



Data Entry for the Advancing Excellence Campaign What You Need To Know

An important step in quality improvement is to regularly review your facility's progress toward meeting its goals. In fact, this is one of the most effective ways of assessing the outcomes of your organization's interventions.

If you have not yet done so, now is the time to enter data for your facility's organizational goals into the Advancing Excellence in America's Nursing Homes Campaign website. Data entry is simple, and will only take a few moments of your time. By entering your facility's data, you will be performing an important step in your own facility's quality improvement work; in addition, you will be contributing to a national repository of nursing home data, which will help further inform and guide the future of the long-term care industry.

Please take time today to log in to www.nhqualitycampaign.org and enter your facility's data. Data for the clinical goals (pain, pressure ulcers and restraints) are obtained through CMS' Quality Measures. No data entry is required for clinical goals; only data for the organizational goals will need to be entered. The campaign's organizational goals are:

- Goal 1: Staff Turnover
- Goal 2: Consistent Assignment
- Goal 6: Advance Care Planning
- Goal 7: Resident/Family Satisfaction
- Goal 8: Staff Satisfaction.

To enter data, log in to the website and click "Enter Data" from the menu on the left. Follow the prompts; use the following pages of this handout as a reference.

Frequently Asked Questions (FAQs)

- **How can I find out if my facility is enrolled in the campaign?** Check out the nursing home listing on the www.nhqualitycampaign.org website by clicking on "Find Participants."
- **How can I find out which goals were selected for my facility?** Log in and click "Update My Goal Selection" from the menu on the left.
- **Can I change my facility's goals?** You may add new goals at any time, but selected goals may not be removed.
- **I cannot log in. Help!** Use the website's password retrieval system or contact Liz Simpson at 216-503-5788 or lsimpson@ohqio.sdps.org.
- **I have other questions about the campaign, or I have questions about my facility's goals and data entry.** Contact Leasa Novak at 330-651-3063 or lnovak@ohqio.sdps.org.

Goal 1: Staff Turnover

→ Step 1: Select a Year

- 2010, 2011 or 2012

→ Step 2: Enter the following information (for each job category, separately):

- Number of Staff Employed on the First Day of each Month
- Number of Staff Terminated by the Last Day of each Month

→ Data should be entered on a monthly basis, but can be entered at any time up to present month.

Goal 1 - Staff Turnover: Nursing homes will take steps to minimize staff turnover in order to maintain a stable workforce to care for residents.

Download the [Tool for Calculating Staff Turnover](#) (Microsoft Excel File) to assist in turnover monitoring and calculating annual turnover numbers. (Monthly numbers from the workbook are to be entered in the fields below).

Select a year from the list to load any previously entered data for that year and enable data entry in the table. After entering data for a staff category, click the Submit button at the bottom of that staff category to save your data.

2010

Year 2010 CNA Staff

Month	Number of CNA Staff Employed on the First Day of each Month	Number of CNA Staff Terminated by the Last Day of each Month	
January	<input type="text" value="20"/>	<input type="text" value="3"/>	<input type="button" value="Delete"/>
February	<input type="text" value="24"/>	<input type="text" value="5"/>	<input type="button" value="Delete"/>
March	<input type="text" value="19"/>	<input type="text" value="2"/>	<input type="button" value="Delete"/>
April	<input type="text" value="22"/>	<input type="text" value="3"/>	<input type="button" value="Delete"/>
May	<input type="text" value="23"/>	<input type="text" value="5"/>	<input type="button" value="Delete"/>
June	<input type="text" value="26"/>	<input type="text" value="6"/>	<input type="button" value="Delete"/>
July	<input type="text" value="24"/>	<input type="text" value="2"/>	<input type="button" value="Delete"/>
August	<input type="text" value="27"/>	<input type="text" value="7"/>	<input type="button" value="Delete"/>
September	<input type="text" value="23"/>	<input type="text" value="4"/>	<input type="button" value="Delete"/>
October	<input type="text" value="24"/>	<input type="text" value="2"/>	<input type="button" value="Delete"/>
November	<input type="text" value="24"/>	<input type="text" value="2"/>	<input type="button" value="Delete"/>
December	<input type="text" value="25"/>	<input type="text" value="1"/>	<input type="button" value="Delete"/>

Hint:

Use the [Tool for Calculating Staff Turnover](#) to keep track of your facility's turnover data; this will make data entry to the website easier. The tool also calculates monthly and annualized turnover rates for your facility, as well as other calculations.

