

Where to find the nursing home regulations (103 pages)

Also referred to as the Code of Federal Regulations (CFR) and Requirements of Participation (ROP)

<https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-483/subpart-B>

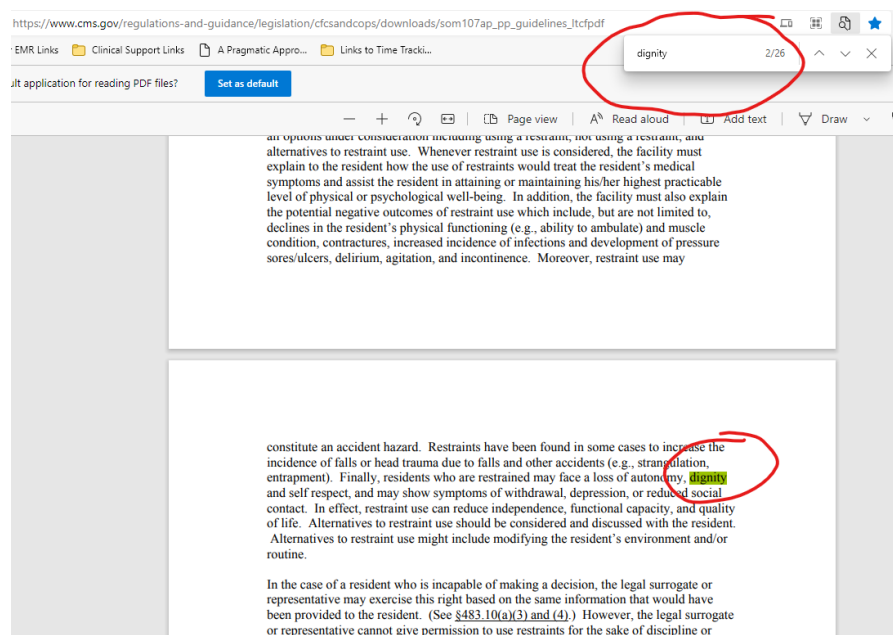
Where to find the surveyor guidance (548 pages):

Also referred to as the State Operations Manual (SOM), Appendix PP

https://www.cms.gov/regulations-and-guidance/legislation/cfcsandcops/downloads/som107ap_pp_guidelines_ltc.pdf

Tips for Searching:

- Hold down Control (Ctrl) and “F” key, and you can type in a word or phrase, this will bring you to any spot in the document that this word or phrase is located



AMDA resource:

- To help interpret the relevance of the regulations to medical directors and medical providers: [Synopsis of Federal Regulations in the Nursing Facility: Implications for Attending Physicians and Medical Directors](#); electronic access (a convenient way to access this is by downloading the AMDA app on your smart phone.)

Using SBAR to Clearly Communicate:

- **Situation:** What is the problem?
- **Background:** What would the ideal situation be? What is the current gap? What is causing this to happen?
- **Assessment:** What are the consequences of this?
- **Recommendation:** How do you propose addressing the problem?

Five Whys Worksheet:

Define the problem:

Why is it happening?

[Empty box for the first 'Why' question]

→ Why is that?



[Empty box for the second 'Why' question]

→ Why is that?



[Empty box for the third 'Why' question]

→ Why is that?



[Empty box for the fourth 'Why' question]

→ Why is that?



Case Study 1: The Missing Medical Director

Dr. Jones has a busy family practice clinic, serves on the town council, has 2 kids in the local high school and is the local nursing home director. She is well respected in the community, but everyone knows that she is very busy – it takes 4 months to get a non-urgent appointment in the clinic with her. She comes to the nursing home and rounds on the residents who are due for a regulatory visit monthly, but this usually happens in the late evening, after clinic is finished, and it is difficult for the DON to connect with her. The QAPI committee meets quarterly, and the director of nursing, who also serves as the Quality Coordinator, notices when she is preparing the report on quality measures that the number of urinary tract infections has been 3 times the state average for the past 6 months. When she calls the clinic to ask when the medical director will be able to attend the QAPI meeting, the office manager tells her that the soonest time she has available is a month and a half away. . .

