/>
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DON w/ 3yrs or longer tenure*** Yes No

Administrator w/ 3 yrs or longer tenure*** Yes No QOC - 3 *** Effective Date: 5/2011

Direct Care Staffing

For purposes of this report, direct care staff is limited to:

Registered Nurses	Physical Therapist (Professional)
Licensed Practical Nurses	Occupational Therapist (Professional)
Nurse Aides	Respiratory Therapist (Professional)
Certified Medication Aides	Speech Therapist (Professional)
QMRP (ICFs/MR only)	Therapy Aide / Assistant

*For information on staffing requirements reference OAC 310:675-1 et seq. and 63 O.S. 2001, Section 1-1925.2.
 **Licensed Nurses/CNAs - Allowable breaks in service not more than 45 days during prior 12 month period.
 ***Administrators/Director of Nursing - Allowable breaks in services not more than 90 days during previous 36 months.
 Section (B) Minimum Wage reporting revoked on July 2003.

Additional Comments/Explanation (Optional)

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LICENSED NURSE RETENTION

- Facility must maintain a one-year tenure rate of 60 percent or better for its licensed nursing staff to meet metric standard.
- Metric threshold must be met each month for the quarter to receive the metric point.

LICENSED NURSE RETENTION, CONT.

- Licensed nurse retention is located on the QOCR on the FOE web portal.
- Licensed nurse retention is collected monthly.
- Licensed nurse retention must be completed by the 15th of each month.

CERTIFIED NURSE RETENTION

- Facility must maintain a one-year tenure rate of 50 percent or better for its CNA staff to receive points for this metric.
- Metric threshold must be met each month for the quarter to receive the metric point.
- CNA retention is located on the QOCR on the FOE web portal.
- CNA retention is collected monthly.
- CNA must be completed by the 15th of each month.

WEB PORTAL; CERTIFIED NURSE RETENTION

OHCA - Focus On Excellence - Partner Forms - Quality of Care Report - Windows Internet Explorer

https://foe.okhca.org:456/FOEQOCAAdmin/PartnerForms/xQOCReportForm.aspx?Version=1&RecordID=80608

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OHCA - Focus On Excellence - Partner Forms - Q...

26									
27									
28									
29									
30									
31									
Totals	0.00	0.00	0.00	0.00					0.00

(C)Totals

NOTE: Hover you mouse over the question marks for more information about each field.

Total Gross Receipts (to the nearest \$)	0	Total Direct Care Hours	0.00
Total Patient Days	0	Total Medicaid Days	0
Total Available Bed Days	0	Total Medicare Days	0
% - CNAs w/tenure of 12 mos. or more**	0 %	Total # of Employees	0
% - nurses w/tenure of 12 mos. or more**	0 %	Total Monthly Resident Census	0
Cost Per Patient Day	0	Direct Care Hours Per Patient Day	0

DON w/ 3yrs or longer tenure*** Yes No

Administrator w/ 3 yrs or longer tenure*** Yes No

QOC - 3 *** Effective Date: 5/2011

Direct Care Staffing

For purposes of this report, direct care staff is limited to:

Registered Nurses	Physical Therapist (Professional)
Licensed Practical Nurses	Occupational Therapist (Professional)
Nurse Aides	Respiratory Therapist (Professional)
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QMRP (ICFs/MR only)	Therapy Aide / Assistant

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 ***Administrators/Director of Nursing - Allowable breaks in services not more than 90 days during previous 36 months.
 Section (B) Minimum Wage reporting revoked on July 2003.

Additional Comments/Explanation (Optional)

Save Print Submit to OHCA Clear All QOC Data

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DISTANCE LEARNING

The process of extending learning or delivering instructional resource-sharing opportunities to locations away from a classroom, building or site to another site by using video, audio, computer, multimedia communications or some combination of these. Occurs when the learner and teacher are separated by geography and time.

DISTANCE LEARNING

- Facility must contract and use an approved distance learning vendor for its frontline staff in order to receive the points for this metric.
- Facility must upload supporting documentation.
- Distance learning is located for completion on the FOE web portal.

List of approved distance learning program vendors is located at www.okhca.org/FOE-distancelearning

DISTANCE LEARNING

- Distance learning is due on a quarterly basis (every three months).
- Distance learning must be completed by the 15th of the month following the close of the quarter.
- Facilities must upload a minimal of one supporting document.

List of approved distance learning program vendors is located at www.okhca.org/FOE-distancelearning

WEB PORTAL: DISTANCE LEARNING

OHCA - Focus On Excellence - Partner Forms - Frontline Staffing Form - Windows Internet Explorer

https://foe.ohca.org:456/FOEQOCAdmin/PartnerForms/DistanceLearningForm.aspx?Version=2&RecordID=73621

Distance Learning Training

Frontline Staffing: the process of extending learning, or delivering instructional resource-sharing opportunities to locations away from a classroom, building or site, to another site by using video, audio, computer, multimedia communications, or some combination of these; occurs when the learner and teacher are separated by geography and time.

