

**Agenda and Key Guidance**  
**Nursing Facility/Skilled Nursing Facility/ICF-IID Provider Call**

Wednesday, October 18, 2023

1:00 PM – 2:00 PM

Welcome

Beverly Clark

- Session is being recorded.
- All participants are muted, please keep phones muted during the call
- Q&A session – **All** participants should submit questions to [LTC@health.ok.gov](mailto:LTC@health.ok.gov), we will answer as many questions as time allows on the call
  - Online participants may post questions in the Q&A box, these questions will be answered in the FAQ document
  - Only questions sent to the LTC email box will be answered during the call
- Phone number 405.426.8200
- Fax Incidents/Form 283 to 1-866-239-7553
- To request emails from GovDelivery.com, email Diane Henry at [DianeH@health.ok.gov](mailto:DianeH@health.ok.gov) or email [LTC@health.ok.gov](mailto:LTC@health.ok.gov)
- Please join via Teams app on your computer to view presentations
- Reminders:
  - **Guidance for NF/SNF and ICF/IID** comes from CMS QSO Memos and CDC guidance as indicated in the QSO memos.
  - **Assisted Living/Adult Day Care/Residential Care** should follow standards of care related to infection control; CDC is an example of standards of care that may be followed

Telligen QIN-QIO Update

Micki Reyman

- Telligen received fewer CMS COVID outbreak referrals for NF/SNFs during the summer, but they are slowly increasing again. If your community was referred in the past, you may receive a re-referral. Telligen will reach out to your team to offer partnership with developing an infection prevention and control improvement plan and assisting you as needed
- The goal of this project is for your team to identify an infection control weakness or gap, use any QAPI methods such as developing a root cause analysis and a QI plan for improvement. You can then include the QI plan as documentation of your improvement efforts as part of the required annual QAPI, infection prevention, and facility assessment programs. Telligen will assist you with any processes and offer on-site or virtual tours to walk with you in the community to help assess with these process
- Telligen is now proactively reaching out to teams to help support required infection prevention and control annual staff trainings. We are now in flu season and COVID is still circulating, so Telligen has provided a short assessment to help you determine your infection control training needs. Telligen's Infection Prevention and Control Staff Training Assessment can be completed at <https://portal.telligenqiconnect.com/rdc/infPrevCtrlAssessment.jsp>
- Telligen has also partnered with a few nursing home corporations and ownership teams to help their teams to identify infection control training needs. Telligen can provide resources, on-site trainings or just offer support
- Just like you, Telligen wants to be able to help keep the spread of germs in facilities out. Check out the Telligen website <https://www.telligenqiconnect.com/> for the latest updates, 30-minute webinars, on-demand trainings, podcasts and more
- Micki Reyman contact: [mreyman@telligen.com](mailto:mreyman@telligen.com)

#### MDS Updates – Reminders

Diane Henry

- On October 17, 2023, a notification was sent to nursing homes reminding them that as of October 1, 2023, MDS data elements I0020 and I0020B—Active Diagnosis are required to be completed on your OBRA assessments. Previously these items were only completed on your PPS assessments.
- The purpose of capturing the items is data is needed to calculate the Medicare Equivalent Upper Payment Limit (UPL) to demonstrate to CMS that Medicaid payments to nursing homes are within limits allowed by federal regulations.
- Software vendors are experiencing multiple edits and updates and have requested that nursing home providers not contact them about the above data elements being active on the OBRA assessments.
- Diane Henry, State RAI Coordinator, is in communication with the software vendors and iQIES and will notify providers when the changes have been made to allow providers to capture I0020 and I0020B on OBRA assessments.
- Once the vendors have updated their software, and iQIES has been updated, then a notification will be sent out to providers requesting a modification be completed on any comprehensive or quarterly OBRA assessments with an ARD of October 1, 2023 or later where I0020 and I0020B was not coded.
- If providers are experiencing any issues with MDS assessments, or have questions on coding the new data elements, be sure and contact Diane Henry at [DianeH@health.ok.gov](mailto:DianeH@health.ok.gov) or [MDSHelp@health.ok.gov](mailto:MDSHelp@health.ok.gov), or phone 405-426-8159.

