

# *Joint Provider Surveyor Training*

September 29, 2015

## *Bureau of Community and Health System Update*

***Presenters:***

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# Presentation Overview

- Bureau Organizational Structure
- Understanding the State Licensure/Federal Certification Processes
- What to Look for in the Future
- Questions and Answers

# Bureau Organization Structure

Overview of Functions - Effective July 6, 2015

- State Licensing of Health Facilities, Agencies and Programs
- Federal Certification of Providers and Suppliers on Behalf of the Centers for Medicare and Medicaid Services (CMS)
- State Licensing of Child Care Centers
- State Licensing of Adult Foster Care/Homes for the Aged
- Construction Permits of State Licensed Health Facilities
- Life Safety Code Inspections of Long Term Care Facilities
- Nurse Aide Training Program

# Michigan Covered Providers (As of April 2015)

No. of Providers	Type
10,058	Child Care Centers
8,348	Clinical Laboratory Services
4,291	Adult Foster Care Homes
1,284	Substance Use Disorder Programs
1,031	Adult Foster Care/Child Camps
646	Home Health Agencies
<b>452</b>	<b>Nursing Homes/LTC Facilities</b>
<b>218</b>	<b>Homes for the Aged</b>
197	Dialysis Centers (ESRD)
169	Hospitals
162	Outpatient Physical Therapy (OPT)/Speech Pathology
160	Rural Health Clinics (RHC)
133	Freestanding Surgical Outpatient Facilities/ASC
131	Hospice Agencies
59	Inpatient Psychiatric Hospitals/Units
30	Psychiatric Partial Hospitalization Programs
18	Hospice Residences
9	Organ Transplant Facilities
9	Portable X-Ray Providers
6	Comprehensive Outpatient Rehab Facilities (CORF)

*\* Some federal oversight for organ procurement organizations (1) and federally qualified health centers (196).*

# BCHS State/Federal Oversight by Covered Providers

State	Federal	Type
YES	No	Child Care Centers
YES*	YES	Clinical Laboratory Services
YES	NO	Adult Foster Care Homes
YES	NO	Substance Used Disorder Programs
NO	YES	Home Health Agencies
YES	YES	<b>Nursing Homes/LTC Facilities</b>
YES	NO	<b>Homes for the Aged</b>
NO	YES	Dialysis Centers (ESRD)
YES	YES	Hospitals
NO	YES	Outpatient Physical Therapy (OPT)/Speech Pathology
NO	YES	Rural Health Clinics (RHC)
YES	YES	Freestanding Surgical Outpatient Facilities/ASC
YES	YES	Hospice Agencies
YES	YES	Inpatient Psychiatric Hospitals/Units
YES*	NO	Psychiatric Partial Hospitalization Programs
YES	YES	Hospice Residences
NO	YES	Organ Transplant Facilities
NO	YES	Portable X-Ray Providers
NO	YES	Comprehensive Outpatient Rehab Facilities (CORF)

*\* No state license required as of October 1, 2015.*

# Regulatory Overview

Sample of Events Requiring State/Federal Approval:

- Initiation/renewal of a state license (required)
- Initiation/recertification for federal certification to participate in Medicare/Medicaid (voluntary)
- Change of ownership (change in licensee/owner)
- Relocation
- Increase or decrease in beds
- Change in bed designations (Medicare, Medicaid, dual, licensed only)
- Change in information (administrator/facility name)

# General Overview

## **State Licensure**

- Initial licensure
- Routine surveys/inspections
- Complaints
- Renewal
- Enforcement

## **Federal Certification**

- Initial certification
- Routine recertification surveys
- Complaints
- Recertification
- Enforcement

# Survey Process Overview

- Entrance conference
- Review of survey process and methodologies
- Request for documents
- Medical record review - EHR-Navigator
- Tour/observations
- Policy and procedure reviews
- Interviews
- Exit conference

\* Non-cooperation could end survey process and require state agency to recommend termination to CMS.

