The Nursing Home Journey

Administration & Compliance

A Bill for Services
Submit bills and cost reports to Centers for Medicare & Medicaid Services (CMS). Submit claims to a Medicare Administrative Contractor (MAC), the State, or Medicare Advantage Plans monthly for payment. Bill Residents for care and treatment received outside of Medicare and Medicaid coverage.

B Audit
Provide records for CMS, Office of Inspector General, or the State to audit upon request.

C Train Staff
Provide continuous education, support, feedback, and interpretation of new regulations for staff.

D Survey & Recertify
Admit State Survey Agency (SA) to ensure requirements are met and retain certification.

E Correct Deficiencies
Develop and implement a Plan of Correction if the SA cites deficiencies. SA verifies Nursing Home is in compliance.

F Report Quality
Collect Resident care data through MDS and staffing data through payroll-based journals. Submit data to CMS and SA. Receive a star rating on Nursing Home Compare based on this data and surveys.

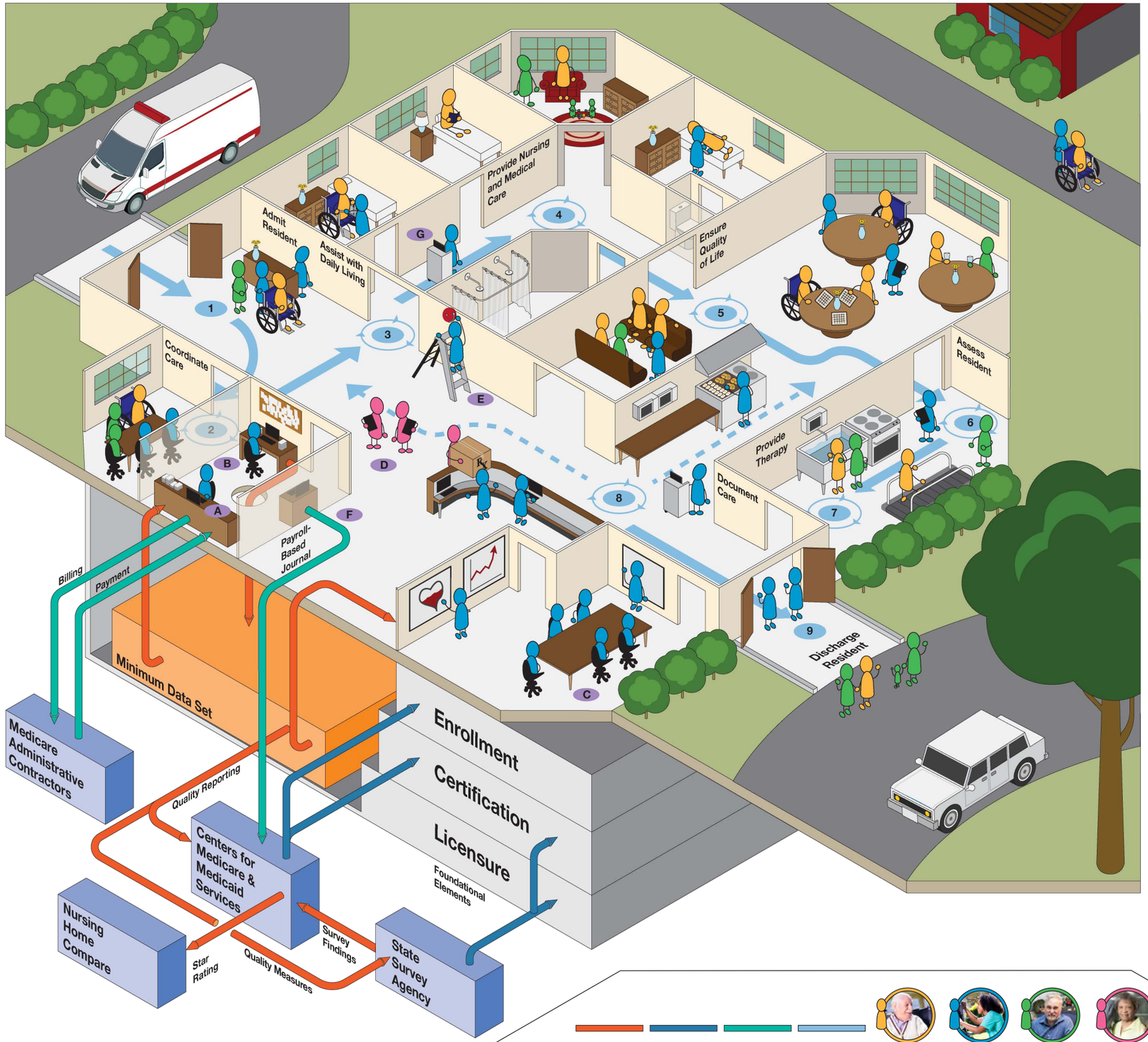
G Improve Quality
Improve the quality of care, organizational culture, ethics, processes, and technology with Quality Assurance & Performance Improvement educational material and other resources.

Program Participation

Enrollment
Apply for participation in CMS program. Receive tax ID number. Hire, credential, and enroll staff.

Certification
Complete initial survey and become certified through CMS, the State, and MAC.

Licensure
Apply for a license through the State.



Resident Care

1 Admit Resident
Determine capacity to provide care, coordinate Resident transition to the Nursing Home, and create Minimum Data Set (MDS) within two weeks and baseline care plan within 48 hours.

2 Coordinate Care
Coordinate Resident care with family and a variety of contracted specialists, internal staff, and other institutional providers.

3 Assist with Daily Living
Help Resident bathe, groom, dress, undress, eat, and toilet. Assist with movement.

4 Provide Medical and Nursing Care
Provide person-centered medical and nursing services.

5 Ensure Quality of Life
Provide quality of life services such as life enrichment programs.

6 Assess Resident
Track progress by assessing Resident and entering data into MDS. Coordinate and verify assessments.

7 Provide Therapy
Improve or maintain Resident's abilities through physical, occupational, speech, or other therapies.

8 Document Care
Track progress of each Resident interaction, documenting a wide variety of measures.

9 Discharge Resident
Coordinate, prepare, and discharge Resident to another setting. If Resident passes away, help family with end-of-life arrangements.

End Participation

Withdraw
Stop participating in Medicare and Medicaid voluntarily.

Terminate
Nursing Home is involuntarily excluded from participating in Medicare and Medicaid for violating requirements.