



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

Office of Health Care Quality

Spring Grove Center • Bland Bryant Building

55 Wade Avenue • Catonsville, Maryland 21228-4663

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – John M. Colmers, Secretary

To: All Comprehensive Care and Extended Care Facilities

From: Nancy Grimm, Director

Office of Health Care Quality

Date: December 23, 2009

RE: OHCQ Update

Happy holidays to all! As the year comes to an end, I wanted to provide a review of transmittals and changes over the past year, and a look ahead into the New Year from OHCQ.

Enclosed are transmittals that were written over the past year and the recently published Clinical Alert about Healthcare Acquired Pressure Ulcers. These documents are posted on our web site as they are issued. They are also forwarded to Lifespan and the Health Facilities Association of Maryland for distribution. If you would like these to be forwarded directly to you via e-mail, please send your request to the attention of Margie Heald at ohcqweb@dhmh.state.md.us.

Transmittals issued:

12/15/09 **NH-09-06** Re: Administration of Medications for Leave of Absence of 24 Hours or Less

12/10/09 **NH-09-05** Re: Advancing Excellence Campaign

11/03/09 **NH-09-04** Re: Holiday decorations in Health Care Facilities

11/03/09 **NH-09-03** Re: Quality Indicator Survey (QIS), Access Resident Weight Requirements

10/19/09 **NH-09-02** Re: Regulatory Standards for Physician Documentation

01/15/09 **NH-09-01** Re: New CDC Study--Infection Control Practices and Outbreaks

Toll Free 1-877-4MD-DHMH • TTY for Disabled – Maryland Relay Service 1-800-735-2258

Web Site: www.dhmh.state.md.us



The **hot topic** of the year has been the implementation of the **Quality Indicator Survey (QIS)** process. Team One recently completed their training. Currently, four teams are conducting the QIS. The Eastern shore and Montgomery county teams will be trained next year after a software upgrade occurs in June. Survey teams continue to spend an increased amount of time on-site conducting this process. We hope that on-site survey time will decrease as the surveyors' experience with the process increases. Additionally, the software upgrade will hopefully decrease the technical difficulties we have experienced. QIS trained teams are now utilizing the QIS process for conducting revisits. The majority of the feedback we have received from providers has been positive.

Questions regarding the QIS process may be directed to Lee Ann Wheatley, RN, BSN, QIS Certified Trainer, at lawheatley@dhmh.state.md.us.

Maryland's percentage of high- risk residents with pressure ulcers continues to exceed the national average. I encourage all facilities to join the **Advancing Excellence Campaign**. They offer **FREE**, practical and evidence-based resources to support quality improvement in nursing homes. Please refer to the enclosed transmittal for more information. Additionally, we continue to distribute the enclosed brochure, "Help Us Protect Your Skin" to nursing homes at no cost. The brochure can also be downloaded from our web site and adapted to include your facility logo/name. You may also refer to transmittal issued 12/15/08 for information. If you would like to request brochures from OHCQ, please e-mail your request for the brochure to ochqweb@dhmh.state.md.us

New State regulations that became effective in August:

10.07.02.02 D - Posting of License Application and Instructions for Written Comments

10.07.02.03 A - Changes to information collected on application & timing of submission of application

10.07.02.09 C (2) Notifying OHCQ of significant changes in facility policies and procedures

10.07.02.61 Financial Disclosure requirements

10.07.09.12 Increase in notification time for resident relocation within the facility

We will be issuing a transmittal specific to these new requirements after the first of the year. Questions may be directed Margie Heald at the above-noted e-mail address.

There is still some confusion concerning license renewal applications. Renewal applications are located on our web site (www.dhmh.state.md.us/ohcq), as we no longer mail out applications. Facilities are now required to submit application to the OHCQ sixty days before the anticipated issuance of the license.

OHCQ's Goals for 2010

Developing a Frequently Asked Questions document to be posted on our web page for nursing homes.

Conversing with any facility that is considering a resident and/or family request for use of an electronic monitoring device in the resident bedroom.

An update to the Minimum Data Set assessment (MDS 3.0), which is expected to be implemented by Fall, 2010. Linda Taylor, MSN, RN, OHCQ's training coordinator, will be scheduling and conducting training throughout the state.

Training the remaining two teams of surveyors on the Quality Indicator Survey process and implementing QIS throughout the state by the end of the year.

Updating regulations to include culture change transformations related to the environment, for example including wireless call systems and permitting alternatives to traditional "nurses' station".