#### COVID-19 Updates

Jeneene Kitz

- Happy International Infection Prevention Week! You can locate information related to the week at [https://infectionpreventionandyou.org/iipw/#::~:~:text=International%20Infection%20Prevention%20Week%20\(IIPW,of%20infection%20prevention%20for%20everyBODY](https://infectionpreventionandyou.org/iipw/#::~:~:text=International%20Infection%20Prevention%20Week%20(IIPW,of%20infection%20prevention%20for%20everyBODY)
- COVID-19 outbreaks are on the rise again
- OK ViralView: Respiratory Virus Surveillance Summary can be used to track respiratory viruses in your communities
  - Viral view provides up to date surveillance data for Influenza, COVID, and RSV, including activity level, test positivity rates, hospitalizations, variant testing results, and wastewater
  - Flu and COVID-19 have begun co-circulating. Double check and don't forget there may be need to test for both
  - Located at <https://oklahoma.gov/health/health-education/acute-disease-service/viral-view.html>
- Interim Infection Prevention Guidelines are readily available in CDC's [Interim Infection Prevention and Control Recommendations for Healthcare Personnel During the Coronavirus Disease 2019 \(COVID-19\) Pandemic](#)
  - Definition has not changed - ONE POSITIVE COVID-19 resident or staff member begins your facility's outbreak response
  - Source Control - Recommended for everyone during outbreak to mitigate spread due to ongoing exposureRefer to the PowerPoint slide document, or listen to the recording, for specific guidance on the below bullets
  - Outbreak Testing Process
  - PPE USE: Conventional Strategies
  - Transmission-Based Precautions and Resident Placement to Mitigate Spread (evidenced based practices)
  - Duration of Isolation – also refer to CDC's [Interim Guidance for Managing Healthcare Personnel with SARS-CoV-2 Infection or Exposure to SARS-CoV-2](#) for staff return to work (RTW)
  - Staffing Mitigation Strategies – also refer to CDC's [Strategies to Mitigate Healthcare Personnel Staffing Shortages](#)
- November 18 – 24 is the US Antibiotic Awareness Week. HAI will be reaching out to partner with some of your facilities to educate your staff, residents and families. Be on the lookout for more information
- HAI (Health Associated Infections) contact email: [HAI@health.ok.gov](mailto:HAI@health.ok.gov)

Infection Control – Respiratory Vaccine Reminders (Influenza, COVID-19, Pneumonia)

Shayla Spriggs

- Federal regulations require documentation of the vaccine, and education of the residents and/or their representatives
- Surveyors will be looking for
  - Documentation the facility educated the resident/representative about the vaccine
  - Documentation the facility offered the vaccine
  - Documentation the resident/representative declined the vaccine
  - Educational materials used
  - Facility’s policies and procedures
- If you are in outbreak, the team will be reviewing the facility’s policies and procedures to ensure the facility is following those processes

Ombudsman Program Overview: Including Roles and Responsibilities

Bill Whited

- Bill Whited is the Oklahoma State Long-Term Care Ombudsman Program Manager
- The Ombudsman program is housed within the Community Living, Aging and Protective Services (CAP) in the Oklahoma Department of Human Services

Refer to the PowerPoint slide document, or listen to the recording, for specific guidance on the below bullets

- Where did the word “Ombudsman” come from?
- History of the Ombudsman program
- Organizational structure
- Role of the Long-Term Care Ombudsman
- Long-Term Care Ombudsman Program Functions
- Nursing Home or Alternative Care in Oklahoma
- Ombudsman Contact Information
  - William “Bill” Whited
  - Aging and Disability Hotline: 800.211.2116
  - Phone: 405.521.6734
  - Fax: 405.522.6739
  - Emails: <http://www.okdhs.org/programsandservices/aging/ltc/Ombudsman.intake.line@okdhs.org>
  - [Ombudsmanfax@okdhs.org](mailto:Ombudsmanfax@okdhs.org)
  - [CAP.Ombuds@OKDHS.org](mailto:CAP.Ombuds@OKDHS.org)

General Comments

Janene Stewart

- On October 1, 2023, we entered the new federal fiscal year for the NF/SNFs and ICF/IIDs
- Survey teams are in the field working recertifications, relicensures, and complaints to ensure our regulatory requirements are met and the residents are receiving the best care
- We do still get some calls from facilities stating they have not seen a survey team yet, we can tell you, “If you haven’t seen us yet, you will see us soon.”
- We appreciate your feedback and any questions you may have related to concerns you are seeing in your communities. Please feel free to reach out to us at [LTC@health.ok.gov](mailto:LTC@health.ok.gov) or call 405.426.8200
- Thank you for joining us today

**Questions and Answers (see the Q&A document)**

**Next call to be announced**