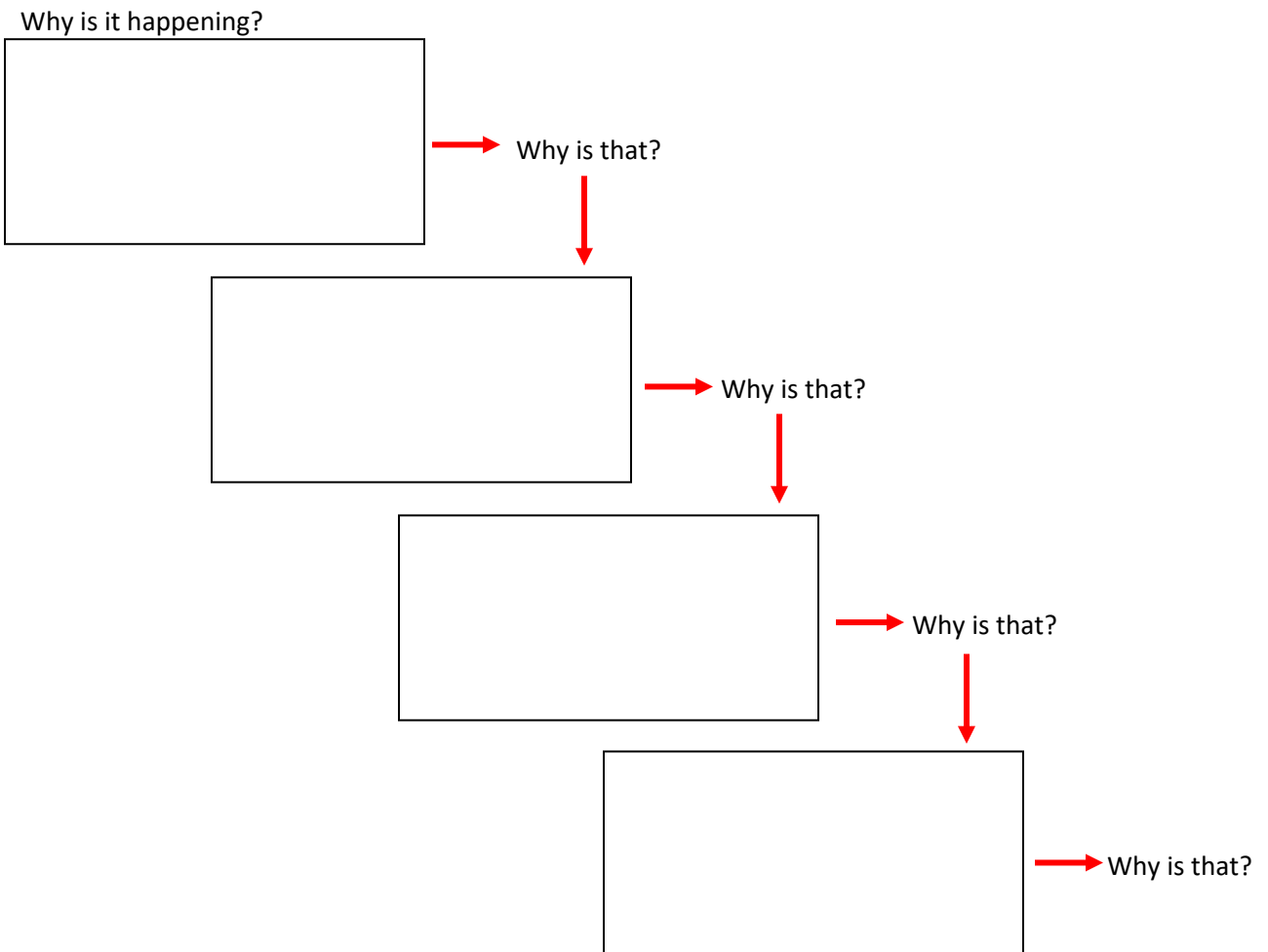
Discussion:

What Problems are you concerned about?

- 1.
- 2.
- 3.
- 4.
- 5.

What is the problem we are MOST concerned about?

Define the problem:



Conclusions:



Case Study 2: Dancing Puppet

Everyone in town loves Dr. D because he is so easy-going and agreeable, which is how he got the job of being medical director. The administrator is concerned because the director of nursing has expressed frustration that 2 local providers are not completing their regulatory visits in a timely manner and are not responding to requests to complete them. The medical director has done a few of these visits himself, just to keep the building in compliance.

Discussion:

What Problems are you concerned about?

- 1.
- 2.
- 3.
- 4.
- 5.

What is the problem we are MOST concerned about?

Define the problem:

Why is it happening?

→ Why is that?

→ Why is that?

→ Why is that?

→ Why is that?

Potential Solutions:



Case Study 3: The Clue in the Pharmacist's Notes

Dr. Smith is the medical director of a 50 bed facility and is also the attending physician for 15 residents. The other 35 residents are cared for by other local physicians and a nurse practitioner. Every month he reviews notes from the pharmacist with recommendations that have been provided. He's noticed the following issues: large number of residents who are taking megestrol, which the pharmacist has repeated suggestions to re-evaluate this, but no changes have been made. He also notes that another provider has several resident who are taking quetiapine. The pharmacist has also recommended reconsideration; physician writes "resident needs for insomnia". The third provider is prescribing prn clonazepam for several residents, no stop date.