# CMS FY14 Midwest Data

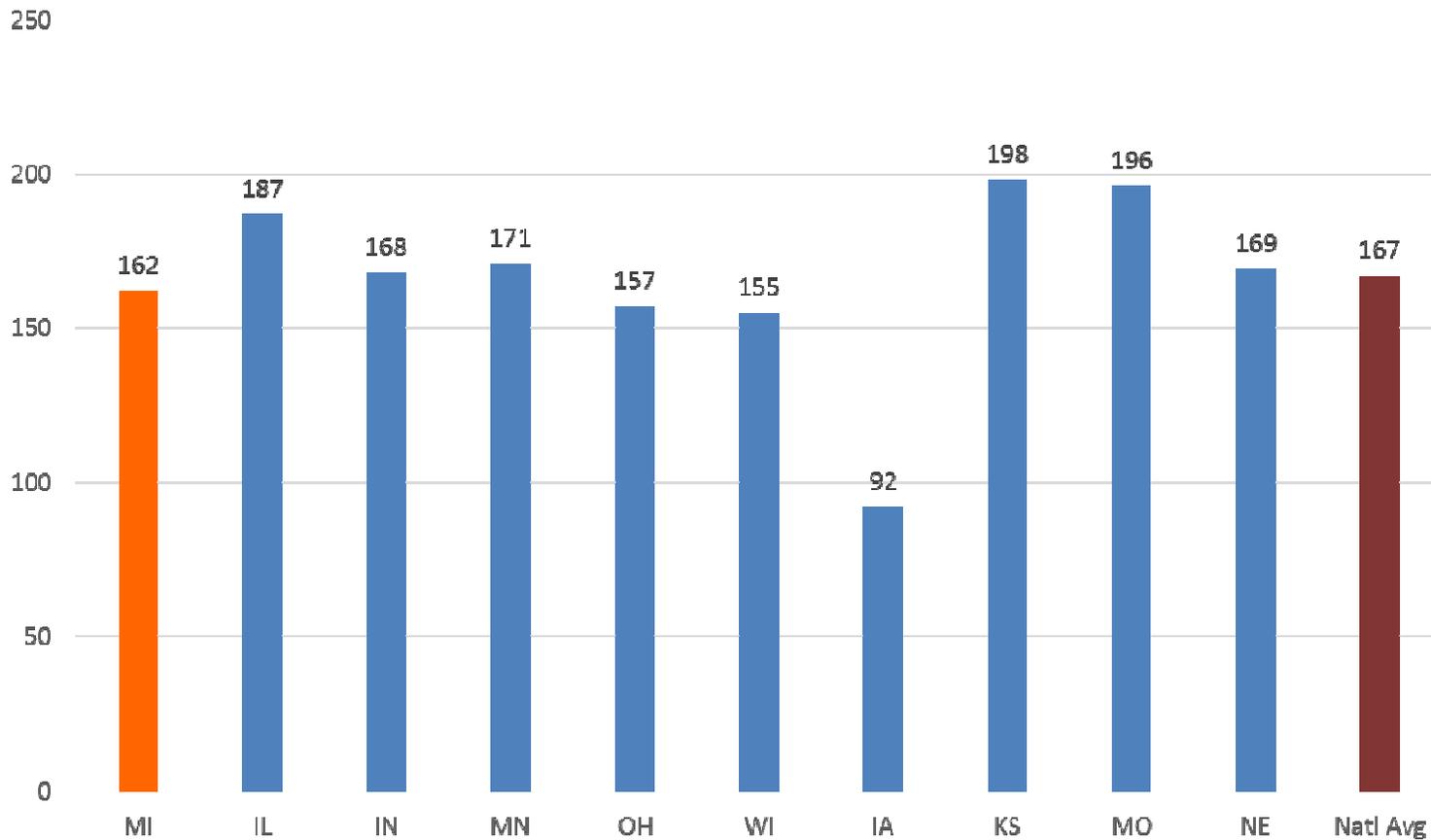
## Long Term Care (LTC) Facilities

No. of Providers	State
959	Ohio
772	Illinois
531	Indiana
517	Missouri
451	Iowa
<b>434</b>	<b>Michigan</b>
393	Wisconsin
381	Minnesota
356	Kansas
223	Nebraska

Percent of Surveys with Condition Level Citations	State
9.3	Kansas
6.3	Minnesota
6.2	Wisconsin
<b>5.9</b>	<b>Michigan</b>
5.8	Indiana
5.8	Missouri
5.4	Illinois
5.4	Nebraska
4.0	Iowa
3.9	Ohio
<b>5.7</b>	<b>National Average</b>

# CMS FY14 Midwest Data continued...

## LTC - Average Hours Per Standard Surveys



# CMS FY14 Midwest Data continued...

## LTC – Top 5 Standard Health Deficiencies

Nation	Michigan	
Tag #	Tag #	Tag Description
F441		
F371	F441	Infection Control, Prevent Spread, Handling of Linens
F323		
F309	F323	Free of Accident Hazards
F329		
	F371	Store/Prepare/Distribute Food Under Sanitary Conditions
	F329	Drug Regimen is Free of Unnecessary Drugs
	F309	Provide Necessary Care for Highest Practicable Well Being

