



OHIO NURSING HOME QUALITY IMPROVEMENT PROJECT

SNFclinic™- Tools and Resources for Skilled Nursing

Description

SNFclinic™ (www.snfclinic.com) is an electronic learning management system (eLMS) that provides long-term care facilities with a wealth of resources necessary to provide quality resident care. The purpose of SNFclinic™ is to work as a partner with long-term care facilities to increase the quality of resident care by providing staff the necessary tools in:

- Basic, Intermediate, and Advanced Nursing Skills
- In-Service Training
- Training Progress Reports
- Policies and Procedures
- “What If?” Checklists
- Assessments and Care Plan Database
- Survey Training and Tools
- CMS 2567 Plan of Correction Database
- Compliance Tracking
- PointClickCare Instruction

The development of SNFclinic™ was generally centered around the requirements of 42 CFR §§ 483.5 and 483.10 which requires patient-centered care and enumerates the right of every long-term care facility resident to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the facility.

It is anticipated that the implementation of the SNFclinic™ project will have the following outcomes:

A. Increase in Resident Satisfaction and Person-Centered Care Through Staff Training

First, to achieve an increase in overall resident satisfaction as evidenced by resident satisfaction surveys. Second, to obtain a compliance rate of 100% of facility staff successfully completing assigned training related to licensed professional staff being more mindful, informed, and focused on individual resident needs, preferences, and addressing resident medical, physical, mental and psychosocial needs. Lastly, to increase overall quality of person-centered care at each facility involved in the grant project as evidenced by quarterly CMS quality measures.

B. Reduction in Survey Deficiencies

A 20% reduction in the number of survey deficiencies reported on the Department of Health and Human Services Centers for Medicare and Medicaid Services Form OMB NO. 0938-0391 (Form CMS 2567) for participating nursing facilities compared to prior reporting periods.

C. Improvement in Scope and Severity Tags

A 20% improvement in the scope and severity of the deficiencies cited for participating nursing facilities, including a reduction of 50% in assigned Level G and above deficiencies.

D. Improvement in Compliance

A 50% improvement in the compliance aspects of provider's development of Plans of Corrections that meet the requirements of the Department of Health and the survey team by improving the capabilities of the facility to design and draft plans that quickly address survey shortfalls.

About SNFClinic™

SNFClinic™ is owned by Long-Term Care Consultants, LLC, an Ohio limited liability company (LTCC). LTCC's primary business address is 3637 Medina Road, Suite 95LL, Medina, OH 44256 and has representatives in Ohio and California.

How to Join

Fifteen Medicaid-certified nursing facilities will be enrolled at no charge as part of the approved [SNFClinic™ Civil Money Penalties grant](#). Additional facilities may enroll for a monthly subscription fee for SNFClinic™ is \$900, plus a one-time onboarding fee of \$3,000. Once a facility has executed a contract, two company representatives will work with the facility in onboarding the staff. One representative will focus on clinical support such as working with facilities to provide ongoing instruction and training to clinical staff. The second representative will focus on technical support such as onboarding, ongoing staff training, troubleshooting, and software updates.

Contact Long-Term Care Consultants, LLC at (760) 889-6074 or hurstandre@icloud.com for instructions on enrollment.

Brief Description of Required Activities***Project Steps for Success*****1. On-site Training & Onboarding:**

A specialist will come to the Medicaid-certified nursing facility to onboard employees and provide training on the use of the SNFClinic™ product. The specialist will provide detailed training to staff development personnel and administration on modification and customization of tools within the SNFClinic™ software.

2. Facility Representative Partnership:

Following onsite training, the facility will be assigned an account representative that will assist your staff development nurse or designee to assign training to employees and monitor completion of said training. Facility Representative will also assist in running reports for administration to track progress of employee completion.

SNFClinic™ records the successful completion of staff training on clinical subjects. Successful completion of all questions in any given training module constitutes completion of the training. SNFClinic™ will track

whether each facility has obtained a compliance rate of 100% of facility staff successfully completing assigned training.

3. Facility Monitors:

SNFClinic™ will ensure that the facilities are assigning at least 2 trainings a month. The facility monitor will ensure that the training is being assigned and work with staff to ensure completion. SNFClinic™ will supply the Ohio Quality Improvement Office with computerized summaries of the staff assigned the task of training on specific subject matters, the time and date the training was undertaken and completed, and the participants' score on the tests associated with the training materials. This data will be collected on a quarterly basis.

4. Results Measurement and Reporting:

SNFClinic™ generates and stores the progress data and reports every facility needs in order to be compliant with federal regulations. SNFClinic™ allows each facility to monitor staff educational course completions with easy-to-use tracking tools. The powerful staff education and monitoring tools allow facilities to track and record completion of training, in-services, policies and procedures, and "What If?" checklist usage. Results will be consolidated and included in quarterly progress report to State coordinator.

5. Project Support:

To help ensure sustainable success, SNFClinic™ will offer support in the form of a facility representative, along with on-line and phone support and updated supplemental materials.

Date(s) of Project

March 2020 -March 2023

Evidence of Participation in the Project*

**Expected evidence of participation in the project should be kept by the nursing home for use in state survey to demonstrate compliance with Sec. 3721.072 (B) which states that "Beginning July 1, 2013, each nursing home shall participate every two years in at least one of the quality improvement projects included on the list made available by the department of aging under the nursing home quality initiative established under section 173.60 of the Revised Code."*

- Signed Project Participation Agreement
- Documentation of a minimum of two in-service completions per month at a completion rate of 95- 100% for all clinical staff.
- Quarterly progress reports over course of the project

Contact

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<https://medicaid.ohio.gov/Portals/0/Resources/CMP/OH-CMPRP-Application-SNF-Clinic-APPROVED.pdf>