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Opportunities for Living Life (OLL) Newsletter

THE OKLAHOMA HEALTH CARE AUTHORITY

What is OLL?

Opportunities for Living Life (OLL) is charged with developing, operating and administering new program initiatives for SoonerCare. Additionally, OLL is charged with developing collaboration among state and private agencies, community organizations, and stakeholders in creating a system of health care, long-term care support and home- and community-based services support that meets the needs of every Oklahoma citizen.

SPECIAL POINTS OF INTEREST:

- What is OLL?
- Focus on Excellence
- CNA Online
- Team Day

THE NEXT OLL NEWSLETTER:

Also—sign up to receive the OLL Newsletter by e-mailing OLL@okhca.org or calling Dena @ 405-522-7343.

OLL Mission Statement

To enhance quality of life for target citizenry by delivering effective programs and facilitating a partnership with the community.

Focus on Excellence

With a click of the mouse, consumers can visit a new Web site, www.oknursinghomeratings.com, to access current information about nursing facilities that contract with the state's SoonerCare (Medicaid) program. Called Focus on Excellence, the program is designed to encourage quality improvements in long-term care services through public accountability.

"Selecting a nursing home for a loved one is a critical and often emotional decision for Oklahoma families," Gov. Brad Henry said. "We're trying to make the decision process a little less difficult by giving consumers easy access to detailed information about long-term care facilities. This program is also encouraging nursing homes to go the extra mile to provide more and even better services to their residents."

Nursing facilities voluntarily participate in the program to earn financial bonuses from the Oklahoma Health Care Authority (OHCA) for their performance on 10 rating factors. The Web site provides facilities the opportunity to upload pictures of their facility and give facility-specific information such as social activities, dining experience, living environment, etc.

The OHCA contracted with a national health care data management firm, My InnerView Inc., to provide independent validation of each nursing home's performance under the program. Using this information, the facilities are awarded a "star rating" based on their scores on these factors, with one star being the lowest and five the highest.

"An average 70 percent of nursing facility residents in Oklahoma have their care paid for through the SoonerCare program," said OHCA CEO Mike Fogarty. "The program is designed to drive measurable improvements in the quality of life, care and services for these Oklahomans. But at the same time, it allows the facilities to set and meet performance improvement targets and see how they compare with other facilities in the state." Fogarty noted that the program assures state leaders and taxpayers that funds spent on nursing home care distinguish among facilities based on their performance at the same time it provides information for consumers. The program carries out a provision enacted by the Oklahoma Legislature as part of Oklahoma's Medicaid Reform Act of 2006.

To date, 288 facilities have contracted with the OHCA Focus on Excellence Program. Out of the 288 facilities, 17 received five-star ratings. The number of facilities earning one-star, two-star and four-star ratings also have increased.

Focus on Excellence continues to strive for performance improvement. To pursue this goal, we are moving forward with some program-focused ideas, such as fixed prospective performance targets, accommodations for significant metric improvement, what matters most, semi-annual resident surveys and leadership assessments.

OUR WEB SITE HAS CHANGED! DON'T FORGET TO BOOKMARK OUR NEW SITE!

WWW.OKHCA.ORG

CNA Online

In June, the OHCA, together with OSU/OKC, launched an online Certified Nurse Aide application pilot program in the Tulsa area. This new electronic online application is an attempt of the agency and OSU/OKC partners to streamline the CNA application and class scheduling process. The new process will improve the wait time and provide more real time information for potential applicants wanting to participate in the CNA program.

Because classes are scheduled based upon enrollment, the online application process will allow the OSU staff to determine when there is sufficient enrollment in specific areas for classes to be held. With this new process, the staff at OSU/OKC as well as the students will be able to better monitor their progress and provide information for this ever changing and growing program.

To date the program has trained 1,512 students. The classes are currently being offered in 14 cities around the state: Ardmore, Bartlesville, Chickasha, Clinton, Enid, Grove, Hollis, Jenks, Muskogee, Oklahoma City, Sallisaw, Stillwater, Tahlequah and Tulsa. Plans are in the works for expanding to McAlester, Ponca City, Lawton, Holdenville and Woodward within the next year.

Team Day

Each year the Oklahoma Office of Personnel Management hosts Quality Oklahoma Team Day at the state Capitol. It is held in conjunction with Public Service Recognition Week and allows state agencies the opportunity to show and tell about projects demonstrating employee initiative, collaboration and accomplishment. Projects are considered for a Governor's Commendation of Excellence as well as other quality awards such as the Red Tape Reduction Award and the Extra Mile Award. Projects are judged on uniqueness/originality, use of quality processes, methods or tools and measurable results. Successful projects are those improving delivery systems or resource management, improving employee morale and/or establishing valuable partnerships with other agencies and organizations.

The Oklahoma Health Care Authority took seven projects to Quality Oklahoma Team Day 2008 held May 8. One project was taken for display only and six were submitted for consideration of awards. The agency received five Commendations of Excellence as well as three nominations for the Red Tape Reduction Award, two nominations for the Extra Mile Award and two for the top honor, the Quality Crown Award.

OHCA's Opportunities for Living Life division received honors for two programs. The Certified Nurse Aide Program was awarded the Governor's Commendation and received nominations for the Extra Mile and Quality Crown awards. The Focus on Excellence Program also received a Commendation as well as nominations for the Red Tape Reduction and Quality Crown awards.

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4545 N. Lincoln Boulevard
Suite 124
Oklahoma City, Oklahoma 73105
OLL Phone: 405-522-7078
E-mail: OLL@okhca.org

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