

Survey Readiness and QAPI

Bereavement Professional Chat Box Transcript

August 2, 2017

NHPCO Staff: Hello Everyone! Here is the link to the slides and handout located at MyNHPCO: <http://my.nhpc.org/viewdocument/survey-readiness-and-qapi-chat-sli?CommunityKey=191c46b6-05de-4f1d-8e1e-dca744cc7879>

Diane Snyder Cowan: Here is my email address dscowan@hospicewr.org

Robin Fiorelli: One QAPI activity we do is bereavement chart audits so we insure compliance. We also do evaluation of bereavement programs like support groups.

Tracy Villarreal: I'm guessing that Kaiser has a larger sample size of data than some of the smaller hospices in the area. What are some of the smaller hospices doing in relationship to quality when your survey sample size is so small?

Deb Lane: The return rate seems to be low-are you finding any ways to improve the return rate?

Christy Taylor: I'm sorry. What tool do you use to pull questions from? The family.....

Robin Fiorelli: Our return rate is around 12% which is low but is pretty standard for this type of survey.

Melissa Klebs: What questions do you ask in the 6 month survey? Is it the same survey the bereaved get at 13 months?

Belinda Motzkin Brauer: What do you ask in your 6 month survey?

Robin Fiorelli: The difficulty is making sure the bereaved understand the survey is about the BEREAVEMENT services and not patient services :)

LeAnne Jackson: Diana, do you use the FEBS survey for the concurrent survey that you do at 6 months?

Donna Baranyay: Is the FEBS survey available in Spanish?

Belinda Motzkin Brauer: We created a shorter evaluation that is mailed with the 13 months letter. We have had a much better return rate since we started mailing it on colored paper. Light purple - low risk, yellow - moderate and blue - high risk; different color paper for the same survey.

Deborah Pausig: We are a brand new In Home Hospice program. I have instituted starting Jan 2017 a handout developed by Patti Anewalt named "How does your hospice bereavement program measure up? We have revisited it quarterly, 3x to date. It shows our progress as we were state licensed and through the Medicare survey. It gave us a great starting baseline.

James Fryer: On my 13 month, I send out a volunteer flyer and volunteer information with my card.

Robin Fiorelli: We do the same thing - we include a volunteer recruitment insert in the anniversary letter.

Belinda Motzkin Brauer: It has been our experience that most people are NOT ready to volunteer after 13 months.

Paula Bunn: In addition to the CAHPS survey that the agency participates in, the bereavement team sends out an End of Counseling Survey to every client that receives bereavement counseling when they conclude counseling.

Robin Fiorelli: We too assess for specific symptoms, issues and needs - we do not do a low medium high for all the reasons Diane is saying.

Robin Fiorelli: We do look at risk factors though but as only a PART of the overall assessment.

Diane Snyder Cowan: We look at risk factors as PART of the assessment as well.

Deb Lane: So how do you lay out a plan of care without a "risk" level? How do you note the "assessment level"?

Paula Bunn: We also use a brief Comment Card that every counseling client receives at each counseling session. They drop it in a collection box in our office lobby; gives us "real time" feedback, so we can make immediate corrections if needed.

Robin Fiorelli: So we develop a plan of care based on what the assessment need, symptom or issue is. If the issue is lack of social support, the care plan would include interventions to improve social support as an example.

Robin Fiorelli: Maybe it is that your electronic medical software requires an assessment level? Is that what you are saying?

Brenda Hansen: I'd like to hear an answer to Deb Lane's question.

Erin McCuan: We've had varying input from surveyors regarding JC documenting risk levels. Some have been very insistent on that being present and some are not. Most recently, the explanation of our services and how they are individualized was sufficient.

Nicole Ethier: We just had a joint commission survey last week- the surveyor asked me to see low, a moderate, and a high risk case. And wanted to know how we arrived at these scores.

Robin Fiorelli: Brenda- read my comment above. Does that answer Deb's question?

Brenda Hansen: Yes, thanks Robin.

Robin Fiorelli: The "medical model" typically wants a "rating scale" that includes things like low, medium and high but bereavement does not really fit that model. To Diane's point- if you explain your assessment practice to the surveyor you really should be OK.

Jenny Schroedel: We use CHO so the risk assessment has boxes to check. Very straightforward.

Robin Fiorelli: I hear that Jenny. Sometimes you're sort of stuck with your software- but you can still utilize other assessment practices - so the rating scale would only be ONE assessment tool.

Jenny Schroedel: I would love to hear suggestions of other software that we could use. CHO is no longer supported.

Robin Fiorelli: That is a great question- you should ask that question to the E Group!!

Robin Fiorelli: We also have a bereavement tab on the RN, SW and CHAP initial comprehensive assessment as well Diane- gets at that reg. about including bereavement in the ICA.

Anonymous: What requirements does Joint Commission have regarding which disciplines are allowed to provide bereavement counseling?

Robin Fiorelli: I find in surveys that they FOCUS on bereavement assessment and care plan and don't care about much else :) despite all the wonderful service offerings we may do. That is interesting Diane :)

Robin Fiorelli: Anonymous - JCC follows Medicare on that one as far as I know- so bereavement personnel have to have relevant experience/education. They will also look at your JD's and see what YOU require and hold you to that too.

Diane Snyder Cowan: Okay.

LeAnne Jackson: Joelle, How does your agency show proof of mailings besides in the medical record?

Deborah Pausig: Diane, thank you for validating the "Binder" I too created one. I am Per Diem at the present time and not at the office. I created the binder to pluck on the spot for a surprise visit. Or to answer anyone's question of what our Bereavement program entails.

Robin Fiorelli: JCC follows Medicare requirements re: job qualifications.

Petya Pohlschneider: How do you reach bereaved folks electronically to keep up with the new tech world and communication demands? This was one of the questions for our program at JC last year.

Petya Pohlschneider: We are now collecting emails of bereaved so we can send mailings via emails.

Robin Fiorelli: We have been asked several times to prove that the mailings went out. Crazy! We do show them in our electronic system that the letters were generated for that caregiver.

Donna Faye Marcus: I have a volunteer scan signed letters and then volunteer attaches scan to each pts chart. Recent surveyor rejected my spreadsheets.

Jenny Schroedel: I keep physical lists of printouts that show who got mailings each month; they are generated by CHO when I post the letters.

Robin Fiorelli: Interesting that you were asked that Petra. We are still behind technically and trying to get on board with emailing PDF's of our newsletters.

Belinda Motzkin Brauer: Dianne - can you recap what you keep in your binder?

Jenny Schroedel: I would like to see a sample social media policy, if possible. We

don't have one yet.

Robin Fiorelli: Joelle maybe just let folks know we posted a Best Practice on Survey Readiness in the E Library.

Jenny Schroedel: Thanks!

Robin Fiorelli: We JUST created a FB support group page - took us a while because we had to involve our lawyers to make sure that we knew how to deal with typical violations- you may want to have Risk or a lawyer look over your social media policy.

Mary Gosse: What do surveyors look for regarding bereavement support for SNFs and ICF/MR?

Jenny Schroedel: Thanks Robin.

Robin Fiorelli: I have never had a surveyor ask about facility support EVER. But they just want to know you are offering support to facility staff and residents.

Robin Fiorelli: Good idea Joelle - to keep copies of sign in and agendas for facility events.

Robin Fiorelli: Thanks everyone!!!!

Deborah Byrum: Thank you!!!!