Discussion:

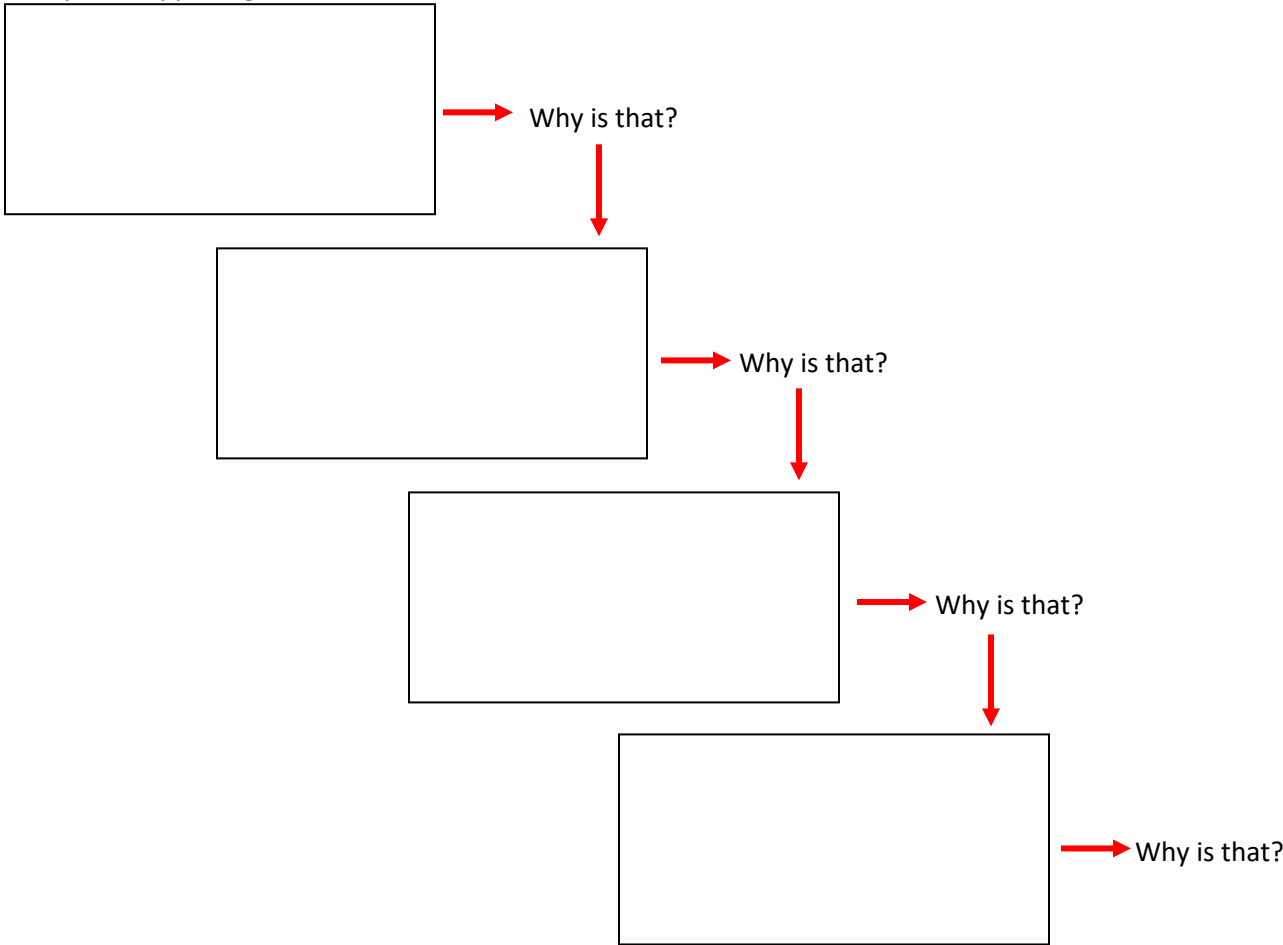
What Problems are you concerned about?

- 1.
- 2.
- 3.
- 4.
- 5.

What is the problem we are MOST concerned about?

Define the problem:

Why is it happening?



Potential Solutions:



Case Study 4: To Thicken or Not to Thicken? That is the Question

During the QAPI meeting, it is noted that several residents are flagging for abnormal weight loss. After a little discussion, it is noted that all of these residents are on a thickened diet.

Discussion:

What Problems are you concerned about?

- 1.
- 2.
- 3.
- 4.
- 5.

What is the problem we are MOST concerned about?

Define the problem:

Why is it happening?

→ Why is that?



→ Why is that?



→ Why is that?



→ Why is that?

Potential Solutions:

