Reports Case Study Scenario

You are the Quality Improvement Director at Sunny Valley Nursing Center. Your role involves routinely accessing, analyzing, and using Certification and Survey Provider Enhanced Reports (CASPER) reports to support the work of your facility's quality program. On a regular basis, you run the Review and Correct Report to validate the accuracy of your Minimum Data Set data submissions. This allows you to identify and correct any potential errors within the correction period.

Once the Quality Measures Report is updated with Quarter 4 2018 data, you review and analyze your Skilled Nursing Facility (SNF) Quality Reporting Program (QRP) facility- and resident-level data in CASPER. You then look at each resident's MDS 3.0 Nursing Home (NH) Print Report to review the response codes provided on the MDS. While reviewing these reports, you identify an opportunity for improvement.

Activity Instructions

Working in groups at your table, follow the steps below to identify and analyze the opportunity for improvement using the sample CASPER reports provided.

1. Review the **SNF QRP Facility-Level Report** to identify which measure your facility should target for improvement. How does the report data support your conclusion?

2. Using the **SNF QRP Resident-Level Report**, identify the residents who triggered the numerator for the quality measure identified for improvement.

3. Using the **MDS 3.0 NH Assessment Print Report**, summarize the findings for each resident who triggered the numerator for the identified quality measure. What conclusions can you make?

4. How will the information collected from these CASPER reports inform your next steps in the development of a performance improvement plan?