Goal 2: Consistent Assignment

- Step 1: Select a Month and a Year
 - 2010, 2011 or 2012
- Step 2: Enter the following information (monthly for long-stay residents and two-week increments for short-stay residents):
 - Number of unique residents during the time period
 - Maximum number of unique CNA caregivers for a resident during the time period
 - Minimum number of unique CNA caregivers for a resident during the time period
 - Average number of unique CNA caregivers per resident during the time period
 - Percent of residents that met consistent assignment target
- Data should be entered on a monthly basis, but can be entered at any time up to present month.

Goal 2 - Consistent Assignment

Being regularly cared for by the same caregiver is essential to quality of care and quality of life. To maximize quality, as well as resident and staff relationships, the majority of nursing homes will employ "consistent assignment" of CNAs.

Download the [Tool for Calculating Consistent Assignment](#) (Microsoft Excel File) to assist in monitoring and calculating consistent assignment numbers. (Summary numbers from the 'Website Data Entry' tab in the workbook are to be entered in the fields below).

Select a month and year from the list to load any previously entered data for that year and enable data entry in the table. After entering data for a month, click the Submit button to save your data.

January 2010

1/2010			
	Long Stay Results	Short Stay Results (week 2)	Short Stay Results (week 4)
Number of Unique Residents During the Time Period	<input type="text"/>	<input type="text"/>	<input type="text"/>
Maximum Number of Unique CNA Caregivers for a Resident During the Time Period	<input type="text"/>	<input type="text"/>	<input type="text"/>
Minimum Number of Unique CNA Caregivers for a Resident During the Time Period	<input type="text"/>	<input type="text"/>	<input type="text"/>
Average Number of Unique CNA Caregivers per Resident During the Time Period	<input type="text"/>	<input type="text"/>	<input type="text"/>
Campaign Goal #2 – Percent of Residents that Met Consistent Assignment Target*	<input type="text"/>	<input type="text"/>	<input type="text"/>

* The national target for nursing homes participating in this goal is for 85% of long stay residents to have a maximum of 8 CNA caregivers over a one month period of time and 85% of short stay residents to have a maximum 8 CNA caregivers over a two-week period.

Hint:

Use the [Tool for Calculating Consistent Assignment](#) to keep track of your facility's consistent assignment data; this will make data entry to the website easier. The tool also gives answers to frequent asked questions and directions for entering data into website.

Goals 3, 4 and 5: Restraints, Pressure Ulcers and Pain

- Based on Quality Measure data; historical data are available on website.
- New data will be available in 2012 when MDS 3.0 measures are made public.
- No data entry required on website; however, facilities are encouraged to track their own rates with AE tools.

Goal 6: Advance Care Planning

- Step 1: Select a Month and a Year
 - 2010, 2011 or 2012
- Step 2: Enter the following information:
 - Count of all residents
 - Count of new and readmitted residents
 - Count of all residents with documentation of initial discussion of goals and preferences for care in medial record
 - Count of new and readmitted residents with documentation of initial discussion of goals and preferences for care in medial record
 - Count of all residents with an end-of-life care plan
 - Count of new and readmitted residents with an end-of-life care plan
 - Count of all residents with signed end-of-life care document
 - Count of all new and readmitted residents with signed end-of-life care document

Goal 6 - Advance Care Planning:

Following admission and prior to completing or updating the plan of care, all nursing home residents will have the opportunity to discuss their goals for care including their preferences for advance care planning with an appropriate member of the healthcare team. Those preferences should be recorded in their medical record and used in the development of their plan of care.

Select a month and a year from the list to enter data for that time period, or to correct previously entered data for that period. After entering data for one month, click the Submit button to save your data.

January 2010

1/2010		
1.	Count of all residents:	<input type="text"/>
2.	Count of new and readmitted residents:	<input type="text"/>
3.	Count of all residents with documentation of initial discussion of goals and preferences for care in medical record:	<input type="text"/>
4.	Count of new and readmitted residents with documentation of initial discussion of goals and preferences for care in medical record:	<input type="text"/>
5.	Count of all residents with an end-of-life care plan:	<input type="text"/>
6.	Count of new and readmitted residents with an end-of-life care plan:	<input type="text"/>
7.	Count of all residents with signed end-of-life care document:	<input type="text"/>
8.	Count of new and readmitted residents with signed end-of-life care document:	<input type="text"/>

Hint:

Data should be entered on a monthly basis, but can be entered at any time up to present month.

Goal 7: Resident and Family Satisfaction

→ Step 1: Select a Quarter and a Year

- 2010, 2011 or 2012

Please note: The Ohio Department of Aging's satisfaction surveys are performed annually, alternating between residents (odd years) and families (even years). Please contact the ODA at 1-800-282-1206 for more information about these statewide surveys.