Select a training vendor: Not In the List

Training Details	Action
Start Date: <input type="text"/>	<input type="button" value="Add"/>
End Date: <input type="text"/>	
Topic: <input type="text"/>	
Staff Title & Number of Staff Attending: <input type="text"/>	
Trainer: <input type="text"/>	
Supporting Document(s): <input type="text" value="Documents"/> <input type="button" value="Choose..."/>	
<input type="button" value="Add Another"/>	

Additional Comments/Explanation (Optional)

Signature

A signature has not been provided. Click the button to sign the form.

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PEER MENTORING

- A partner and teacher to guide the new employee
- Orient the new employee to the philosophy and culture of the facility
- Welcomes the new employee into the social network of the organization
- Review and model person-centered care in all interactions with residents

PEER MENTORING, CONT.

- Review and model excellent clinical care and/or work duties
- Identify learning needs and work competencies for improvement
- Review and assess the knowledge and compliance with facilities policies and procedures
- Communicates with the peer mentorship coordinator about the progress and needs of the new employee

PEER MENTORING, CONT.

- Facility establishes program in accordance with OHCA guidelines.
- Facility must sign up with and use qualified peer mentoring program or consultant in order to receive points for this metric.
(Guidelines give detail and requirements of a qualified third-party peer mentoring organization.)
- Facility will file a brief form with OHCA confirming program has been established.

PEER MENTORING, CONT.

- Peer mentoring is located for completion on the FOE web portal.
- Peer mentoring is due on a quarterly basis. (every three months).
- Peer mentoring must be completed by the 15th of the month following the close of the quarter.

PEER MENTORING, CONT.

- List of vendor options is located www.okhca.org/FOE-vendors.
- Facilities must upload a minimum of two supporting documents.

WEB PORTAL: PEER MENTORING

OHCA - Focus On Excellence - Partner Forms - Quality of Care Report - Windows Internet Explorer
https://foe.ohca.org:456/FOEQOCAAdmin/PartnerForms/xPeerMentoringForm.aspx?Version=28&RecordID=75933

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OHCA - Focus On Excellence - Partner Forms - Q...

Training Section

Please identify your 3rd-party training organization or consultant for peer mentoring:

Program Manager

Name of Program Manager:
Hire Date at Facility:
Credentials/License No.:
Training Date(s):
Title of Training Class/Program:
Hours Completed: Total hours needed to be approved as a program manager/supervisor to the peer mentor is 6 hours.

Mentors/Mentees

The following is a reminder of qualification guidelines for selecting persons to serve as CNA mentors:

- Minimum of one-year work experience
- Recommendations of supervisors and clients
- Knowledge of and track record of adherence to policies and procedures
- Caring approach with clients/residents
- Clinical/personal care skills
- Problem-solving skills
- Good communication skills
- Record of dependability
- Desire to coach/mentor

The following information is to be collected on each trained peer mentor:

Mentor Details	Actions
Name: <input type="text"/>	Add Mentor
Hire Date: <input type="text"/>	
Training Date(s): <input type="text"/>	
Title of Training Class: <input type="text"/>	
Hours Completed *: <input type="text"/>	

* Total hours needed to be approved as a peer mentor is 12 hours.
To add mentees, click on the "Edit" button after adding the new mentor.

[Save](#) [Print](#) [Complete](#)

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SCORING METHODOLOGY

Person-centered care	90
Direct care staffing	50
Resident/Family satisfaction	80
Employee satisfaction	50
Licensed nurse retention	65
CNA retention	65
Distance learning program	35
Peer mentoring program	30
Leadership commitment	35

SCORING METHODOLOGY, CONT.

A facility can earn a maximum of 500 points for meeting the established metrics, and payment will be established at \$0.01 per point. A facility must earn a minimum of 100 points to receive any payment.

SCORING METHODOLOGY, CONT.

A facility will forfeit all eligibility for payment in the program for any quarter that the facility receives a citation from the Health Department.

SCORING METHODOLOGY, CONT.

The citation happens when the facility receives a scope and severity level of one (1) or higher. The loss of eligibility will continue for any quarters that the Centers for Medicare & Medicaid Services (CMS) denies payment for new admissions to the facility.

STAR RATING WEBSITE

oknursinghomeratings.com

- View facilities by metric ratings
- View facilities by location
- View facilities profile
- View metric description

STAR RATING WEBSITE, CONT.

oknursinghomeratings.com

- View facility star ratings:
 - 100-149 points 1 star
 - 150-249 points 2 stars
 - 250-349 points 3 stars
 - 350-449 points 4 stars
 - 450-500 points 5 stars

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