

## **Top Systems & Processes for Long Term Care**

**Objectives Include: Person-Centeredness, Staff Competency and Compliance in all areas.**

### **Admission and Discharge**

- Admission Screen & determination of acuity
- Admission Processes
- Admission Orders
- Discharge Processes & Planning
- Involuntary Move-out notices

### **Resident Rights / Quality of Life**

- Communication to Resident / Family / Physician
- Privacy
- Grievances
- Informed Choice
- Social Services

### **Assessment and Service/Care Planning**

- Preadmission screening
- Admission Assessments
- MDS/CAA's
- Quarterly overview
- Pain
- Restraints & other devices
- Behavior and Psych. Medication Use
- Smoking
- Elopement risks
- Nutrition risks / problems
- Medication self-administration
- Bowel Care
- Risk Agreement
- Documentation of RN regarding follow-up of minor / non-significant changes

### **Changes of Condition**

- 24-hour report
- Nursing Communication and Documentation
- Alert Monitoring
- ISP's – Interim Service Planning / Care Plans
- Documentation of RN regarding significant changes

### **Accident / Incident / Abuse Investigations / actions taken**

- Incident reporting & logging
- Guidelines for conduction investigations – roles and responsibilities
- Reporting

### **Nutrition**

- Monitoring (including meal and weight monitoring)
- Evaluation and monitoring of changes
- Meal Service – Serving and Preparing

### **Skin Prevention and Treatment**

- Determining needs based on preadmission evaluations
- Prevention – Care Plan / Service Plan
- Monitoring and Treating skin problems – assessments and documentation
- Coordination with outside services

### **Task Delegation (CBC only)**

- Delegation process – includes documentation, ongoing monitoring per State requirements

### **Medication and Treatments**

- Transcription of Orders
- Training
- Delivery of Medications from Pharmacy
- Documentation and Delivery of Medications to the resident
- Self-administration
- Narcotic delivery, storage, count, destruction, and documentation
- CBG Documentation and Calibration

### **Resident Emergencies**

- Roles and Responsibilities – Employee competencies
- Notifications
- Transport
- Post Emergency Review

## **Behavioral Programs and Psychopharmacological Drug Use**

- Behavioral Evaluations/assessments and Interventions
- Behavioral Tracking
- Use of Outside Resources
- Social Services

## **Use of outside resources / services**

- Diagnostic (Lab, X-ray, Physician)
- Home Health (CBC only)
- Hospice
- Other (Mental Health, PT, OT, ST, RD or other)
- Documentation and Coordination

## **Clinical Records**

- Overall Documentation (ADL's, forms, etc., and organization of the clinical record)
- Purging and Storage
- Electronic Records

## **Activities / Quality of Life**

- Planning and providing in-house and outside activities
- Activities for resident specific needs – in-room, memory care, behavioral interventions

## **Quality Improvement & Infection Control**

- Roles and Responsibilities
- Quarterly meetings
- Choosing measures for review & Root Cause analysis of results
- Monthly analysis of Infections – process and outcome measures
- Overall Infection control procedures (Transmission based precautions)
- Annual and Ongoing Facility Assessment

## **Finance**

- Determining charges based on acuity
- Billing
- Accounts receivable
- Office Management
- PPS processes (Skilled Care Only)

## **Communication and Training**

- Employee hiring practices (includes infection control TB testing and other)
- Overall training and orientation of new hires
- Annual training and competency testing

## **Safety**

- Environmental (includes hot water testing, kitchen environment & other per requirements)
- Food service
- Preventive maintenance
- Bed safety
- Fire safety
- Smoking policies
- Disaster planning