→ Step 2: Enter the following information:

- Did your nursing home administer a resident satisfaction survey during this quarter to any resident?
- Did your nursing home administer a family satisfaction during this quarter to any family member?
- If no to both questions above, please click the Submit Data button below - no further information needed. Otherwise, continue.
- What was the average number of residents in your nursing home during this quarter?
- Did you use one of the recommended surveys from the website resources?
- Select the survey from the list or enter the name if not listed.
- How many residents were administered a satisfaction survey this quarter?
- How many family members were administered a satisfaction survey this quarter?
- How many residents returned the satisfaction survey this quarter?
- How many family members returned the satisfaction survey this quarter?
- Did your nursing home analyze the survey results and integrate the findings into the quality improvement program?

Goal 7 - Resident/Family Satisfaction

Nursing home staff will assess resident and family experience of care and incorporate this information into their quality improvement activities.

Select a quarter and year from the list to load any previously entered data for that time period and enable data entry in the table. After entering data for a quarter, click the Submit button to save your data.

First Quarter 2010

Did your nursing home administer a resident satisfaction survey during this quarter to any resident?	<input type="radio"/> Yes <input type="radio"/> No
Did your nursing home administer a family satisfaction during this quarter to any family member?	<input type="radio"/> Yes <input type="radio"/> No
If no to both questions above, please click the Submit Data button below - no further information needed.	
What was the average number of residents in your nursing home during this quarter?	<input style="width: 100%;" type="text"/>
Did you use one of the recommended surveys from the website resources?	<input type="text"/>
Check all surveys that were used:	

Hint:

Data should be entered on a quarterly basis, but can be entered at any time up to present quarter.

If Other, please specify:	<input style="width: 100%;" type="text"/>
How many residents were administered a satisfaction survey this quarter?	<input style="width: 100%;" type="text"/>
How many family members were administered a satisfaction survey this quarter?	<input style="width: 100%;" type="text"/>
How many residents returned the satisfaction survey this quarter?	<input style="width: 100%;" type="text"/>
How many family members returned the satisfaction survey this quarter?	<input style="width: 100%;" type="text"/>
Did your nursing home analyze the survey results and integrate the findings into the quality improvement program?	<input type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

Goal 8: Staff Satisfaction

- Step 1: Select a Quarter and a Year
 - 2010, 2011 or 2012
- Step 2: Enter the following information:
 - Did your nursing home administer a staff satisfaction survey during this quarter to any staff? If no please click the Submit Data button below - no further information needed. Otherwise, continue.
 - What was the average number of staff in your nursing home during this quarter?
 - Did you use one of the recommended surveys from the website resources?
 - Check all surveys that were used.
 - How many staff were administered a satisfaction survey this quarter?
 - How many staff returned the satisfaction survey this quarter?
 - Did your nursing home analyze the survey results and integrate the findings into the quality improvement program?

Goal 8 - Staff Satisfaction

Nursing home administrators will assess staff satisfaction with their work environment at least annually and upon separation and incorporate this information into their quality improvement activities.

Select a quarter and year from the list to load any previously entered data for that time period and enable data entry in the table. After entering data for a quarter, click the Submit button to save your data.

First Quarter 2010

Please answer the following questions for the selected quarter and year and click the Submit Data button.

Did your nursing home administer a staff satisfaction survey during this quarter to any staff?	<input type="radio"/> Yes <input type="radio"/> No
If no please click the Submit Data button below - no further information needed.	
What was the average number of staff in your nursing home during this quarter?	<input type="text"/>
Did you use one of the recommended surveys from the website resources?	<input type="text"/>
Check all surveys that were used.	<input type="text"/>
How many staff were administered a satisfaction survey this quarter?	<input type="text"/>
How many staff returned the satisfaction survey this quarter?	<input type="text"/>
Did your nursing home analyze the survey results and integrate the findings into the quality improvement program?	<input type="radio"/> Yes <input type="radio"/> No

Hint:

Data should be entered on a quarterly basis, but can be entered at any time up to present quarter.

Next Steps:

Be sure to take advantage of valuable tools and resources from the Advancing Excellence campaign; helpful items are available under the “Resources” menu on the campaign’s website www.nhqualitycampaign.org. Some of these tools include:

- Implementation Guides and manuals
- Tools for tracking progress
- Webinars and videos on how to get started
- Consumer and facility fact sheets

Remember: Entering data into the campaign’s tracking system is only part of the effort! Process improvements and staff education are also vital steps in quality improvement.

RESOURCES
By Goal
Implementation Guides
Newsletters
Webinars
Videos
Top Ten Guides
Manual for Change
CNA Fact Sheets
Consumer Action Plan
Consumer Fact Sheets
Glossary
Related Links