# CMS FY14 Midwest Data continued...

## LTC – Other Measures

### Michigan Exceeds Region and National Average

- Number of Double G Citations – Trending downward FY 2011-14
- Number of Immediate Jeopardy Citations – Trending downward FY 2011-14
- Percentage of Providers with Complaint Surveys – No change
  - MI 94% - National Average 79% in FY 2014
- Percentage of Surveys with Abuse Citations – Trending upward
  - MI 34% - National Average 14% in FY 2014
- Denial of Payment for New Admissions Imposed – Trending downward
  - MI still higher than regional average
- Civil Money Penalties – Trending downward since FY 2012
  - Now below regional average

# CMS FY 16 Update

- LTC Overall Regulation – Comprehensive update of requirements (last performed in 1991). Tentative publish date FY 16 and implementation FY 17.
- LTC Electronic Reporting of Staffing Data – Pilot October 2015 with all reporting July 2016.
- Continuation of Sample MDS Surveys
- Continuation of Targeted Dementia Care Surveys
- Life Safety Code Survey Short Form Process
- Future adoption of 2012 Life Safety Code – TBD

# CMS Update continued...

## FY 16 LTC Tier Workload

Tier 1	Tier 2	Tier 3	Tier 4
15.9 Month Maximum Interval	Off-Hour Surveys, Special Focus Facilities	Initial certification of new providers	Complaint Investigations Triaged as Low
12.9 Month Average	MDS Surveys – MI 2-2.5% of LTC facilities	Complaint Investigations Triaged as Medium	
Complaint Investigations Triaged as High or IJ	Complaint Investigations Triaged Non-IJ High		

# What to look for in the future

- Current Areas of Need

- Life Safety Code Surveys

- Working to prioritize revisits prior to DPNA
    - Expediting reviews of Plans of Corrections
    - Short term - utilizing engineering staff to conduct follow up visits
    - Long term - adding additional fire inspectors

- Background Checks

- Merging workforce background check teams from health, adult foster care, and camps

## What to look for in the future continued...

- Other Updates

- IDR/IIDR – FY 16 utilizing MPRO for all reviews
- National Electronic Plans of Corrections – Michigan to be added in FY 16
- MDS Surveys to Continue
- Electronic LC-180
- Public Act 104 of 2015 effective October 1, 2015
  - Licensing fee increase
  - One visit at least every 3 years
  - Expanded state inspection waiver option
  - 2007 Minimum Design Standards

- Areas for improvement?

# Web Change

## Bureau of Community and Health Systems

The Bureau of Community and Health Systems performs state licensing and federal certification regulatory duties as required by state and federal laws. The bureau programs are designed to protect the health, safety and welfare of individuals receiving care and services through various covered licensed/certified provider types. Activities include issuance of state licenses and construction permits, routine inspections, complaint investigations, enforcement of state and federal requirements, and a host of other regulatory activities. The bureau covers more than 20 various provider types.



Covered Providers	Look Up a License	Contact Us
Request Documents (FOIA)	File a Complaint	Spotlight & News
Plan Review & Construction Permits	Workforce Background Checks	Nurse Aide Training Program

## Bureau of Community and Health Systems – Covered Providers

The Bureau of Community and Health Systems performs state licensing and federal certification regulatory duties as required by state and federal laws. This page is designed to assist providers through the state licensing and federal certification processes. We hope you find this page user-friendly to find the information needed and easy to navigate.



Adult Foster Care Homes	Camps Adult Foster Care & Child	Child Care Homes & Centers
Clinical Laboratory Services (CLIA)	Comprehensive Outpatient Rehab Facilities (CORF)	Dialysis Centers (ESRD)
Freestanding Surgical Outpatient Facilities (FSOF/ASC)	Home Health Agencies	Homes for the Aged
Hospice Agencies & Residences	Hospitals	Psychiatric Hospitals & Units
Nursing Homes	Outpatient Physical Therapy (OPT)/ Speech Pathology	Portable X-Ray Providers
Substance Use Disorder Programs	Rural Health Clinics (RHC)	

# Questions & Answers

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*Thank you for your efforts to provide quality health care  
to Michigan residents.*

*Note: Presentation will be posted online after the conference.*